



[What's New in Everbridge University](#)

[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](#)

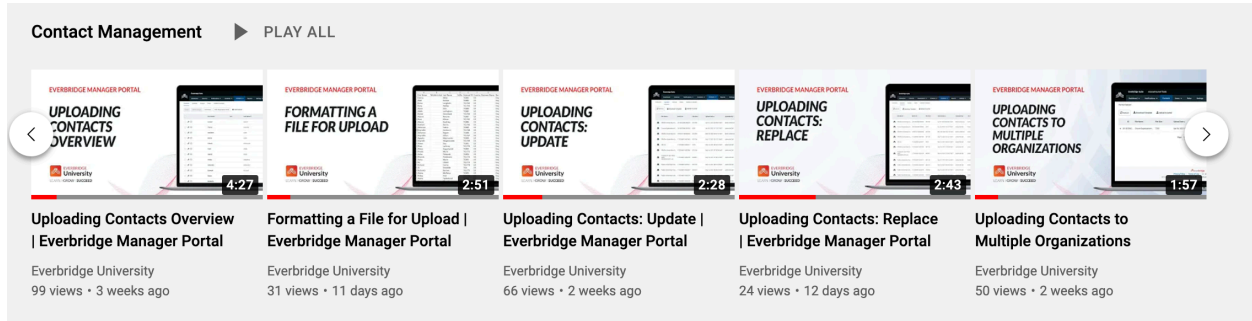
[Known Issues in this Release](#)

What's New in Everbridge University

What's New in Training

Learn more about Everbridge Products through quick and simple videos available on the [Everbridge University YouTube channel](#).

The recent focus has been on **Contact Management**.



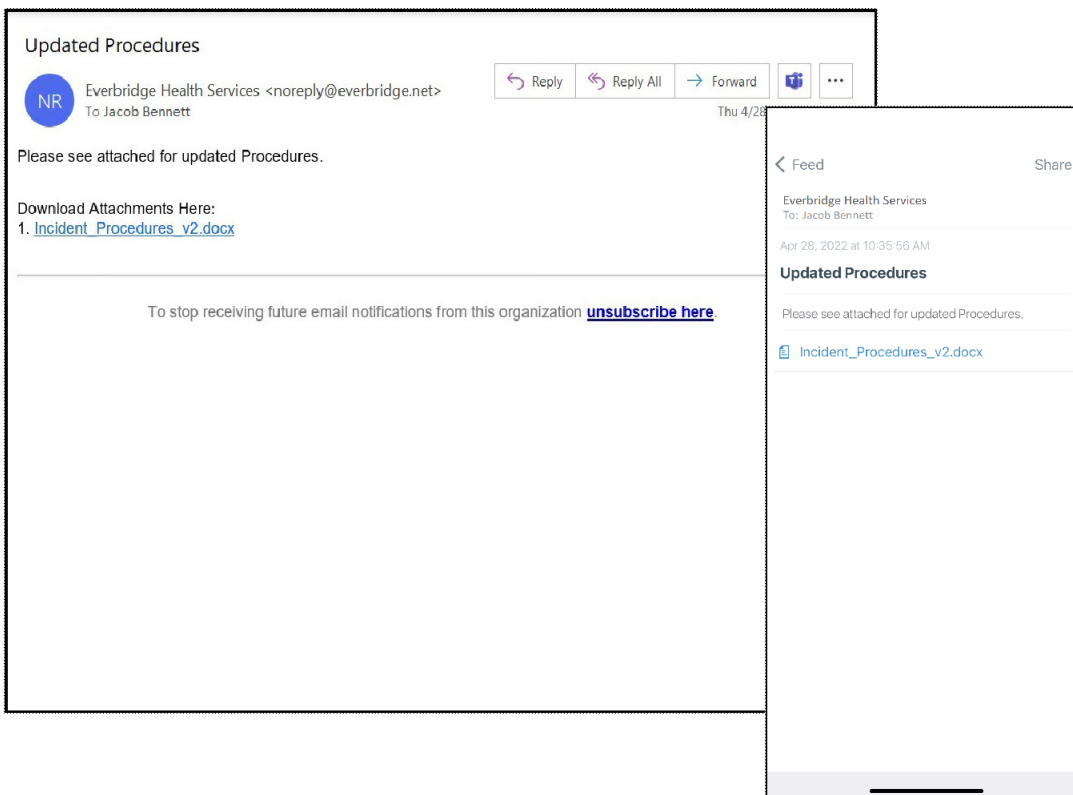
Once you subscribe to the channel, new videos will display in your Subscriptions feed.

What's New in Mass Notification Platform

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

Larger Attachments for Notifications

You can attach up to 5 files totaling up to 20 MB to a notification sent from the Notifications or Incident user flows. Email and Everbridge Mobile App notifications will contain secure links for Contacts to download and view the attached files.



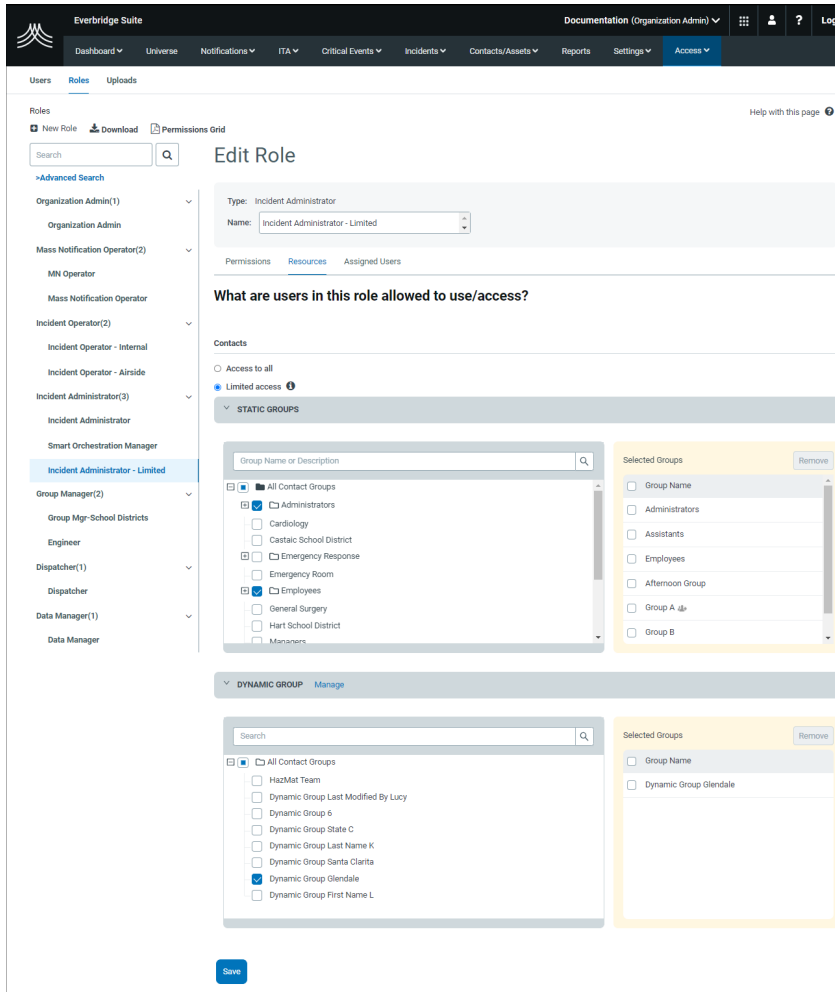
You can include large relevant documents, pictures, and videos, and can communicate more effectively with your Contacts.

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

Related Documentation: *Organization Administrator Guide*

Incident Administrator Role – Limit Access to Contacts

You can limit access to Contacts and Groups for users assigned to the Incident Administrator role to match the same capability for users in Incident Operator and Group Manager roles.



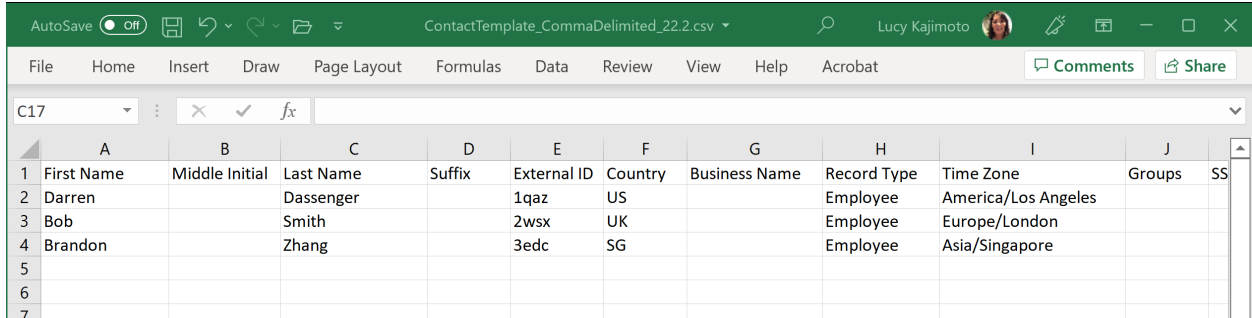
You eliminate message fatigue and confusion in your message Contacts by ensuring only approved message senders can notify specific Contacts.

This feature is available at no additional cost. There is no impact to existing processes as well as to existing Incident Administrator role users.

Related Documentation: *Incident Administrator Guide*

Contact Upload: New Column "Time Zone"

You can include the Time Zone for your Contacts in your CSV Contact Upload file via the Web application, SFTP, or REST API.



The screenshot shows a Microsoft Excel spreadsheet titled "ContactTemplate_CommaDelimited_22.2.csv". The spreadsheet has columns labeled A through J. Column A is "First Name", B is "Middle Initial", C is "Last Name", D is "Suffix", E is "External ID", F is "Country", G is "Business Name", H is "Record Type", I is "Time Zone", and J is "Groups". There is also a "SS" column. The data rows are as follows:

	A	B	C	D	E	F	G	H	I	J	SS
1	First Name	Middle Initial	Last Name	Suffix	External ID	Country	Business Name	Record Type	Time Zone	Groups	SS
2	Darren		Dassenger		1qaz	US		Employee	America/Los Angeles		
3	Bob		Smith		2wsx	UK		Employee	Europe/London		
4	Brandon		Zhang		3edc	SG		Employee	Asia/Singapore		
5											
6											
7											

You can preset the Time Zone for your Contact Records to gain visibility to your recipients' location so you can schedule your messages at appropriate times or target recipients in a geographical region.

To see the list of Time Zone values you can enter, login to your Everbridge service, and select Online Help from the Help & Support menu ('?' icon in the top menu). Search for the Contact Upload Data Table, and then scroll to "Time Zone".

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

Related Documentation: *Organization Administrator Guide*


Contact Record: New Page Banner – Automated Weather Alert Quiet Time

When Automated Weather Alerts Quiet Time and Delivery Method Quiet Times are enabled by the Organization Administrator in Organization settings, you will see an Information Banner on the Contact Record’s page.

Delivery Methods

i Automated Weather Alert Quiet Time is enabled from 9:00 PM (PDT) to 8:00 AM (PDT). This only impacts weather alert event notifications and is separate from the Quiet Time settings below. Contacts can override these settings in the Member Portal, if applicable.

Everbridge will go down this list, in the order specified here, when attempting to reach this contact.

Order	Delivery Method	Device address	Status i	Quiet Time
1	Work Email	* ddassinger@hotmail.com	<input checked="" type="checkbox"/>	+ ⊖
2	SMS 1-Way	*  +1 818-230-9732	<input checked="" type="checkbox"/>	+ ⊖

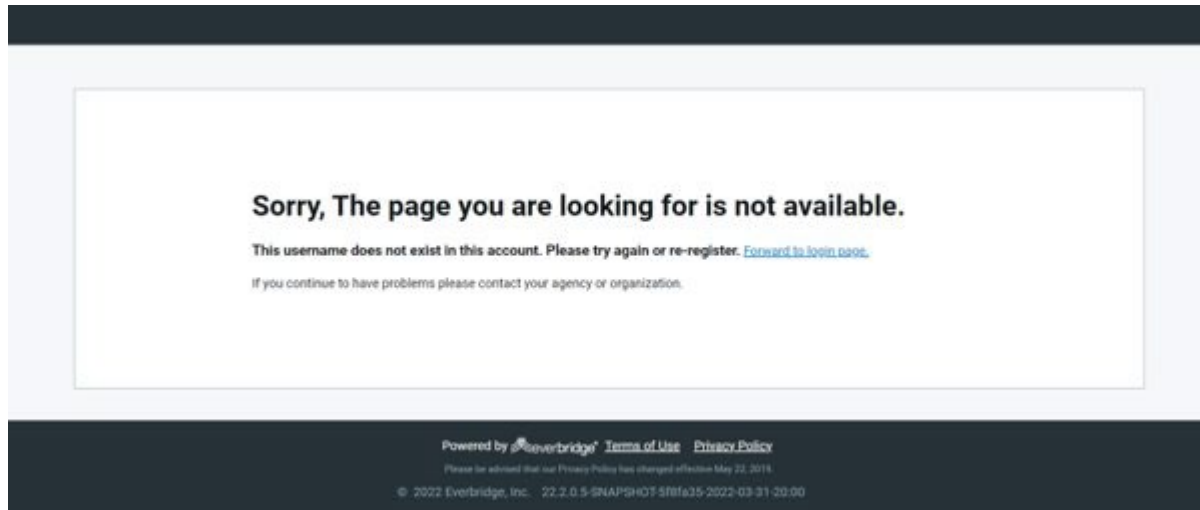
This new banner aids in the process for identifying and/or troubleshooting why Contact Records may or may not have received a notification regarding weather alerts. This provides another level of visibility to users that only have access to the contact record.

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

Related Documentation: *Organization Administrator Guide*

Member Portal – User Instruction Update When Page Not Found

When your Contacts are unable to access the Member Portal URL (because their username does not exist, they access an older URL, or they have connectivity issues), the Everbridge application provides additional guidance for a possible root case.



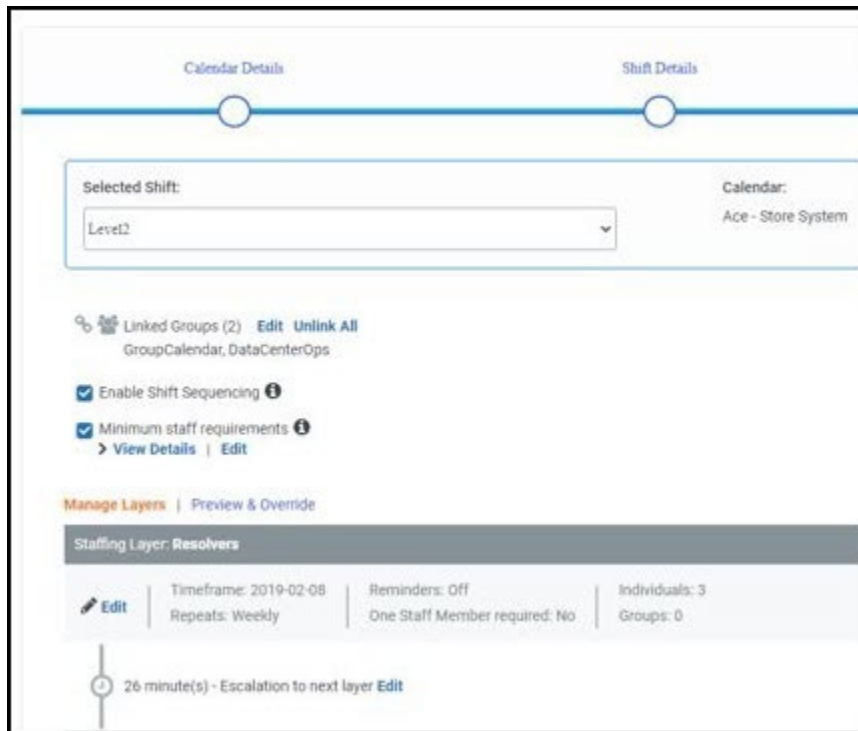
Your Contacts will be able to quickly resolve their potential access issues.

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

Scheduling: Link More Than One Group to a Shift

You can link more than one Group to a Shift when staffing your Calendars. If you link more than one group to a shift, then you can staff the Calendar from the contacts that are in all those groups that are linked to the shift. (Before this enhancement, you could only link a single group, and therefore only staff the contacts that were in that group.)

When adding or removing groups to/from the staffed shift, if any staffing layers or overrides violate the newly linked groups' rules (contacts staffed on the shift must belong to the groups), the layers and/or overrides will be deleted after user confirmation.



Having the ability to link more than one Group to a Shift allows more flexibility for managing schedules, along with Contacts and Groups. For example, when you have resolvers and Contacts in the escalation layers belonging to different Groups, you can filter Contacts eligible to be staffed on shift.

For instructions on using this optional feature, login to your Everbridge service, select Online Help from the Help & Support menu, then go to the procedure, ***To set your shift staffing options.***

This feature is available to all customers using Scheduling. Customers creating shifts via the Everbridge REST API must use the new **groupsIds** property. (Refer to the **REST API Guide** PDF in the Everbridge Support Center.)

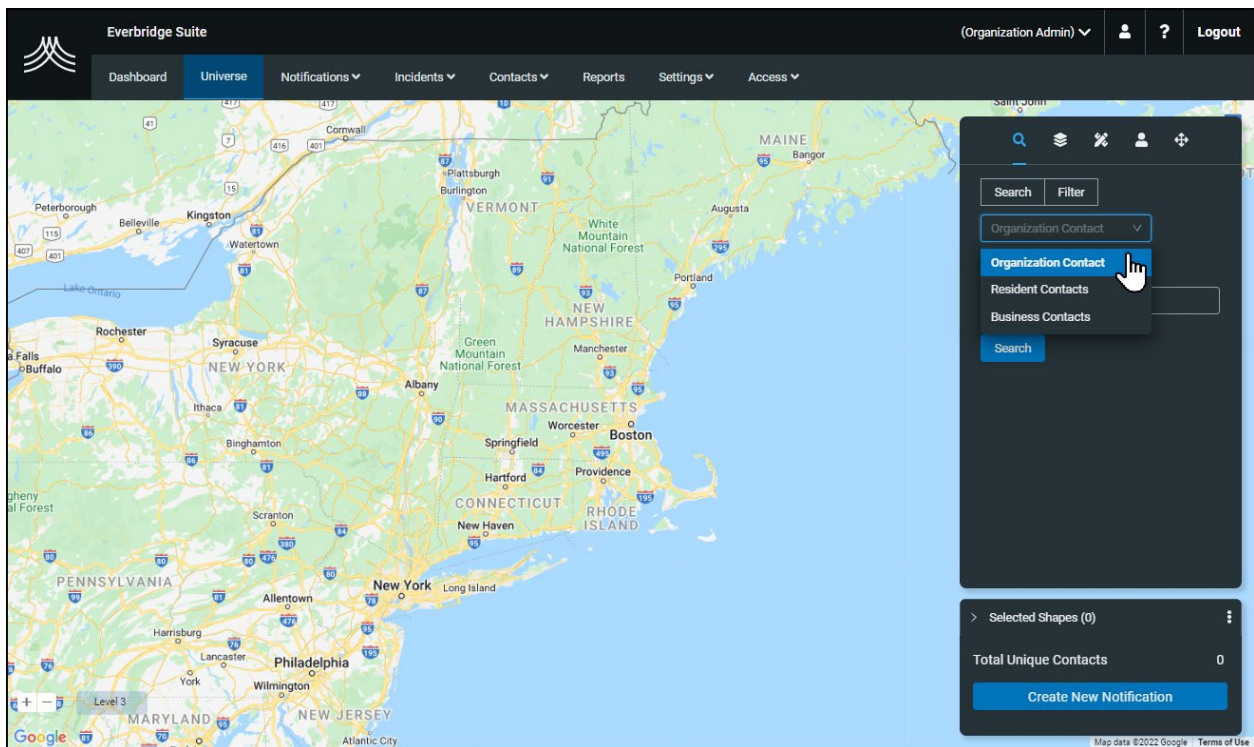
Related Documentation: *Scheduling User Guide, REST API Guide*

Resident Connection – U.S. - Contacts Search by Name or Address

You can search by Name or Address for Resident Connection – U.S. contacts. This enhances the previous release, which did not support Name and Address searches for searching Resident Connection Resident and Business Contacts.

You can search by:

- Organization Contacts (Address, First Name, Last Name)
- Resident Contacts (Address, First Name, Last Name)
- Business Contacts (Address, Business Name)



Expanding the ways you are able to search makes it faster and easier to find exactly the contacts you need. Previous releases only supported searching your Organizational Contacts. In this release, you have the ability to search Organizational Contacts, Residents, or Businesses by Addresses or Names.

This feature is available to all customers using Resident Connection – United States. There is no impact to existing processes.

Related Documentation: In a future release of the *Resident Connection – United States Guide*

Resident Connection – U.S. – Default Delivery Method Toggles

You can determine if you want Resident Connection Contacts included in your notifications sent from the Notifications or Incidents user flows.

This feature automates part of the process, making it easier to send notifications to the appropriate audiences, quickly and accurately.

Depending on the severity:

- If the user does not select the Imminent Threat to Life check box to create a notification or incident that is not urgent, then Landline and VoIP delivery methods can be turned on or off by default for the organization in Settings > Organization > Notifications > Delivery Methods.
- For Resident Connection users, there is a higher level of data security control for the Mobile SMS/Text and Mobile Voice delivery methods. If the user selects the Imminent Threat to Life check box in their notification or incident user flow, then the Mobile SMS/Text and Mobile Voice delivery methods can be turned on or off by default for the organization. (The Mobile SMS/Text and Mobile Voice delivery methods are enabled in Organization settings only when the Imminent Threat to Life check box is selected.)

Everbridge Suite (Organization Admin)

Dashboard Universe Notifications Incidents Contacts Reports Settings Access

Organization Member Portal Everbridge Mobile App

Organization > Delivery Methods

Map >

Interactive Visibility >

Publishing Options >

Notifications >

Default Options

SMS Options

Sender Information

Delivery Methods

Broadcast Throttling

Conference Bridges

Phone - Voice Greeting

Email - Header & Footer

Contacts and Groups >

Delivery Methods

ORGANIZATION CONTACTS

Allow Members to:

Allow unsubscribe from Phone Email

Sequence	Default	Code	Prompt	
<input type="checkbox"/> 1	<input type="checkbox"/>	SMS 1	TEXT/SMS #	
<input type="checkbox"/> 2	<input checked="" type="checkbox"/>	Email Address 1	Personal E-Mail	
<input type="checkbox"/> 3	<input type="checkbox"/>	Phone 1	Personal Mobile #	
<input type="checkbox"/> 4	<input type="checkbox"/>	Extension Phone 1	Work Landline/Mobile	
<input type="checkbox"/> 5	<input type="checkbox"/>	Phone 2	Work Mobile #	
<input type="checkbox"/> 6	<input type="checkbox"/>	Phone 3	Home Landline/VOIP #	

Select Code

RESIDENT CONNECTION

Sequence	Default	Code	Prompt	
<input type="checkbox"/> 1	<input type="checkbox"/>	Mobile(SMS/Text)	SMS (RC)	
<input type="checkbox"/> 2	<input type="checkbox"/>	Mobile(Voice)	Wireless (RC)	
<input type="checkbox"/> 3	<input type="checkbox"/>	VOIP(Voice)	VOIP (RC)	
<input type="checkbox"/> 4	<input type="checkbox"/>	Landline(Voice)	Landline (RC)	

This feature is available to all customers using Resident Connection – United States. There is no impact to existing processes.

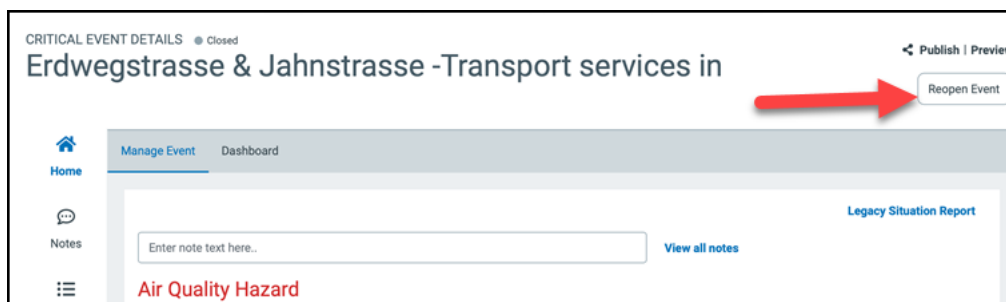
Related Documentation: In a future release of the *Resident Connection – United States Guide*

What's New in Crisis Management

Reopen a Closed Critical Event

Administrators can reopen a previously closed Critical Event. When the closed Critical Event is reopened, it is available again for completing the remaining activities under that.

Situations could occur that cause the team to continue working on a Critical Event that was closed in the application. You can reuse a closed Critical Event without having to create a new Critical Event, thus eliminating the need for you to open a new Critical Event and re-enter all elements.



For instructions on using this feature, login to your Everbridge service, select Online Help from the Help & Support menu, then go to the procedure, ***To close or reopen a critical event.***

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

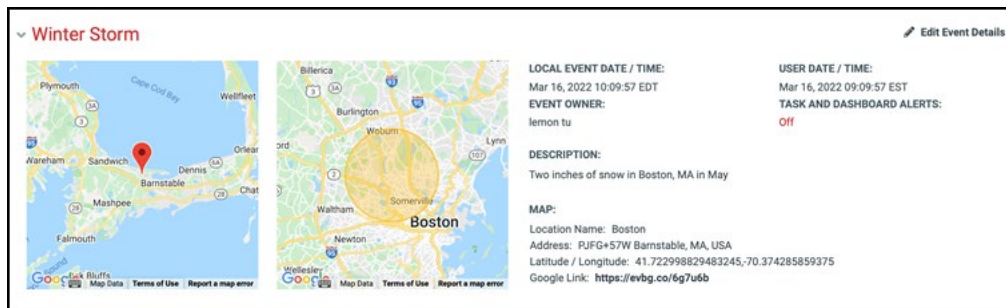
Related Documentation: *Crisis Management Guide*

Location Details from the Map

Additional detailed geo location data of a Critical Event can be leveraged elsewhere, such as passing the information to an Incident as part of the notification or other downstream communications.

The following map data has been added to the Critical Event Details page:

- Address
- Latitude/Longitude
- Short Google Link
- Radius of the circle (not shown)



The additional location details allow the event creator to provide more explicit and accurate information about the incident. That helps stakeholders grasp the details quicker.

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

Related Documentation: In a future release of the *Crisis Management Guide*

Launch Event by Folder

When a user launches a Critical Event, it can be included in the correct folder for easy access by authorized users. For example, if the user launches the Critical Event by a preconfigured template that is contained in a folder, this event is automatically placed in that folder.

- If the user who launched the event does not have permission access to any folder, then the event will be placed in the “Uncategorized” folder.
- If the user has permission to one folder, for example, the system automatically places the user in that folder when logged in. Then, when the user launches an event, the event is automatically placed in that folder.
- Similarly, when a user launches an event while searching or viewing events inside a folder, the new event is automatically placed in that folder.
- A default folder is presented to the user when an event is launched. If the user has permissions to select other folders, then the user can select the appropriate folder if not the default folder.

The screenshot shows the 'Create a Critical Event' interface. On the left, there is a 'TEMPLATES' section with a search bar and a list of templates including '333', '6666', 'Association of medical organizations warning', 'Floor Alert', 'Global virus alert', 'Leader inspection', 'Natural Hazard Template', 'Public donation notice', 'Red Cross donation notice', 'Safety warning', 'School emergency alert', and 'Strongest warning for virus'. The main form area contains the following fields:

- Title:** Text input field.
- Description:** Text input field with a character count of 2500.
- Event Type:** Text input field.
- Owner:** 'Select an owner' link.
- Location:** 'Select an address' link and 'Use shapes on the map' link.
- Location Name:** Text input field with a character count of 2500.
- Local Event Time Zone:** Dropdown menu set to '(GMT 8:00)China Standard Time(Asia/Shanghai)'. Below it is a '+ Add Custom Fields' link.
- Local Event Date/Time:** Calendar icon and text input field showing 'Apr 25, 2022 10:18'.
- Folder:** Dropdown menu currently set to 'Home'. A red arrow points to this dropdown.
- Turn off notifications for task assignment and dashboard sharing

At the bottom, there are 'Launch' and 'Cancel' buttons.

When your organization has separate teams (such as by location) and you want to keep each location limited to specific data, this feature helps with information segregation.

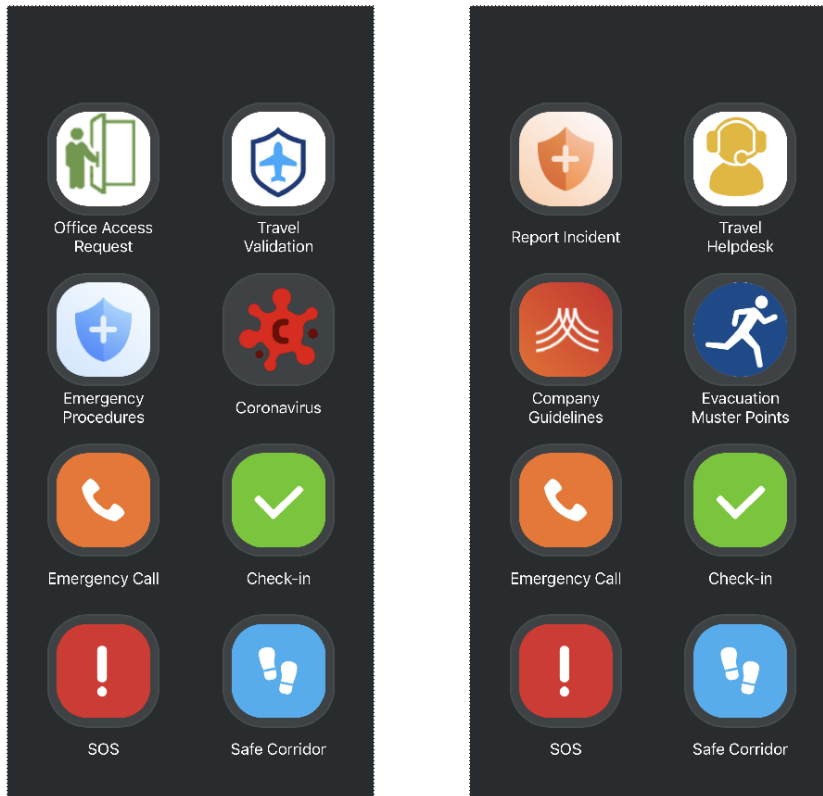
This feature is available at no additional cost to all Everbridge Crisis Management customers. There is no impact to existing processes.

Related Documentation: In a future release of the *Crisis Management Guide*

What's New for Safety Connection

Add Up to 60 Custom Buttons

You can add up to 60 buttons for your Everbridge Mobile App users to target the needs of your Contacts.



The upper limit of the number of buttons available on the Everbridge Mobile App is unchanged and remains 10.

This feature is available at no additional cost to all Everbridge Safety Connection customers that are entitled to use customizable buttons. Contact your Everbridge Account Manager to activate more than 25 buttons.

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

Minor Improvements to Existing Features – All Products

Product Area	Feature	Improvement	Benefits to you
Mass Notification	SMS Notifications	Ukraine - Replaced SMS Sender ID +380931770040 with +{*}380931770095{*}.	This new SMS Sender ID provides additional assurance of SMS message delivery to country.
Mass Notification	SMS Notifications	Italy - Replaced SMS Sender ID +39 3202 041288 with +39 4390 009570.	This new SMS Sender ID provides additional assurance of SMS message delivery to country.
Mass Notification	Notifications Auto-Refresh	Include a page refresh Countdown timer "in ** second(s)".	To help you get a clear idea of how soon the page will be auto-refreshed again, and you can see the latest information.
Mass Notification	Incident Communications REST API	Option to override the contacts' Quiet Time setting.	For urgent events, you can communicate with your contacts even during their quiet time period.
Mass Notification	Notification / Incident Send REST APIs	Allow the notification to launch with the truncated value when the included custom SMS field value exceeds the allowed limit.	Your message will not fail when the custom SMS value exceeds the allowed limit.
Safety Connection	Last Known Locations	Extended the Last Known Location maximum valid timespan from 7 days to 30 days.	You can keep track of your contacts for a longer period of time.

Support Notes – All Products

Product Area	Feature	Summary	Support Case
User Management	Single Sign-On	Selecting "SSO for Manager Portal" causes a "Server Error" message.	<ul style="list-style-type: none"> 221069448
User Management	Advanced Search from the Users tab	When doing an Advanced Search from the Users tab on any field that requires text be entered for a search, if the user clicks the ENTER key, they are redirected to a page that notes "Sorry you are not authorized to view this page."	<ul style="list-style-type: none"> 221070447
User Management	Live Chat from Incident	Unable to join live chat from Incident. Users get the following error message: "To participate in live chat, your account must be linked to a contact."	<ul style="list-style-type: none"> 211055367
Mass Notification	Incident Notification	The Confirmed Status in an Incident notification versus the Sent to Contact number are incorrect on the Dashboard.	<ul style="list-style-type: none"> 211050011
Mass Notification	Incident Scenarios	The Incident Operator role is unable to launch a scenario.	<ul style="list-style-type: none"> 221063292
Mass Notification	Incident Scenarios	The Conditional settings are not working.	<ul style="list-style-type: none"> 221086067
Mass Notification	Incident Templates	The Rich Text Editor is not saving in Incident Templates.	<ul style="list-style-type: none"> 221067280
Mass Notification	Incident Ad Hoc Notification	The "Send" button is unresponsive on the Ad Hoc Notification.	<ul style="list-style-type: none"> 221081436
Mass Notification	Advanced Contact Searches	Running an advanced search with the search variables "Location Country" or "External ID" causes delays of more than 5 minutes to get the results.	<ul style="list-style-type: none"> 221082625

Product Area	Feature	Summary	Support Case
User Management	User Record	Updating the user password was not updating the "Last Modified By" name.	<ul style="list-style-type: none"> • 221085384 • 221087043
Mass Notification	Incident Live Chat	Users were unable to join live chat from an Incident and were receiving a "To participate in live chat, your account mst be linked to a contact in this Organization" error message.	<ul style="list-style-type: none"> • 211055367
User Management	Users Page	Pressing the "Enter" key when doing an advanced search from the Users tab caused an authorization error.	<ul style="list-style-type: none"> • 221070447
Mass Notification	Single Sign-On	Selecting the "SSO for Manager Portal" option when logging into the Manager Portal resulted in a "Server Error" message.	<ul style="list-style-type: none"> • 221069448
Mass Notification	Member Portal Calendar	In the Member Portal, individuals scheduled on the Calendar would be numbered starting with "o" instead of "1".	<ul style="list-style-type: none"> • 221085532
Mass Notification	Member Portal Scheduled Shifts	End users were unable to view their schedule within their Member Portal, and would instead see a "working..." message.	<ul style="list-style-type: none"> • 221082101 • 221081223 • 221083417 • 221083431 • 221082912 • 221082420 • 221082935 • 221084898 • 221084959 • 221085201 • 221085308 • 221085620
Mass Notification	Scheduling	When setting a Contact to Unavailable, the calendar would not display in the drop-down menu.	<ul style="list-style-type: none"> • 221066410
Mass Notification	Custom Reports	When modifying an existing report, data options in the Report Builder were not displaying.	<ul style="list-style-type: none"> • 221066039

Product Area	Feature	Summary	Support Case
Mass Notification	Incident Communications	When launching the Close phase of an incident, the notification would not target all of the intended recipients.	<ul style="list-style-type: none"> • 221078309 • 221077924
Mass Notification	Incident Subscriptions in Member Portal	Users who were subscribed to Incident Communications were not receiving Incident Notifications from their Subscriptions.	<ul style="list-style-type: none"> • 221081067
Mass Notification	Member Portal Settings > Portal Options	The "Display Incident Information" check box would automatically clear when a setting under "Information Collection" was changed and saved.	<ul style="list-style-type: none"> • 221077121
Mass Notification	Settings > Organization > Notifications > Sender Information > Sender Caller ID > Country Contacts > Add Contact > Static Location > Country	The word "and" was misspelled in two places for the Country name "Saint Kitts and Nevis".	<ul style="list-style-type: none"> • 221080120
Mass Notification	Advanced Search for Contacts	Building lists were not populating correctly when using Advanced Search for Contacts, and using the "Building Name" or "Last Known – Building Name" filters with "OR" logic enabled.	<ul style="list-style-type: none"> • 221085256
Mass Notification	Advanced Search for Contacts	Contact search results would change after viewing a Contact from an Advanced Search using "AND/OR" logic. When using "AND" logic, the value would change to "OR" and would change the Contact search results.	<ul style="list-style-type: none"> • 221084762
Mass Notification	Asset Management User Flow	The German translation for "Assets" was incorrect.	<ul style="list-style-type: none"> • 221074688

Product Area	Feature	Summary	Support Case
Mass Notification	Contact File Uploads	File uploads would sometimes get stuck in the "Geocoding" status.	<ul style="list-style-type: none"> • 221067156
Mass Notification	Contact Records	When editing a Contact record, an occasional 500 error message would occur.	<ul style="list-style-type: none"> • 211035838 • 211047080 • 211054346 • 221074019
Mass Notification	Contact Records	When attempting to view or edit a Contact record, a "Sorry, we were not able to process your request." error would occur.	<ul style="list-style-type: none"> • 211035838 • 211047080 • 211054346 • 221074019
Mass Notification	Dynamic Groups in Roles	An error was encountered when adding new rules to an existing role.	<ul style="list-style-type: none"> • 211058731

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.
Online Help	REST API Guide	The REST API Guide in Online Help has not been updated. The Online Help version will be removed in the next release. Instead, use the PDF from the Everbridge Support Center > Documents > CEM User Guides > Additional User Guides > REST API Guide.