



# Everbridge University Power User Guide

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October 2023

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# Introduction

**Everbridge University (EBU)** is a comprehensive, 24x7 self-service resource that will train you and your teams to effectively leverage Everbridge solutions. Our goal is to save you time and ensure you have the skills necessary to take full advantage of our software.

Our curriculum is tailored to your needs and includes role-based training, certification paths, interactive courses, assessments, best practices webinars, and micro-learning videos. With our resources, you'll gain a deep understanding of how to use Everbridge to its fullest potential, ensuring your organization is always prepared to respond to critical events.

## Scope

This document is intended for Everbridge University Power Users who will be managing their learner's activity through Everbridge University. It will guide them through specific functions broken down by each Power User option available.



## Power User Role and Responsibilities

Everbridge University Power Users have unique capabilities and responsibilities that set them apart from regular users. These include:

- Enroll users in courses
- Access Learner Progress Dashboard
- Impersonate Learners
- View Transcripts
- View Enrollments
- Message Learners
- Run Consumption Reports
  - Learner Activity
  - Learner Progress
  - Course Activity
  - Course Summary
  - Curricula Activity
  - Certificates

# Getting Started

## Power User Dashboard

The **Power User Dashboard** highlights your Organization's consumption of training at a high level, mirroring the progress of popular training highlighted on the learner dashboard. While these bar graphs are not interactive, this data can be reviewed in the **Reports** tab.

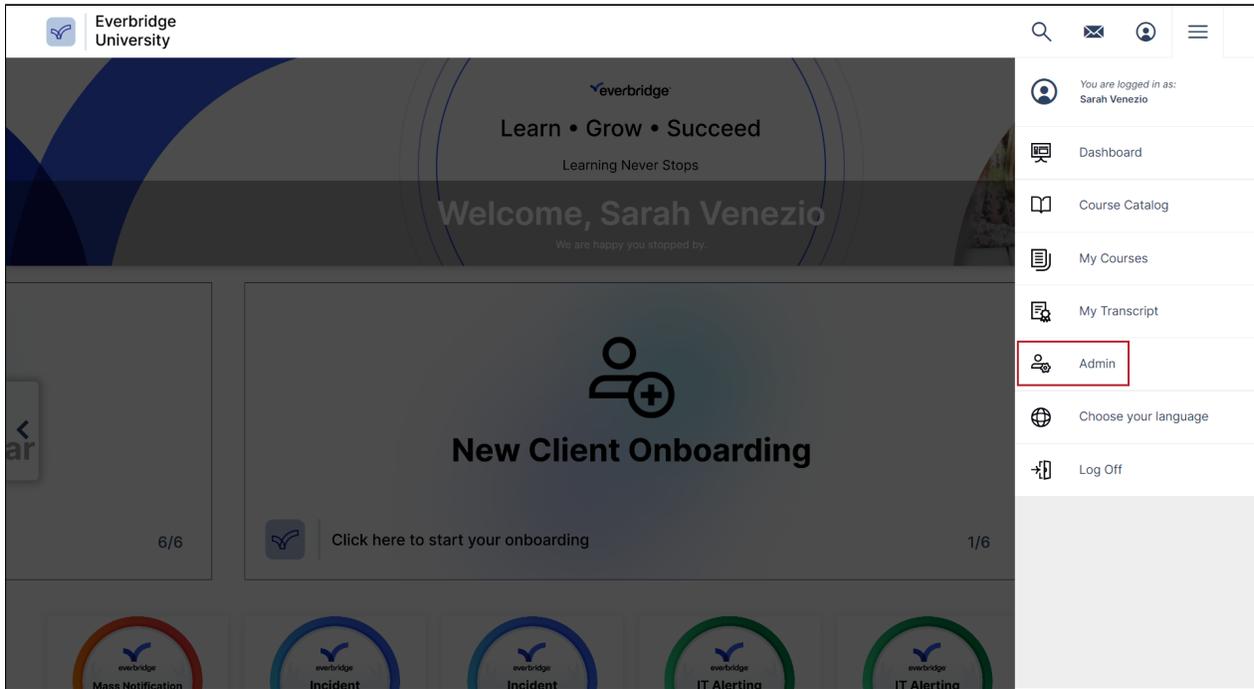
The screenshot shows the Everbridge University Power User Dashboard. At the top, there is a search bar with 'Intelligent Assist' and a user profile for 'Sarah'. The dashboard is titled 'EBU Power User Dashboard' and contains several widgets:

- Everbridge Certification\***: A bar chart showing learner progress for five roles: Incident Communications Operator, Incident Communications Administrator, Mass Notification Message Sender, Visual Command Center Operator, and IT Alerting Operator Certification. The legend indicates 'Completed' (green), 'In Progress' (blue), and 'Not Started' (grey).
- Role Based Curriculum\***: A bar chart showing learner progress for four roles: Account Administrator, Data Manager Curriculum, Group Manager Curriculum, and Organization Administrator. The legend is the same as the certification chart.
- Saved Reports**: A section for saved reports, currently empty.
- My Activity**: A section for user activity, currently empty.
- My Generated Reports**: A section showing a report titled 'Courses' generated 21 hours ago.

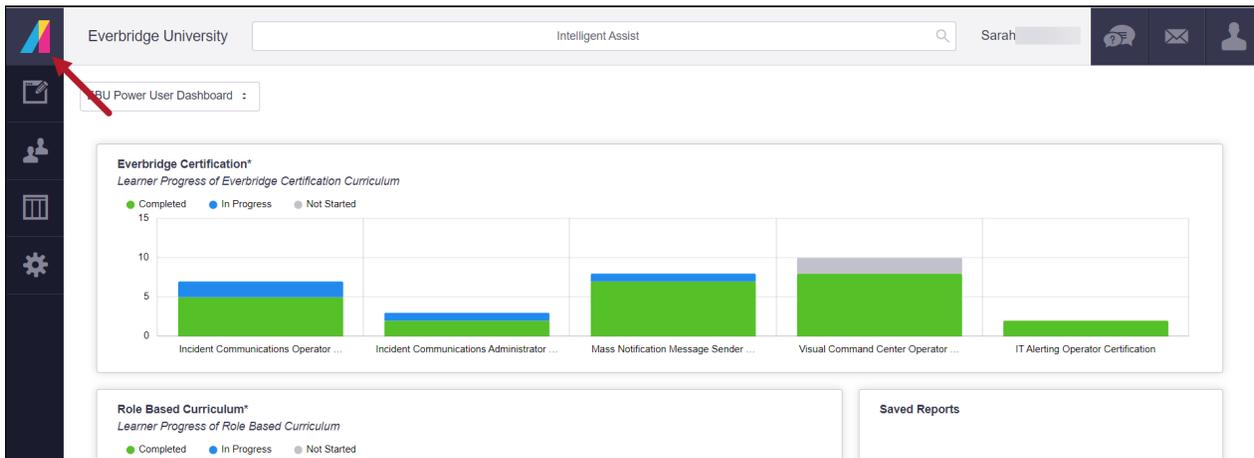
\*Marked widgets were last updated 2023-09-25 01:16 PM EDT

## Accessing the Dashboard

Administrators can access the Power User Dashboard from Everbridge University by clicking on the hamburger menu in the top-right corner, and then selecting **Admin**.



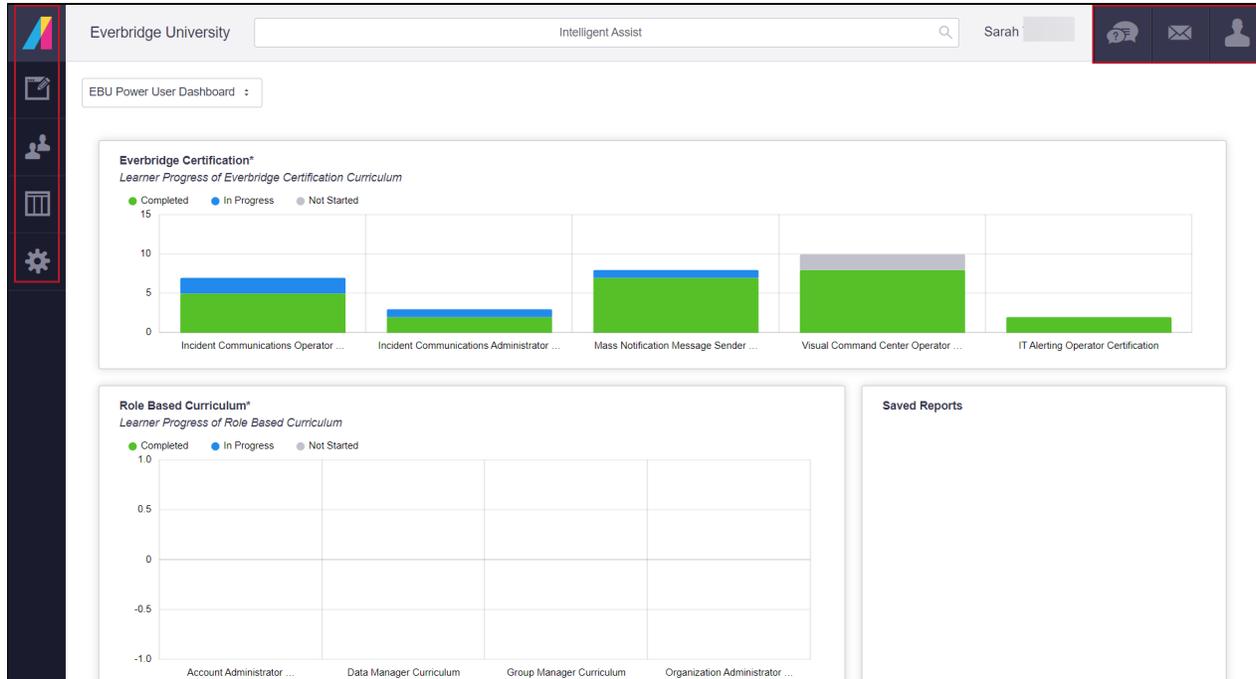
The Dashboard will appear. Administrators can also access the Dashboard from any page in the Power User interface by clicking on the icon in the top-left corner.



**NOTE:** All **Account Administrators** in Everbridge will be assigned EBU Power User access as default. If an Organization Administrator would like EBU Power User access, please request access through a support ticket.

# Navigating the Power User Dashboard

The Power User Dashboard is broken into two menus: the **Left** and **Top Panels**.

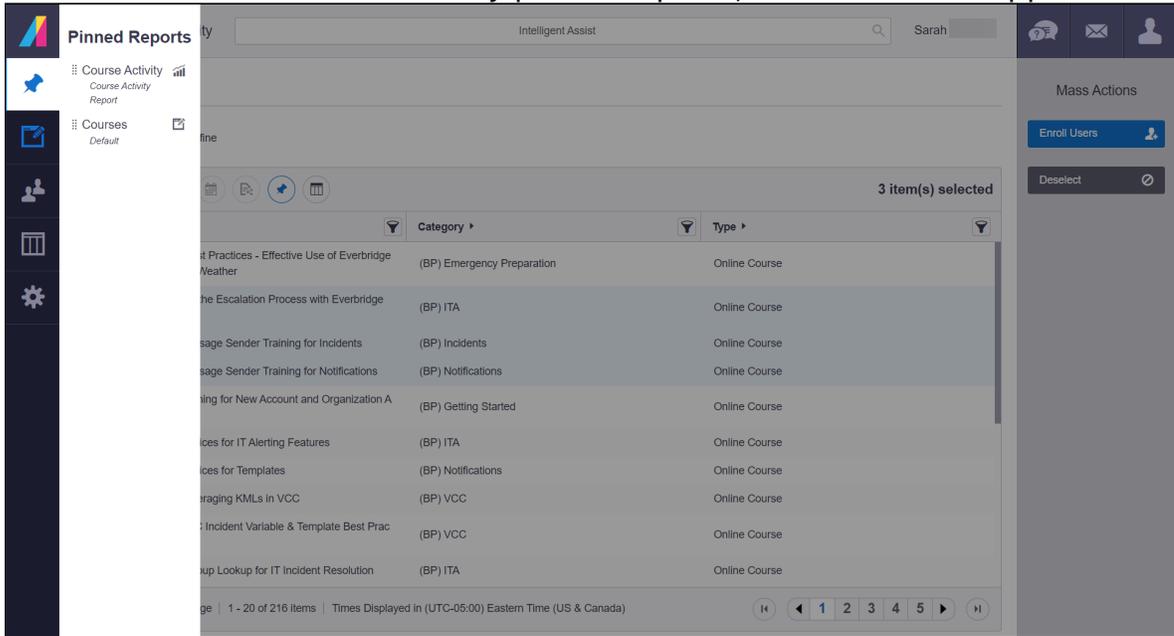


## Left Panel

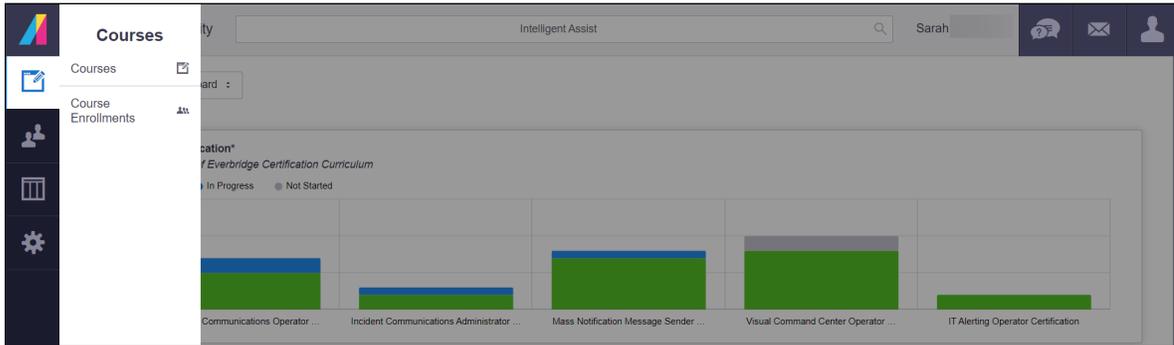
The **Left Panel** contains the following items:



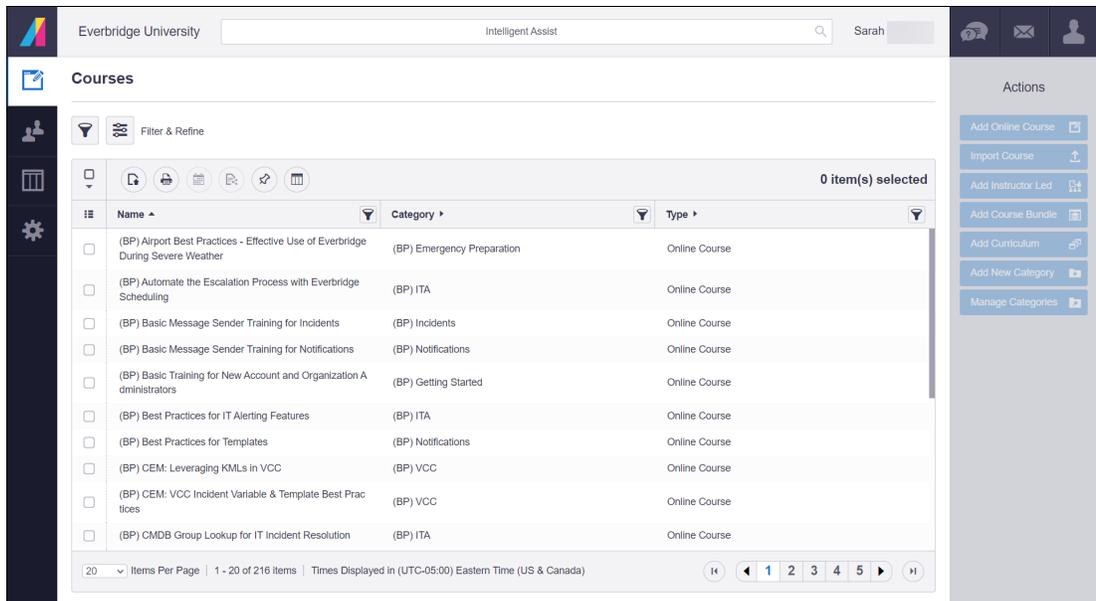
- **Pinned Reports** - If any reports have been pinned, they can be accessed here. Note that if there aren't any pinned reports, this tab will not appear.



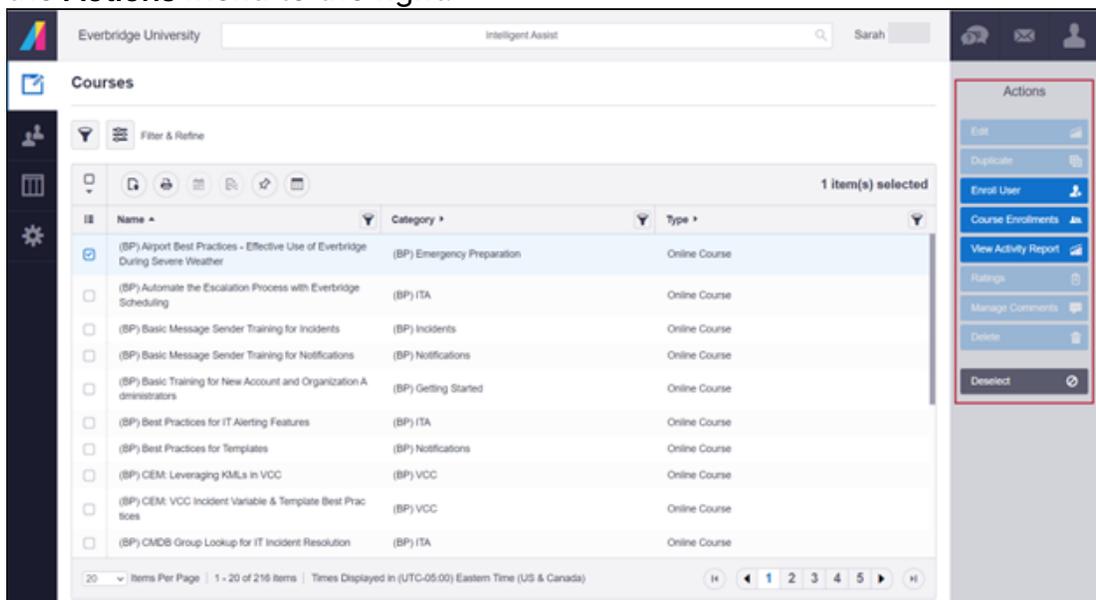
- **Courses** - This tab is broken down into overview pages of **Courses** and **Course Enrollments**.



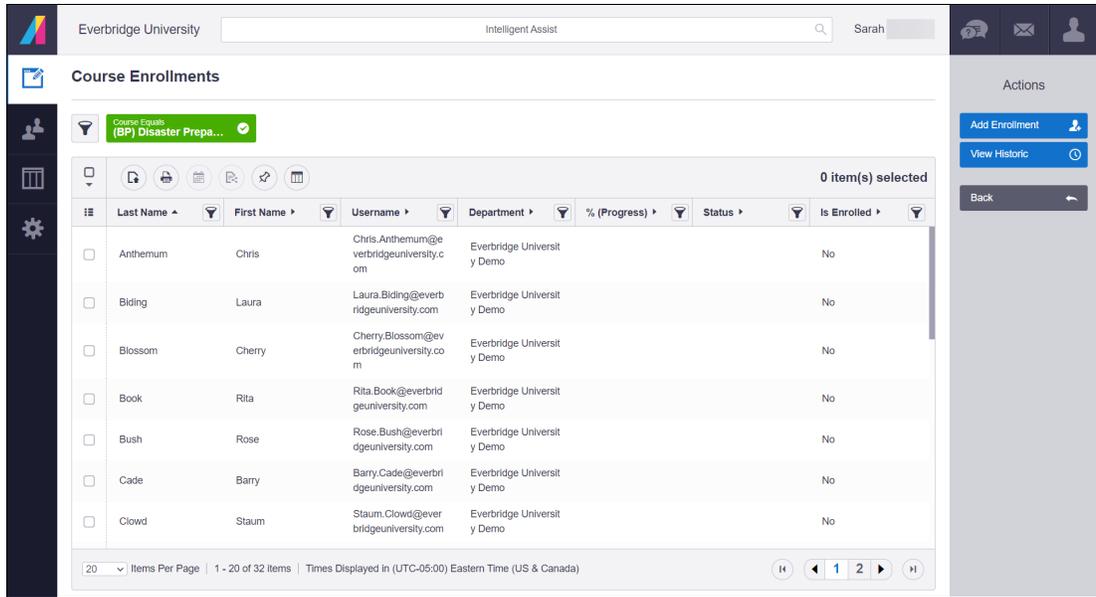
- **Courses** - List of courses available in Everbridge University. Can be filtered, searched, pinned, printed, and used to generate a report.



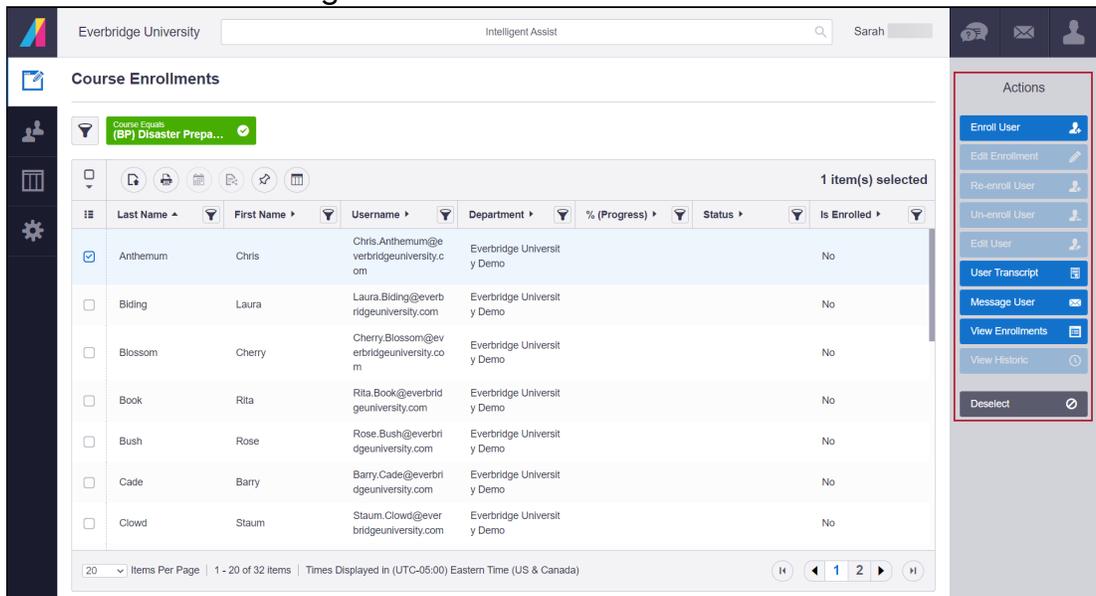
Selecting a course from the list may also unlock certain functions under the **Actions** menu to the right.



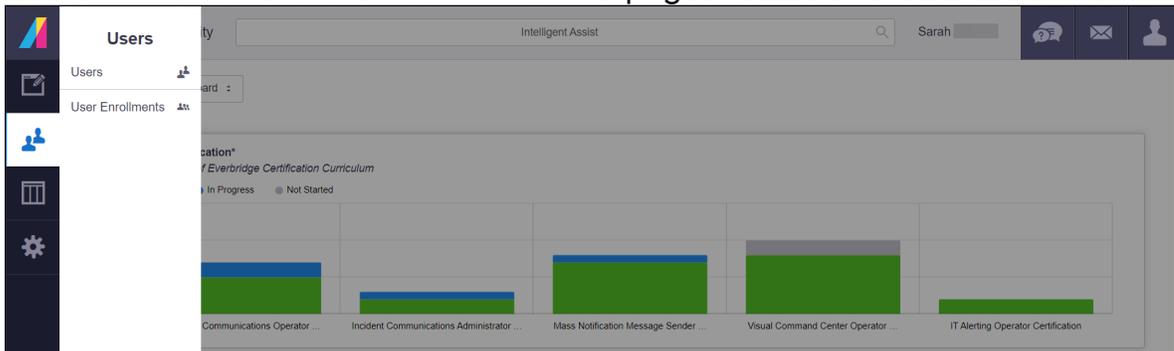
- **Course Enrollments** - View and manage user enrollments for specific courses, which can be filtered, pinned, printed, or used to generate a report.



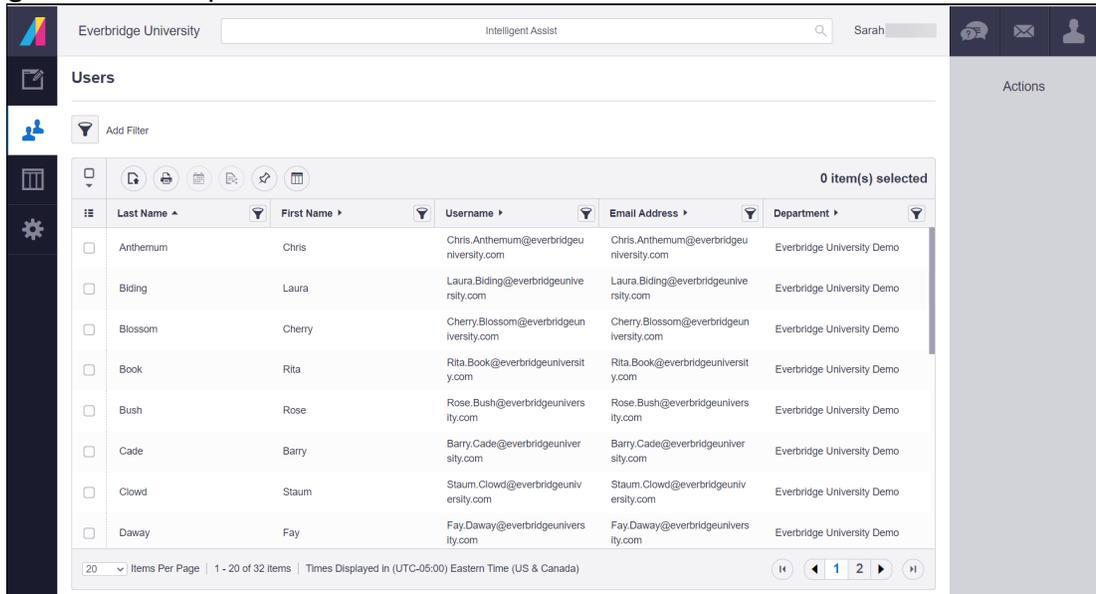
Selecting a user from the list may unlock specific functions from the Action menu to the right.



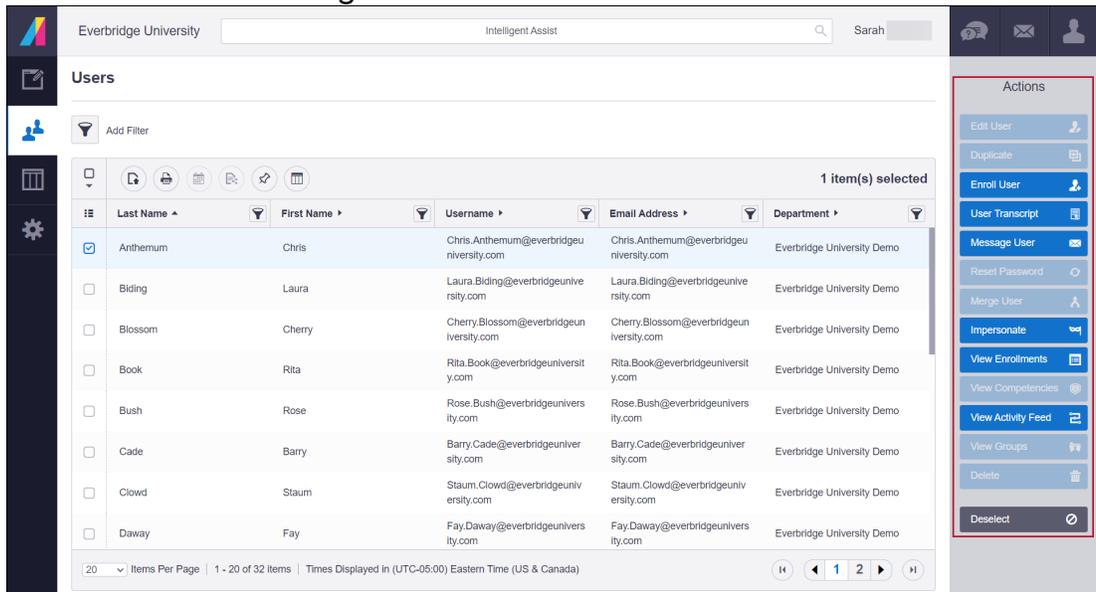
- **Users** - This tab is broken down into two pages: **Users** and **User Enrollments**.



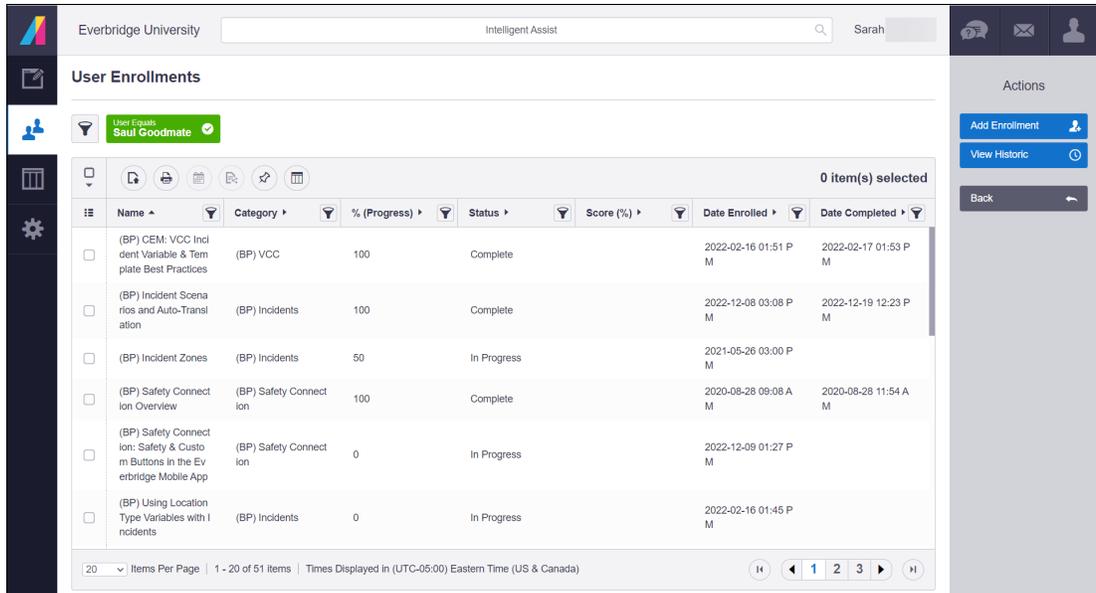
- **Users** - A list of an Organization's available users in Everbridge University. Can be filtered, sorted, pinned, printed, and used to generate a report.



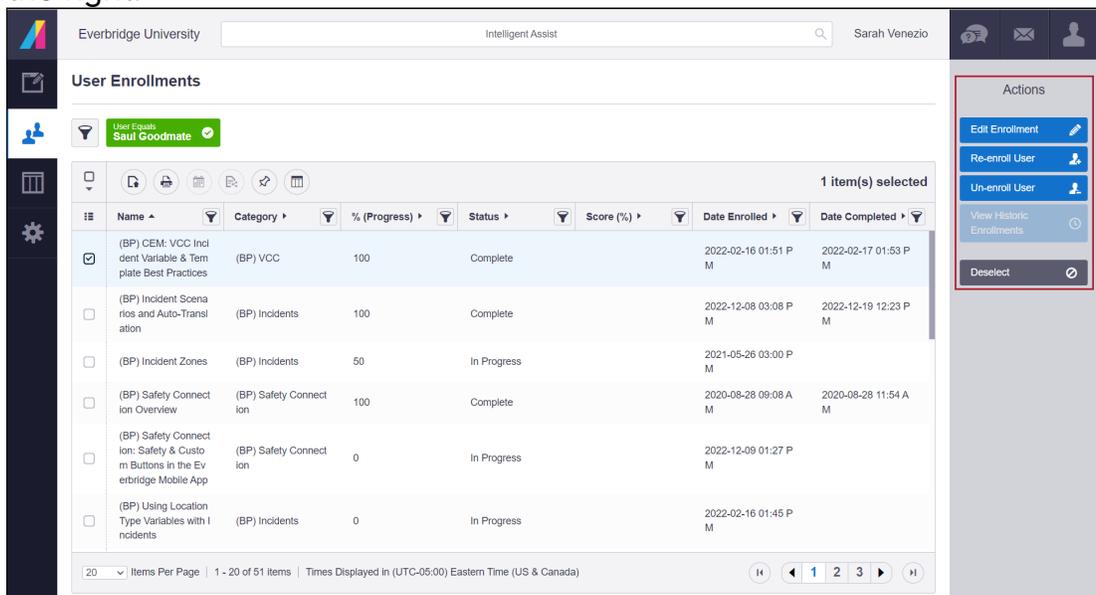
Selecting a user from the list may enable additional options under the **Actions** menu to the right.



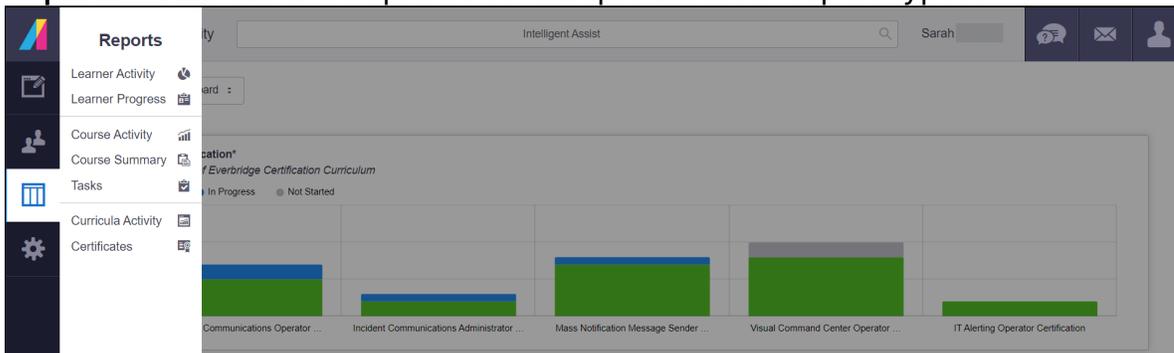
- **User Enrollments** - View and manage course enrollments for a specific user. Can be sorted, filtered, pinned, printed, and used to generate a report.



Selecting a course will enable certain options from the **Actions** menu to the right.

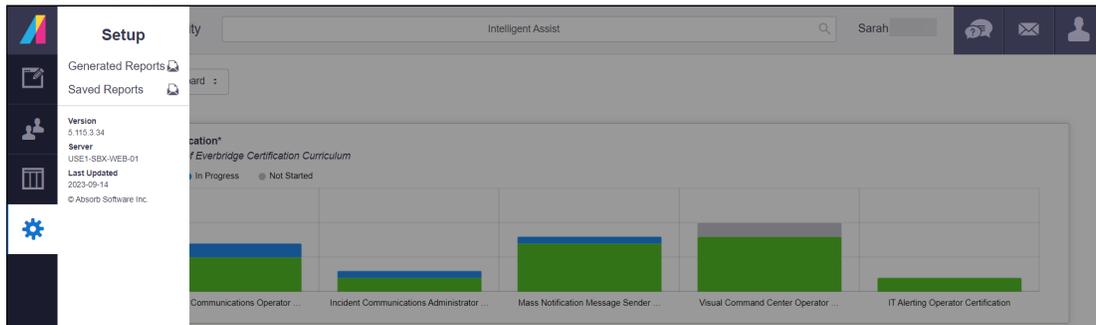


- **Reports** - This tab is comprised of multiple different report types.



The report types include:

- **Learner Activity** - Overall learner activity statistics on all users across an Organization on a numerical basis.
- **Learner Progress** - Overall learner activity on all users across an Organization by percentage.
- **Course Activity** - Review the progress of users enrolled in a specific course.
- **Course Summary** - Overall activity statistics on all courses within Everbridge University.
- **Tasks** - Not currently in use.
- **Curricula Activity** - Review the progress of users enrolled in a specific curriculum.
- **Certificates** - Details of the certificates that have been awarded to an Organization's users through course completion.
  - After a report type is selected, click the **Generate Report File** button, then select between either a CSV or Excel file.
- **Setup** - This tab is separated into two sections:
  - **Generated Reports** - A list of all reports that you have previously exported and downloaded, including Scheduled Reports.
  - **Saved Reports** - Report Layouts that have been saved in the EBU Power User Portal.

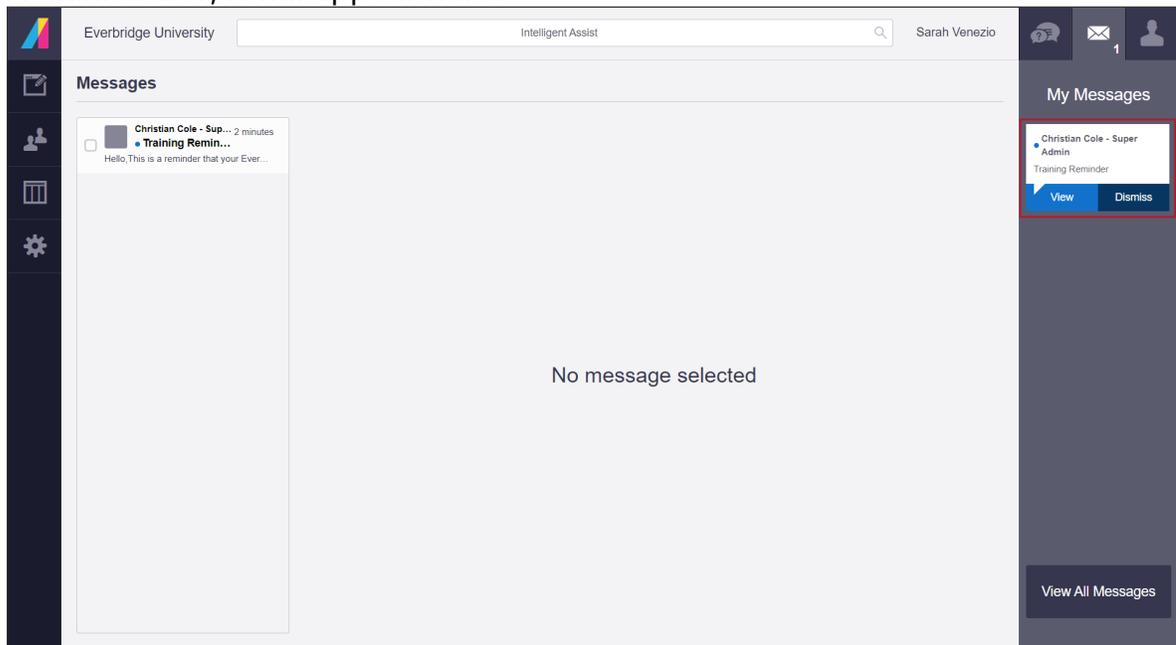


## Top Panel

The **Top Panel** menu contains two sections that apply to Power Users:

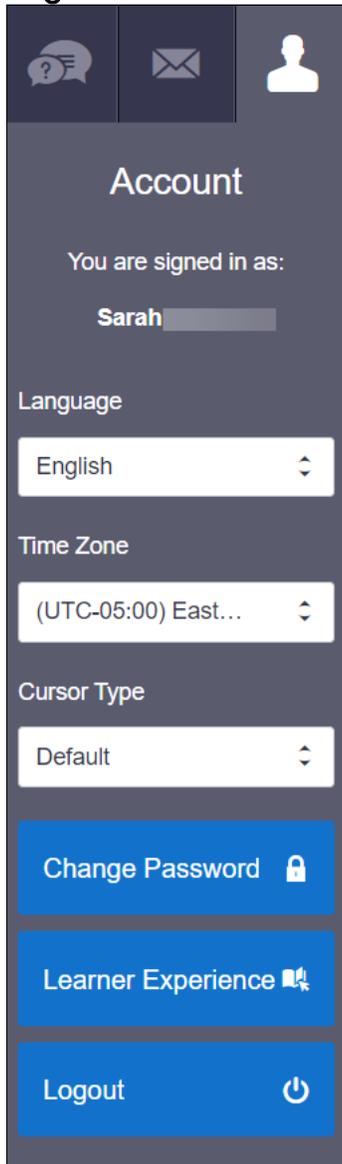
- **My Messages** - While the majority of Power Users will never receive a message, if there's an emergency message sent by the Everbridge University

Administrator, it will appear here.



- **Account** - Account-related information can be found or modified here, including:
  - **Change Password** - This field is locked, since users are authenticated through Everbridge University.
  - **Learner Experience** - Click this return to EBU as a learner.

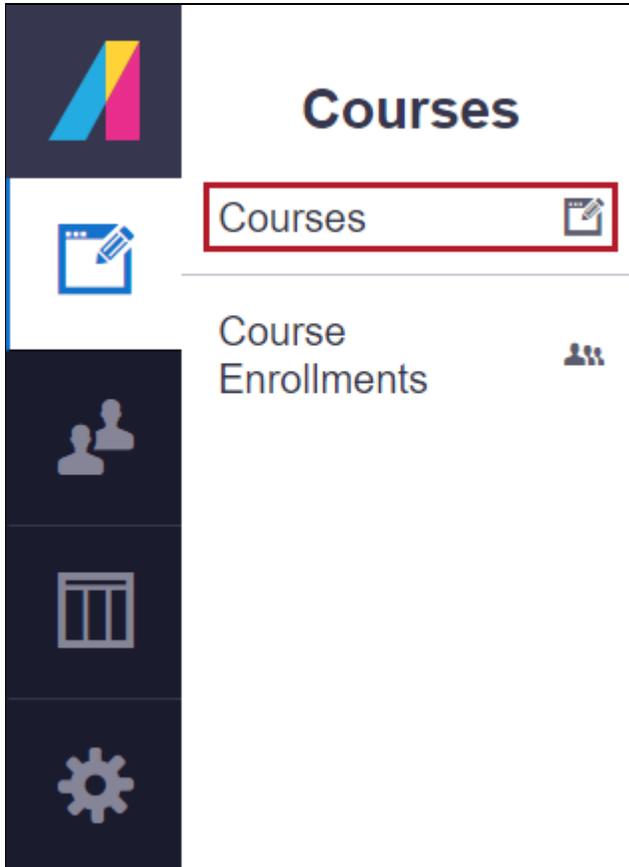
- **Log Off** - End the EBU Power User session.



# Course Management

## Courses

Click on the **Courses** menu item from the **Left Panel** to view all of the available courses in Everbridge University.



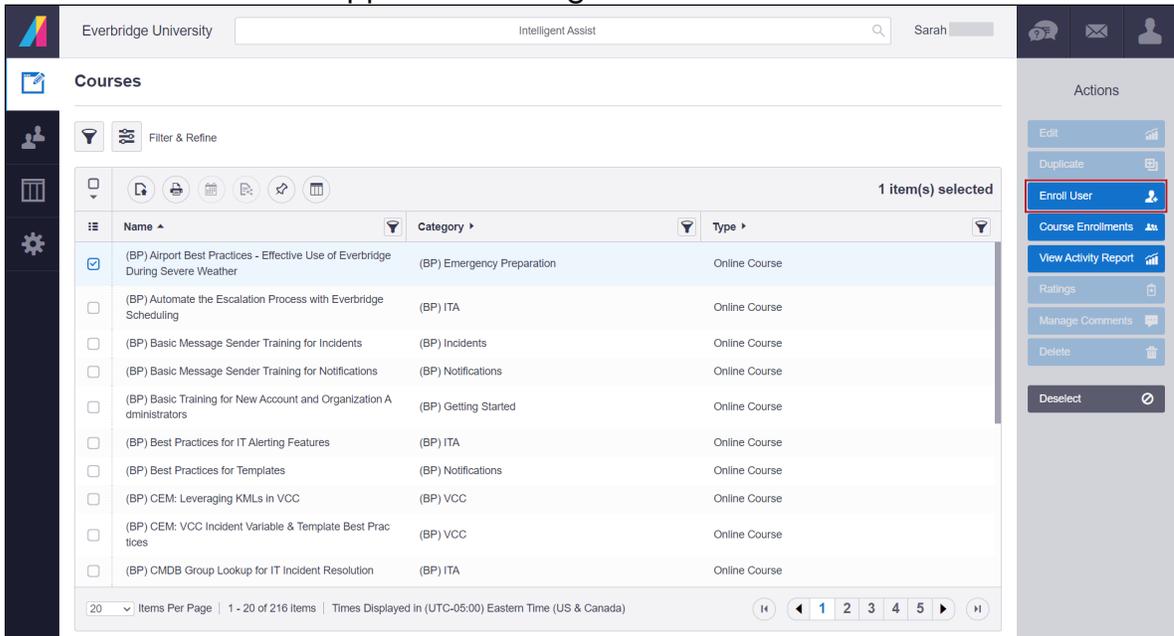
## Enroll Users from the Courses Page

Users can be enrolled in a course directly from the **Courses** page. To do so:

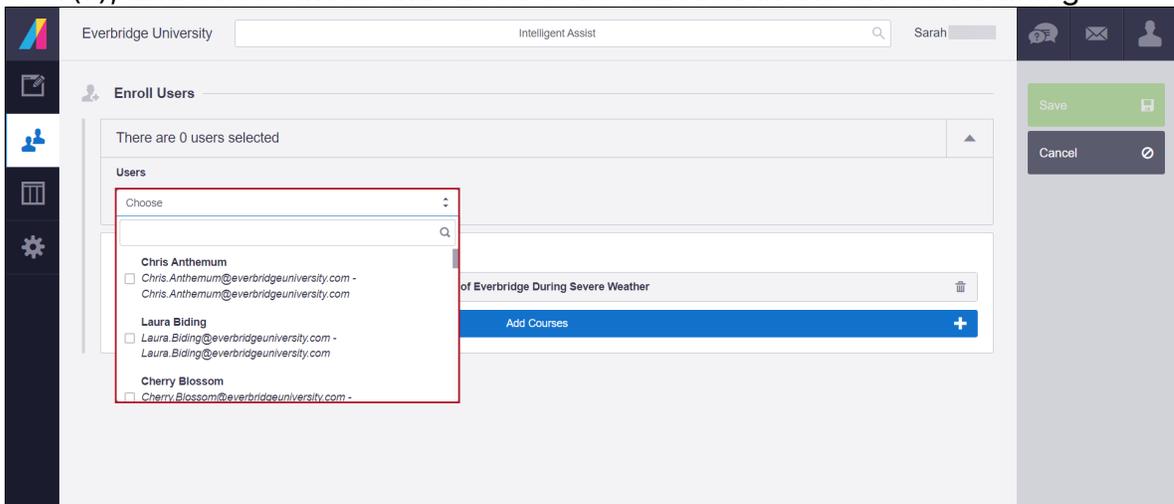
1. Select any applicable training in which to enroll users.



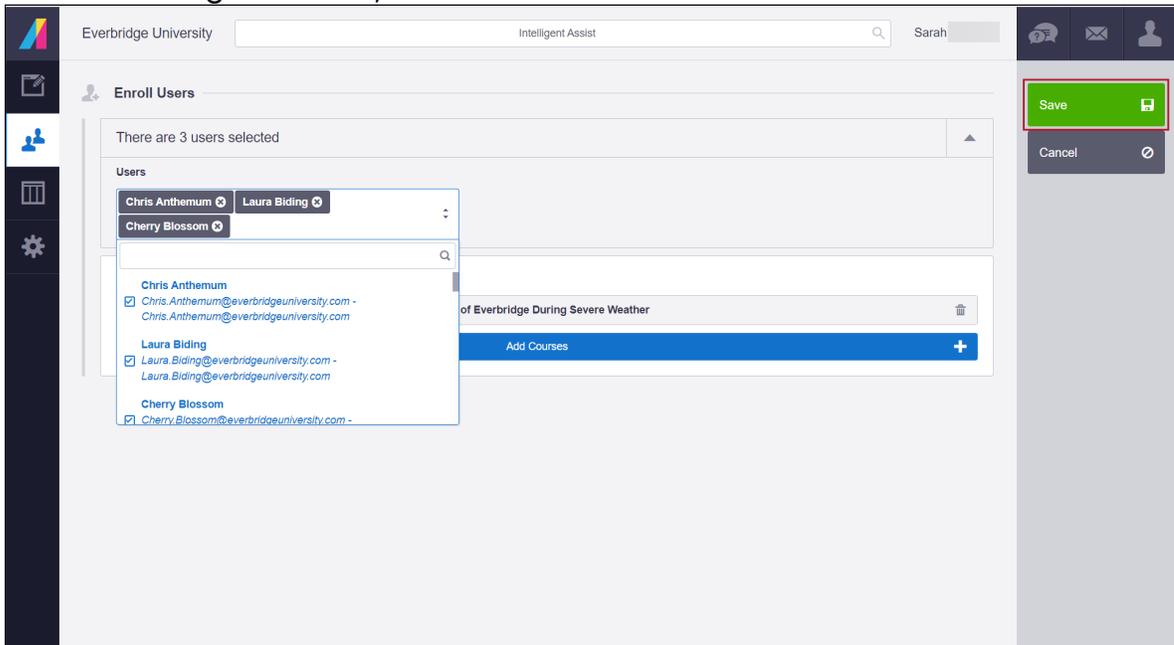
2. Available **Actions** will appear on the right. Select **Enroll User**.



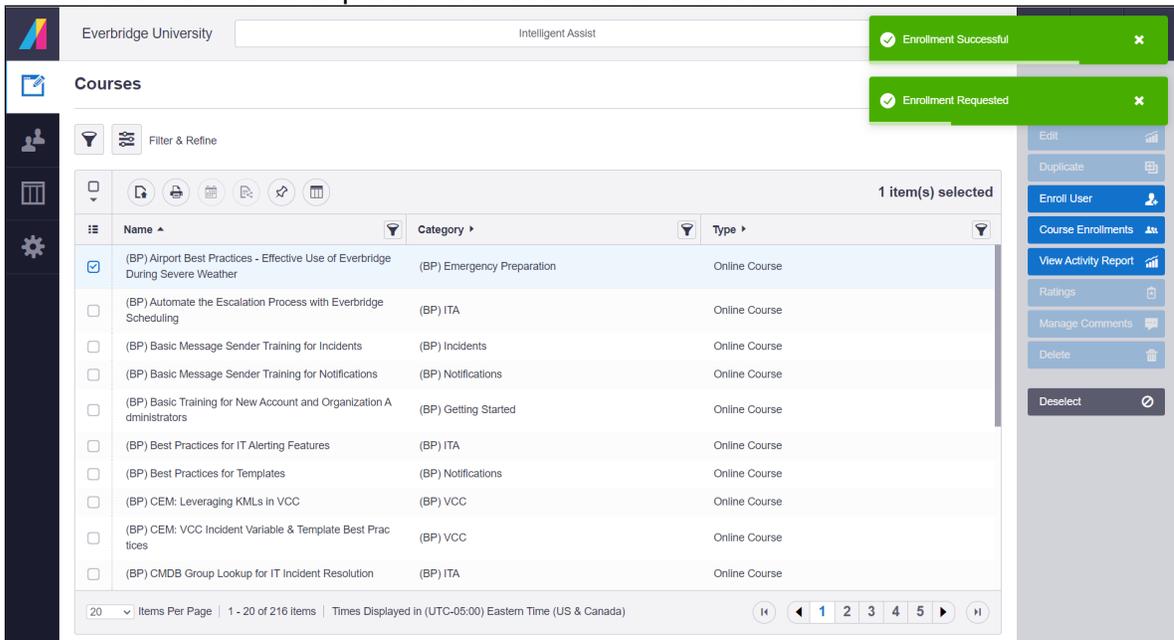
3. The **Enroll User** page appears. Search or scroll to locate the applicable user(s), and select those that need to be enrolled in the chosen training.



4. After selecting the users, click **Save**.



5. Confirmation messages will appear at the top of the page in green to indicate that the enrollment request was received and successful.



## View All Users Enrolled in a Course

To view a list of all users enrolled in a specific course:

1. Select a course from the **Course** tab.

- Several options will become available in the **Action** menu to the right. Select **Course Enrollments**.

The screenshot shows the 'Courses' page in the Everbridge University interface. The 'Actions' menu on the right side is open, and the 'Course Enrollments' option is highlighted with a red box. The main content area displays a list of courses with columns for Name, Category, and Type. The first course, '(BP) Airport Best Practices - Effective Use of Everbridge During Severe Weather', is selected.

- Review the list of users currently enrolled in the selected course.

The screenshot shows the 'Course Enrollments' page for the selected course. The page displays a list of users with columns for Last Name, First Name, Username, Department, % (Progress), Status, and Is Enrolled. The first user, Chris Anthemum, is highlighted.

Last Name	First Name	Username	Department	% (Progress)	Status	Is Enrolled
Anthemum	Chris	Chris.Anthemum@everbridgeuniversity.com	Everbridge University Demo	0	Not Started	Yes
Biding	Laura	Laura.Biding@everbridgeuniversity.com	Everbridge University Demo	0	Not Started	Yes
Blossom	Cherry	Cherry.Blossom@everbridgeuniversity.com	Everbridge University Demo	0	Not Started	Yes
Goodmate	Saul	Saul.Goodmate@everbridgeuniversity.com	Everbridge University Demo	0	Not Started	Yes
Grater	Allie	Allie.Grater@everbridgeuniversity.com	Everbridge University Demo	0	Not Started	Yes

## Course Enrollments

The **Course Enrollments** tab allows Power Users to view a list of all users' enrollment status for a specific course. They can also access a handful of Actions or Mass Actions for this course.

### View All Users Enrolled in a Course

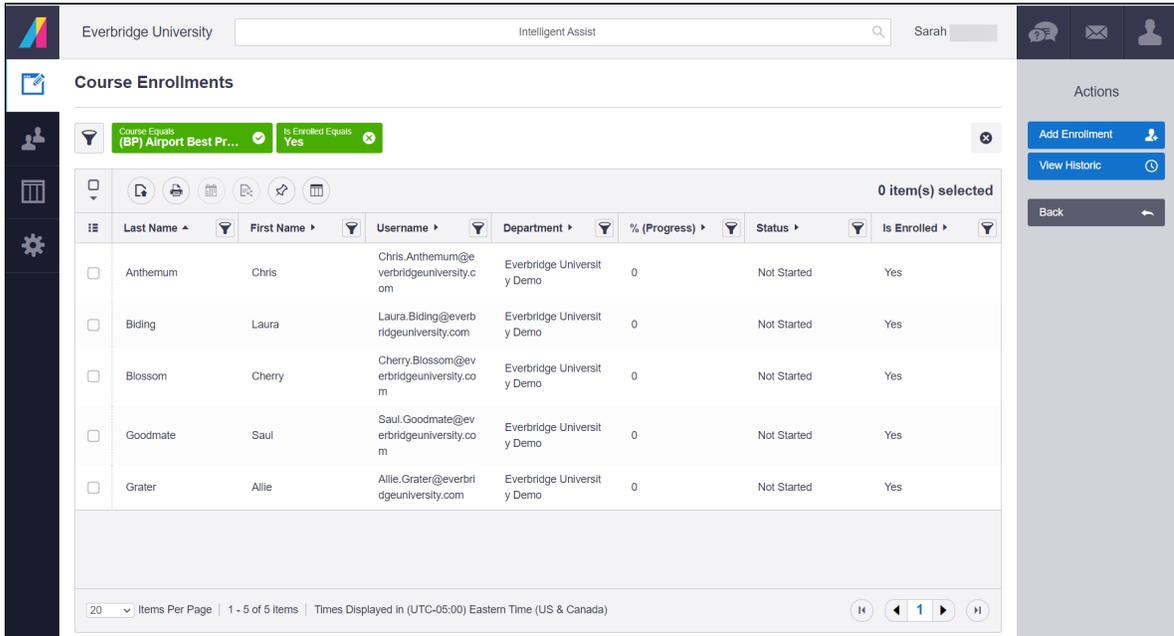
To view a list of all users enrolled in a specific course:

1. Select a course from the **Course** tab. Several options will become available in the **Action** menu to the right.
2. Select **Course Enrollments**. A list of each user's enrollment status for this specific course will be displayed.
3. Click the **Filter** button and apply the **Is Enrolled > Yes** value.

The screenshot shows the 'Course Enrollments' page for 'Everbridge University'. A filter dropdown is open, showing 'Is Enrolled' with 'Yes' selected. The table below lists users with their enrollment status.

	Department	% (Progress)	Status	Is Enrolled
<input type="checkbox"/>	Everbridge University Demo	0	Not Started	Yes
<input type="checkbox"/>	Everbridge University Demo	0	Not Started	Yes
<input type="checkbox"/>	Everbridge University Demo	0	Not Started	Yes
<input type="checkbox"/>	Everbridge University Demo	0	Not Started	No
<input type="checkbox"/>	Everbridge University Demo	0	Not Started	No
<input type="checkbox"/>	Everbridge University Demo	0	Not Started	No
<input type="checkbox"/>	Everbridge University Demo	0	Not Started	No

4. Click **Add Filter**. The list of users will update to display only those currently enrolled in the selected course.

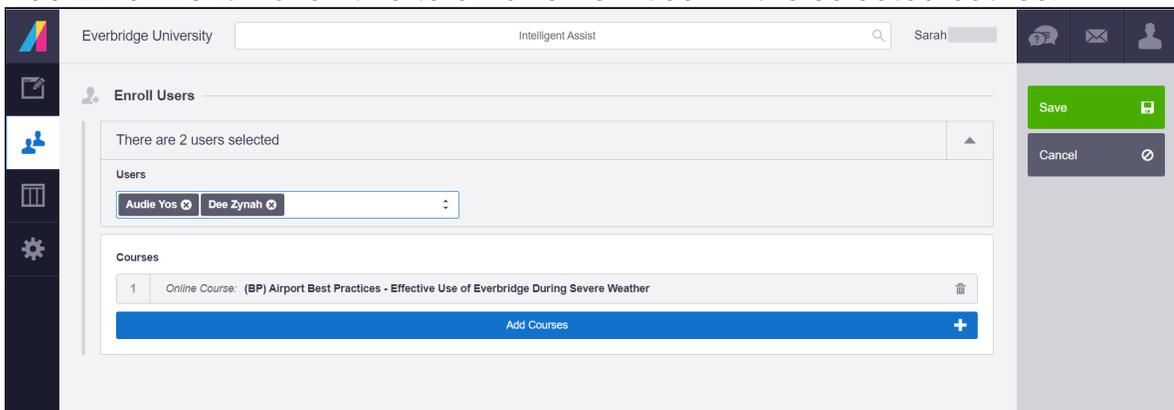


## Course Enrollment Page Actions

### No Selected User

There are two actions that can be performed on the Course Enrollments page without first selecting a user:

- **Add Enrollment** - Click this to enroll a new user in the selected course.



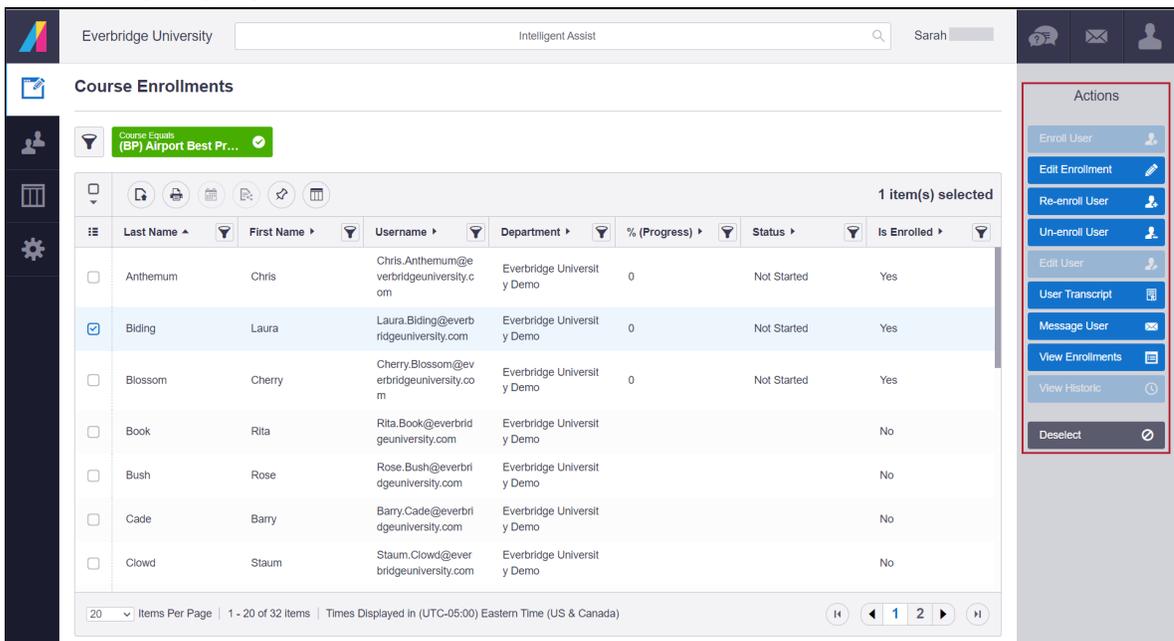
- **View Historic** - Provides details surrounding the enrollments of the specified course, such as:
  - User's Name
  - Date Enrolled
  - Date Completed
  - Status

- Score

## Enrolled User

More **Actions** become available after selecting an enrolled user from the **Course Enrollments** page for a specific course, including:

- Edit Enrollment
- Re-Enroll User
- Un-enroll User
- User Transcript
- Message User
- View Enrollments

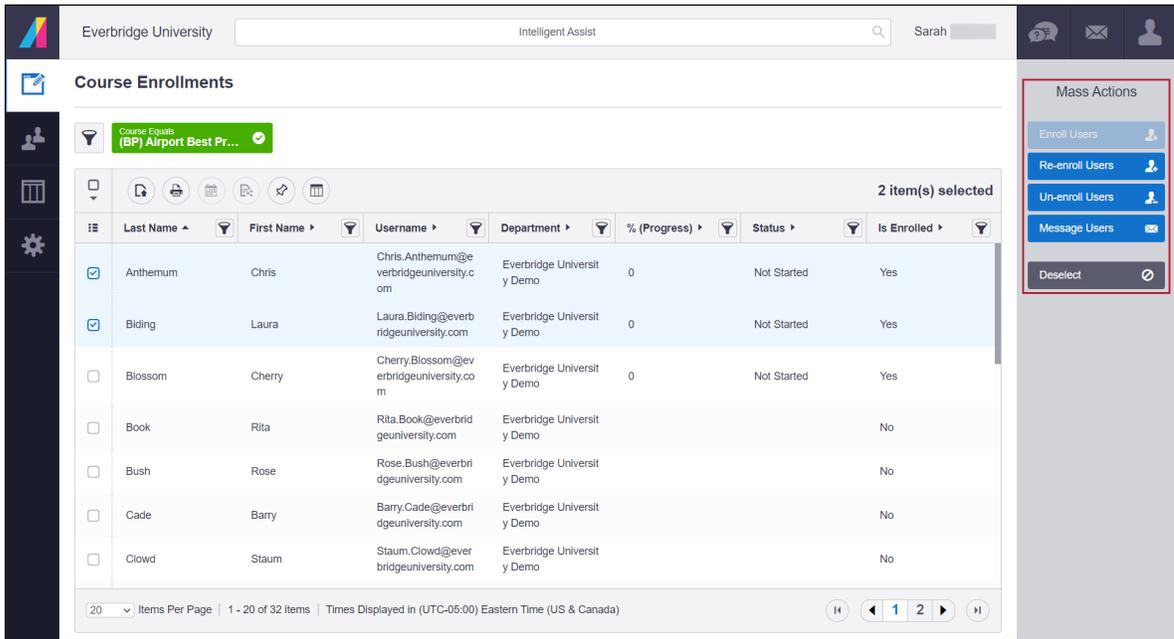


## Multiple Enrolled Users

Selecting multiple users enrolled in the specified course will make the following **Mass Actions** available:

- Re-enroll Users
- Un-enroll Users
- Message Users

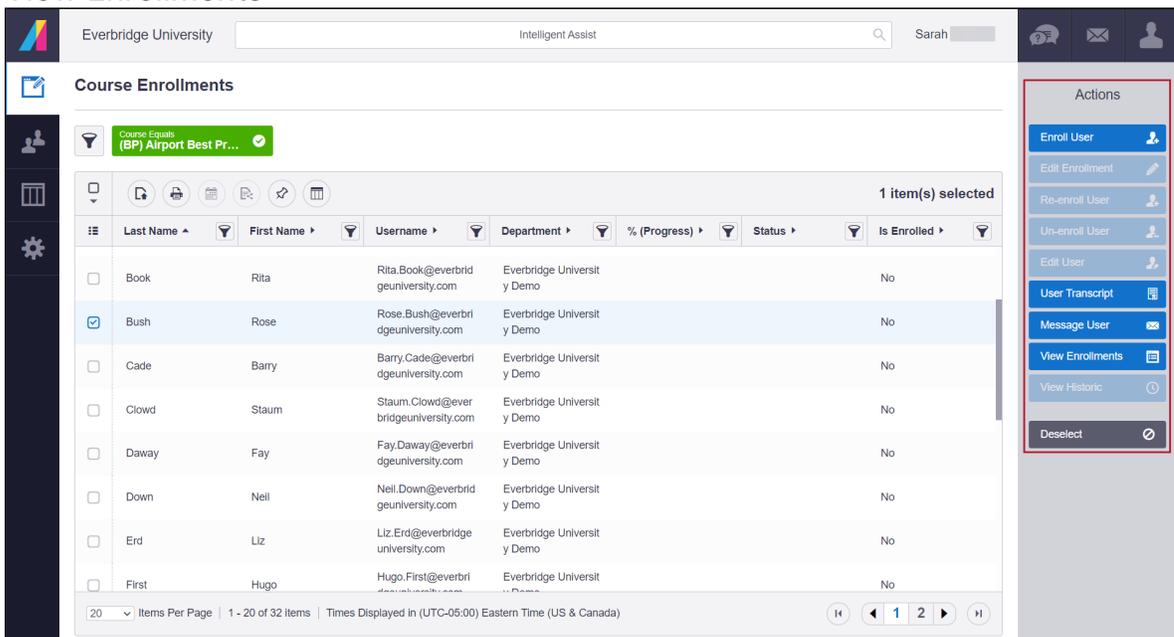
- Deselect



## Unenrolled User

Selecting a single unenrolled user will make the following Actions available:

- Enroll User
- User Transcript
- Message User
- View Enrollments



## Multiple Unenrolled Users

Selecting multiple unenrolled users will make the following Mass Actions available:

- Enroll Users
- Message Users

The screenshot shows the Everbridge University interface for Course Enrollments. The main content area displays a table of users with columns for Last Name, First Name, Username, Department, % (Progress), Status, and Is Enrolled. Two users, Rose Bush and Barry Cade, are selected. The Mass Actions sidebar on the right is highlighted with a red box and contains the following options:

- Enroll Users
- Re-enroll Users
- Un-enroll Users
- Message Users
- Deselect

	Last Name	First Name	Username	Department	% (Progress)	Status	Is Enrolled
<input type="checkbox"/>	Book	Rita	Rita.Book@everbridgeuniversity.com	Everbridge University Demo			No
<input checked="" type="checkbox"/>	Bush	Rose	Rose.Bush@everbridgeuniversity.com	Everbridge University Demo			No
<input checked="" type="checkbox"/>	Cade	Barry	Barry.Cade@everbridgeuniversity.com	Everbridge University Demo			No
<input type="checkbox"/>	Clowd	Staum	Staum.Clowd@everbridgeuniversity.com	Everbridge University Demo			No
<input type="checkbox"/>	Daway	Fay	Fay.Daway@everbridgeuniversity.com	Everbridge University Demo			No
<input type="checkbox"/>	Down	Neil	Neil.Down@everbridgeuniversity.com	Everbridge University Demo			No
<input type="checkbox"/>	Erd	Liz	Liz.Erd@everbridgeuniversity.com	Everbridge University Demo			No
<input type="checkbox"/>	First	Hugo	Hugo.First@everbridgeuniversity.com	Everbridge University Demo			No

# User Management

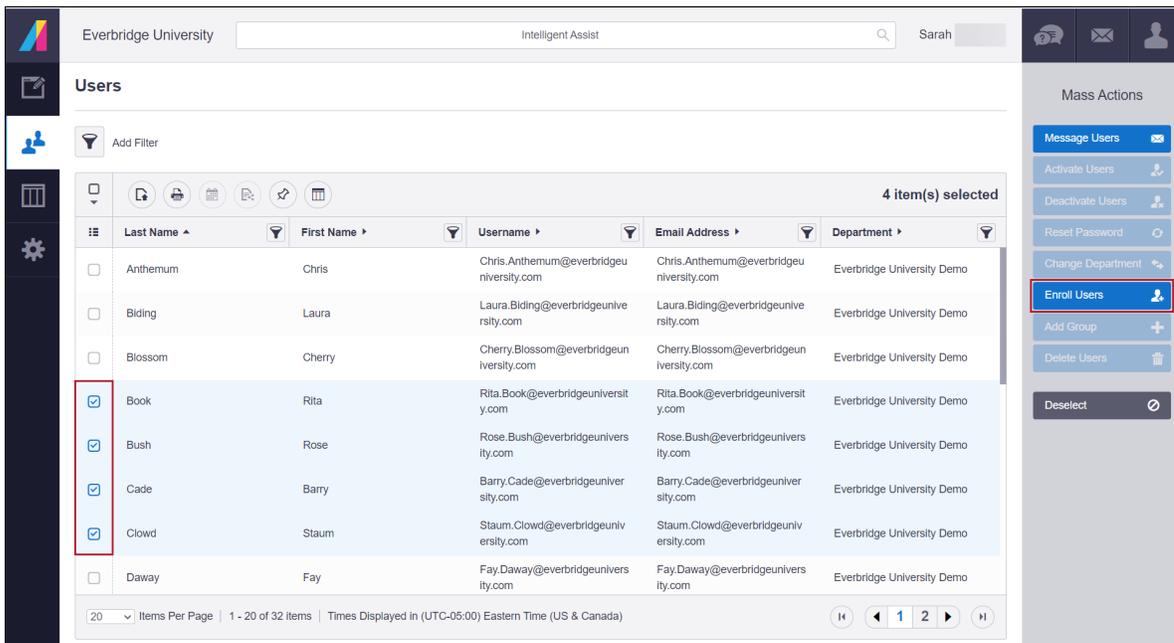
## Users

Power Users can manage their learners from the **Users** tab, which offers a full list of every learner in an Organization.

## Enroll Users

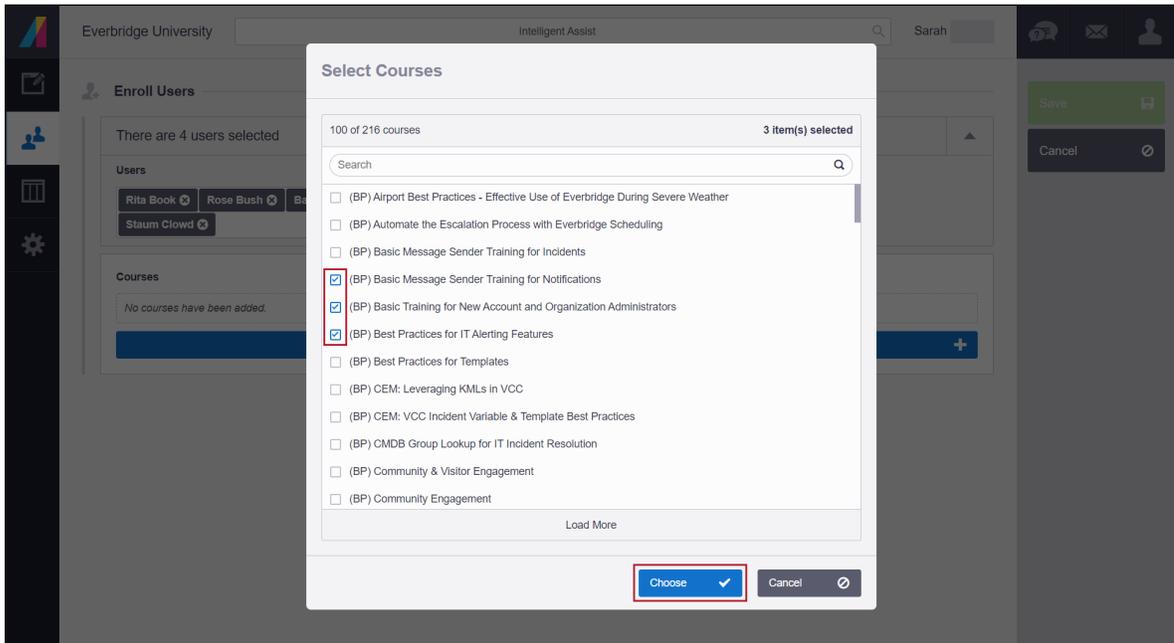
To enroll users in training from the Users tab:

1. Select all applicable users from the list that need to be enrolled in a course.
2. Options will become available in the **Actions** tab to the right. Select **Enroll Users**.

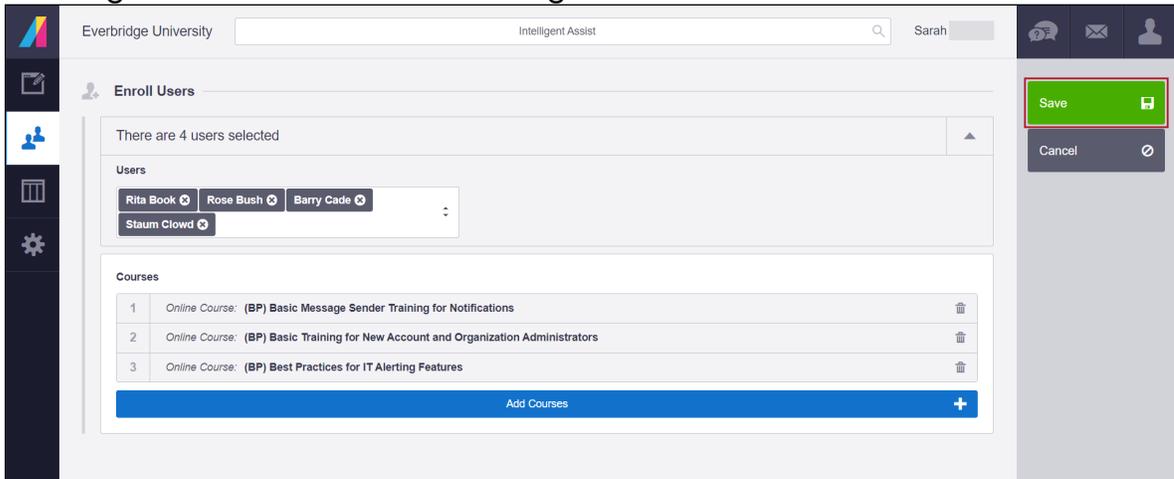


3. Select the course or courses from the list by either entering their name and selecting them, or by scrolling and searching the courses. Several courses

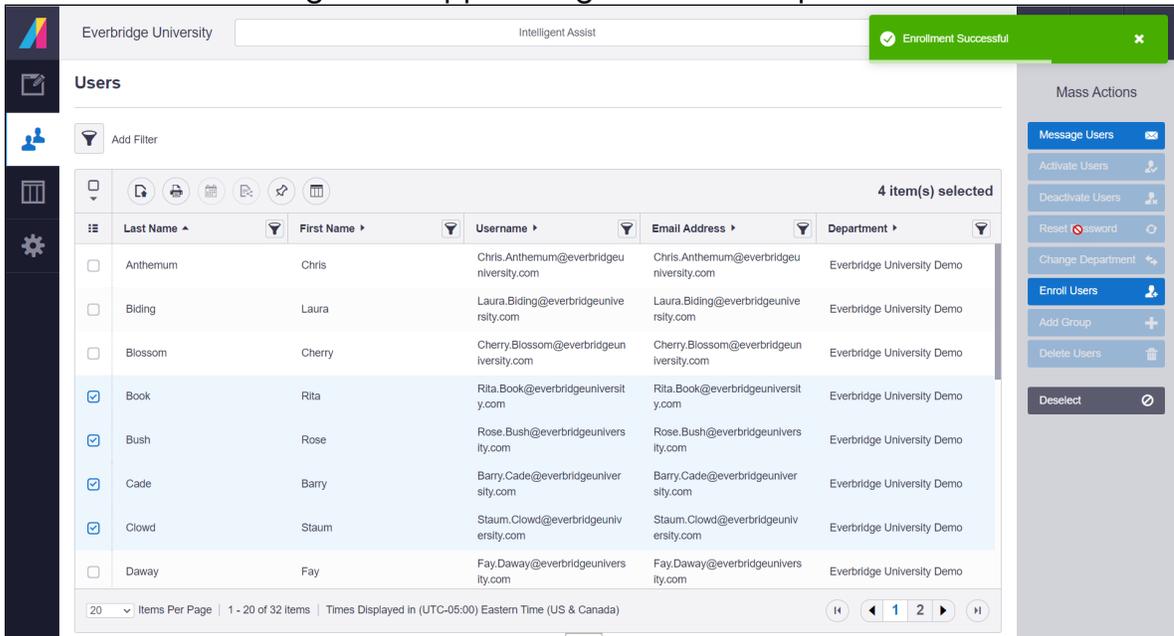
can be selected at once. Click **Choose** to save the selections.



4. The modal will close, and the selections will be displayed under the **Courses** heading. Click **Save** to finish enrolling the learners in the selected courses.



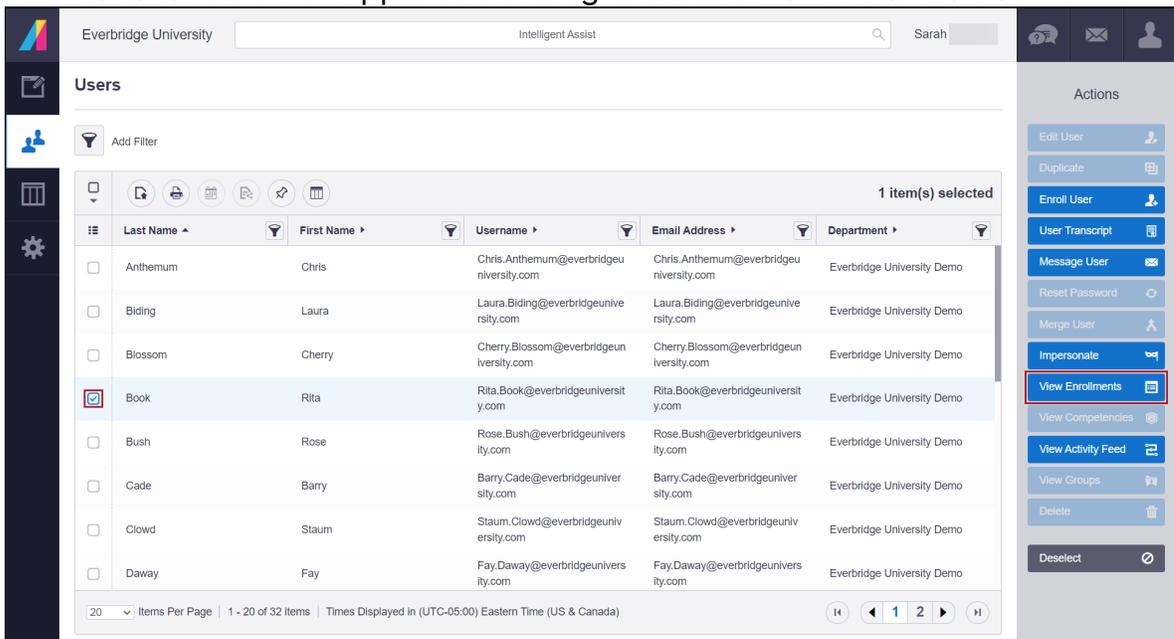
5. Confirmation messages will appear in green at the top.



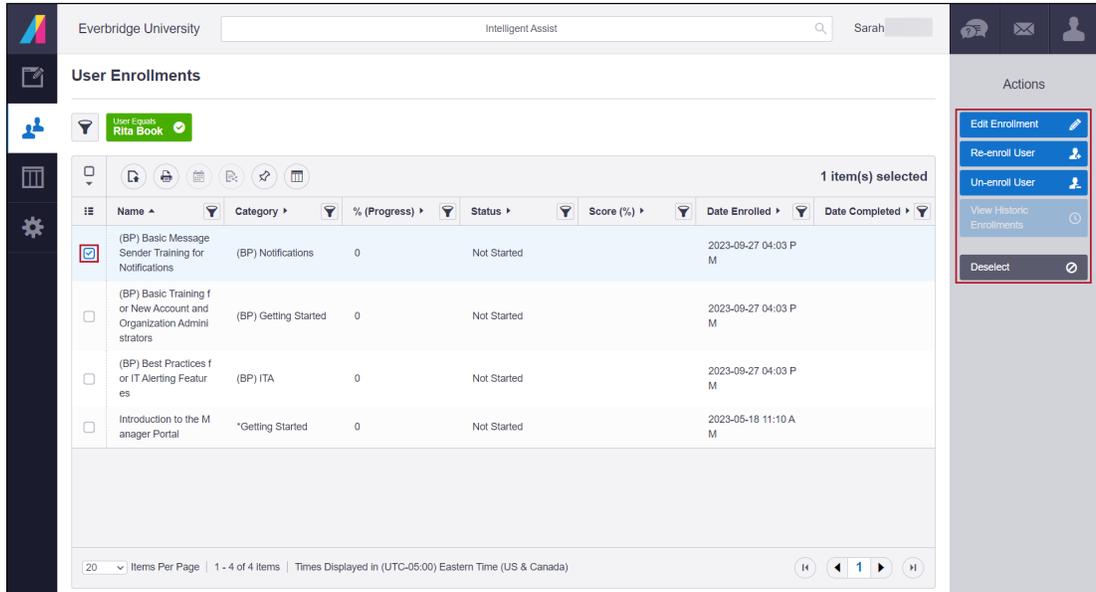
## View a User's Enrolled Courses

Power Users are able to view a specific user's enrollments from the **Users** tab. To do so:

1. Select a user from the list.
2. The **Actions** menu will appear on the right. Select **View Enrollments**.



3. The **User Enrollment** page appears for the selected user, where the Power User can review the details of and status of each course that the learner is enrolled in. New Enrollments can be added from this screen, as well.
4. If desired, the Power User can perform the following actions when selecting a specific course that the learner is enrolled in:
  1. Edit Enrollment
  2. Re-enroll User
  3. Un-Enroll User

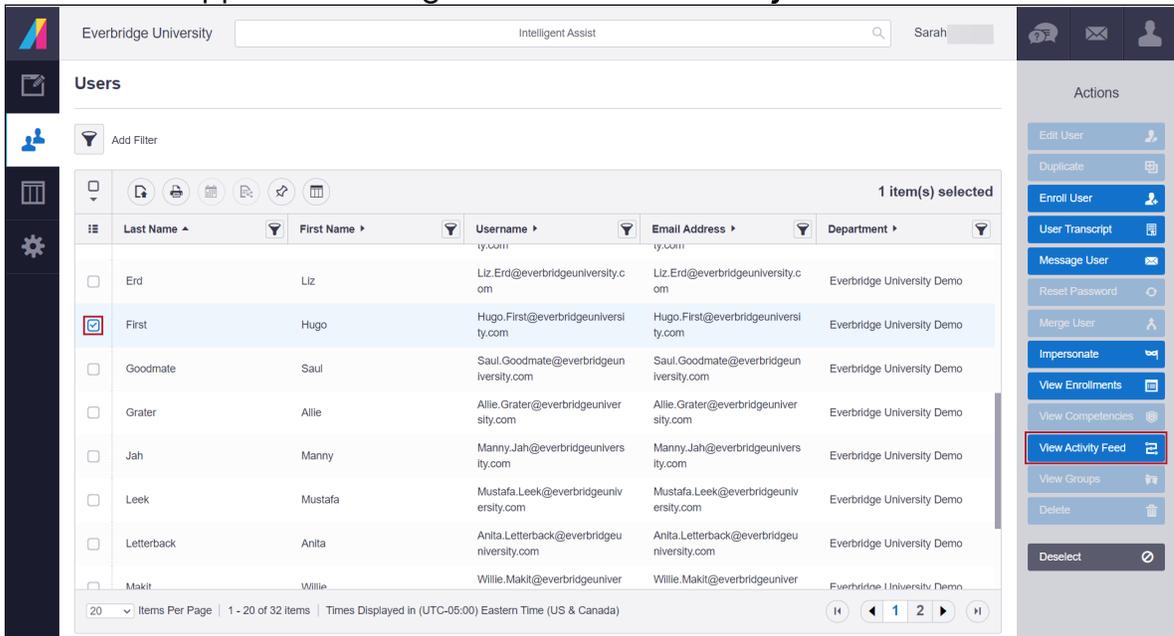


## View a User's Activity History

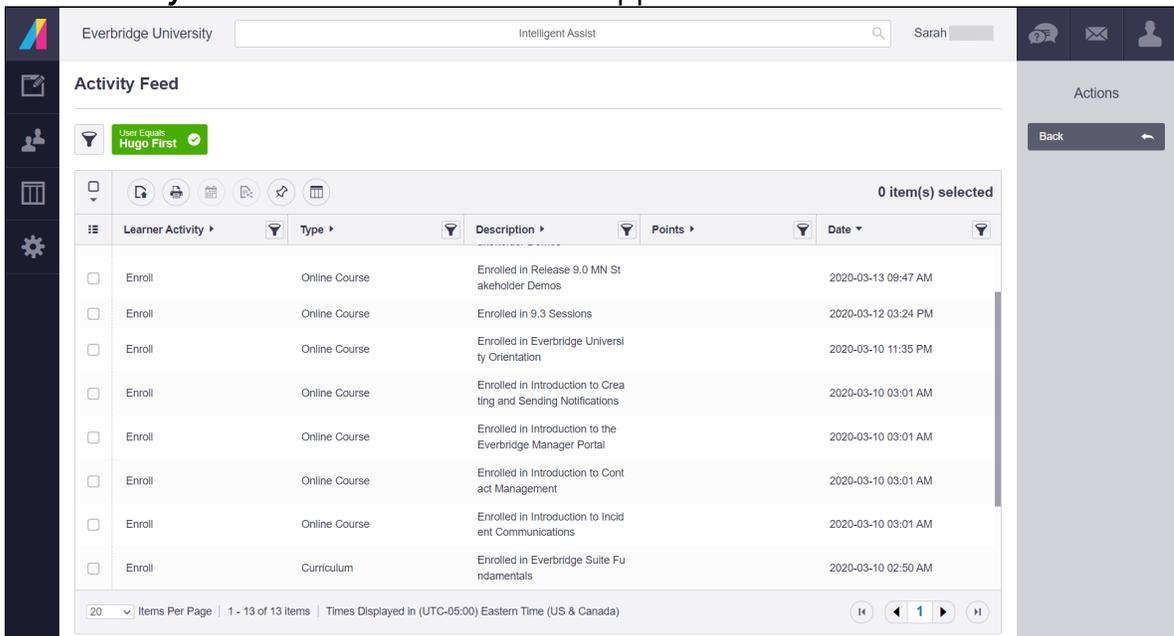
Power Users can view the entire Activity History for a specific user. To do so:

1. Select a user from the **User** section.

2. Actions will appear on the right. Select **View Activity Feed**.



3. The **Activity Feed** for the selected user appears.

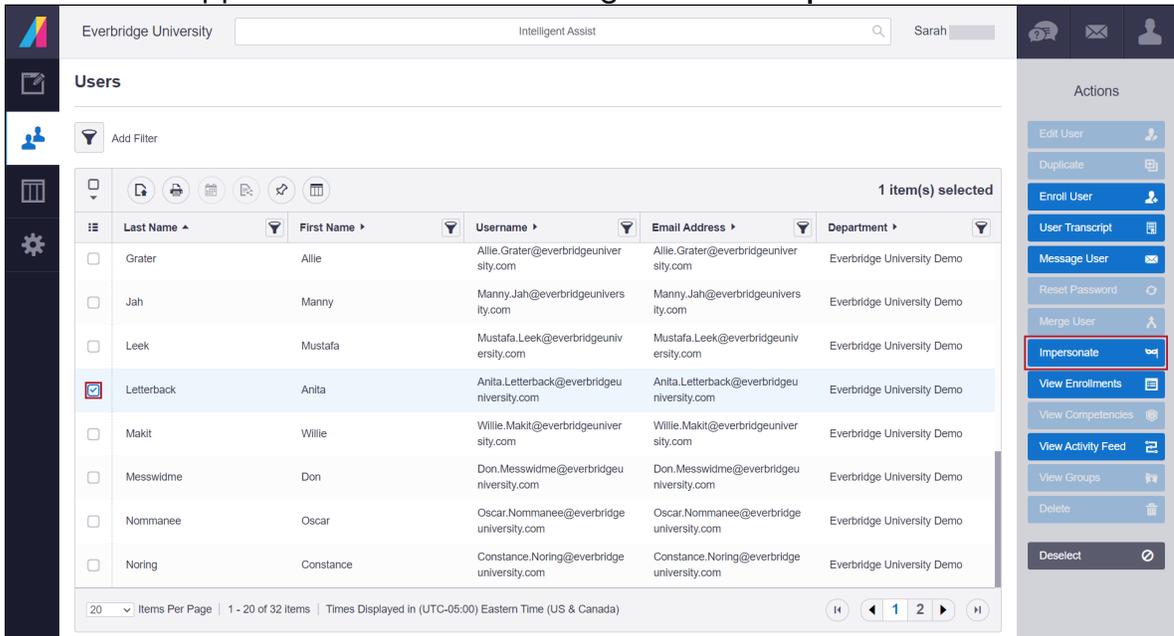


## Impersonate a User

There may be times when a Power User needs to impersonate one of their learners for guidance or troubleshooting purposes. To do this:

1. Select the user from the **Users** tab.

2. Actions will appear in the menu to the right. Select **Impersonate**.

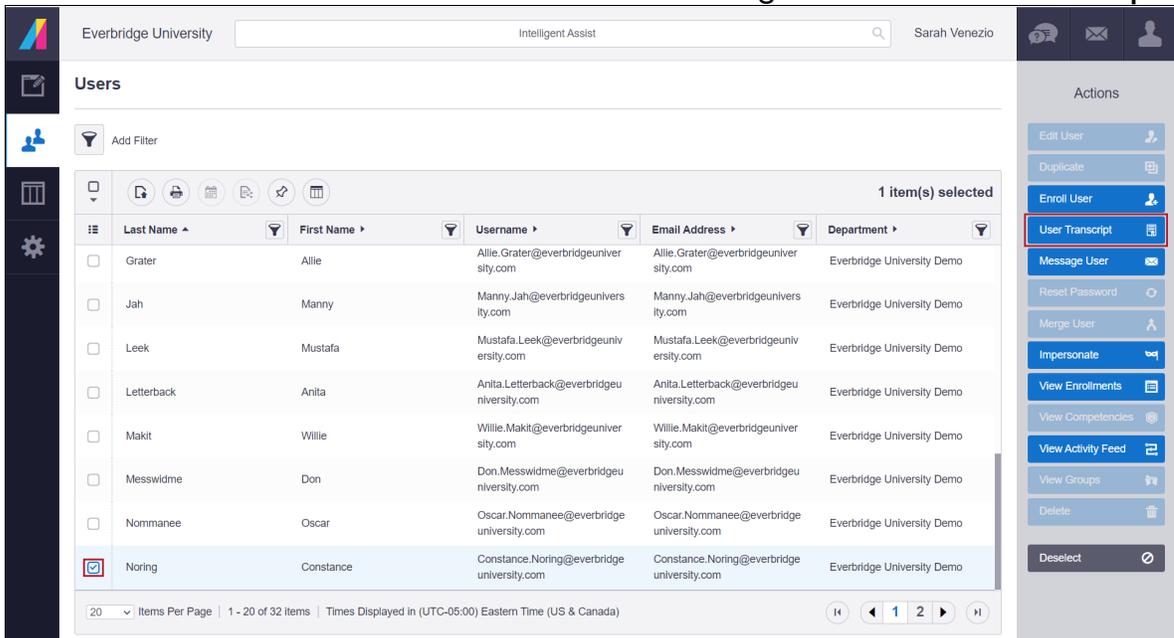


3. The Power User will be logged into the selected learner's account, where they can perform actions as the impersonated user.

## View a User's Transcript

Power Users have access to view the transcript for any of the learners in their Organization. To do this:

1. Select a user from the **User** section.
2. Actions will become available in the menu to the right. Select **User Transcript**.



3. The User Transcript page appears, where the Power User can see the following information about the selected learner:
  - User Profile
    - Username
    - Email Address
    - Last Logged In
    - Department
    - Total Credits
    - Total Time Spent
  - Completions
    - Certificates
  - Enrollments
    - Online and Instructor-Led Course Enrollments
    - Curricula Enrollments

- If desired, the Power User can also print the transcript and navigate to the **Certificates** or **Enrollments** page for the learner.

**User Transcript**  
Users • User Transcript • Constance Noring

**Profile**

Username: Constance.Noring@everbridgeuniversity.com  
 Email Address: Constance.Noring@everbridgeuniversity.com  
 Last Logged In: Never  
 Department: Everbridge University Demo  
 Total Credits: 0  
 Total Time Spent: 0d 5h 45m 7s

**Completions**

**Certificates**

- Incident Communications Operator Certification  
Valid From: 2023-09-07 03:49 PM
- Mass Notification Message Sender Certification  
Valid From: 2023-09-08 01:41 PM
- Visual Command Center Operator Certification  
Valid From: 2023-09-08 04:05 PM

**Enrollments**

**Online and Instructor Led Course Enrollments**

Course Name	Status	Credits	Score	Enrollment Date	Completion Date	Time Spent
Assessing Delivered Notifications Version: 4.0	Complete			2023-09-08 10:24 AM	2023-09-08 11:37 AM	0d 0h 5m 26s
Configuring Notification Settings Version: 3.0	Complete			2023-09-08 10:24 AM	2023-09-08 11:16 AM	0d 0h 10m 42s
Creating Messages Version: 2.0	Complete			2023-09-08 10:24 AM	2023-09-08 10:59 AM	0d 0h 8m 34s
Incident Communications Operator Certification Exam	Complete		80.91	2023-09-07 03:44 PM	2023-09-07 03:49 PM	0d 0h 5m 1s
Incident Review and Monitoring Version: 4.0	Complete			2023-09-08 04:34 PM	2023-09-08 04:48 PM	0d 0h 11m 42s
Introduction to Incident Communications Version: 3.0.1	Complete		100	2023-07-31 03:51 PM	2023-07-31 04:31 PM	0d 0h 39m 47s
Introduction to Notifications Version: 3.0	Complete			2023-09-08 10:24 AM	2023-09-08 10:49 AM	0d 0h 21m 56s
Introduction to the Manager Portal Version: 3.0	Complete			2023-07-21 01:20 PM	2023-09-08 04:32 PM	0d 0h 6m 40s
Introduction to the Visual Command Center (VCC)	Complete		100	2023-09-08 01:43 PM	2023-09-08 01:57 PM	0d 0h 14m 26s
Launching an Incident Version: 5.0	Complete			2023-07-31 05:04 PM	2023-09-08 04:24 PM	0d 2h 7m 19s
Mass Notification Message Sender Certification Exam Version: 1.0	Complete		90.24	2023-09-08 10:24 AM	2023-09-08 01:41 PM	0d 0h 14m 50s
Message Sender Review	Complete			2023-09-08 10:24 AM	2023-09-08 01:25 PM	0d 0h 4m 11s
Selecting Contacts Version: 3.0	Complete			2023-09-08 10:24 AM	2023-09-08 11:05 AM	0d 0h 4m 57s
Sending & Scheduling Notifications Version: 2.0	Complete			2023-09-08 10:24 AM	2023-09-08 11:30 AM	0d 0h 10m 16s
Visual Command Center Operator Certification Exam	Complete		80	2023-09-08 03:56 PM	2023-09-08 04:05 PM	0d 0h 9m 9s
Visual Command Center: Act and Analyze	Complete		100	2023-09-08 03:26 PM	2023-09-08 03:55 PM	0d 0h 29m 15s
Visual Command Center: Assess and Locate Version: 6.0	Complete		100	2023-09-08 01:58 PM	2023-09-08 03:20 PM	0d 0h 20m 50s

**Curricula Enrollments**

Curriculum Name	Status	Credits	Score	Enrollment Date	Completion Date	Time Spent
Incident Communications Operator Certification	Complete			2023-09-07 03:44 PM	2023-09-07 03:49 PM	0d 3h 3m 51s
Mass Notification Message Sender Certification	Complete			2023-09-08 10:23 AM	2023-09-08 01:41 PM	0d 1h 20m 54s
Visual Command Center Operator Certification	Complete			2023-09-08 01:42 PM	2023-09-08 04:05 PM	0d 1h 13m 41s

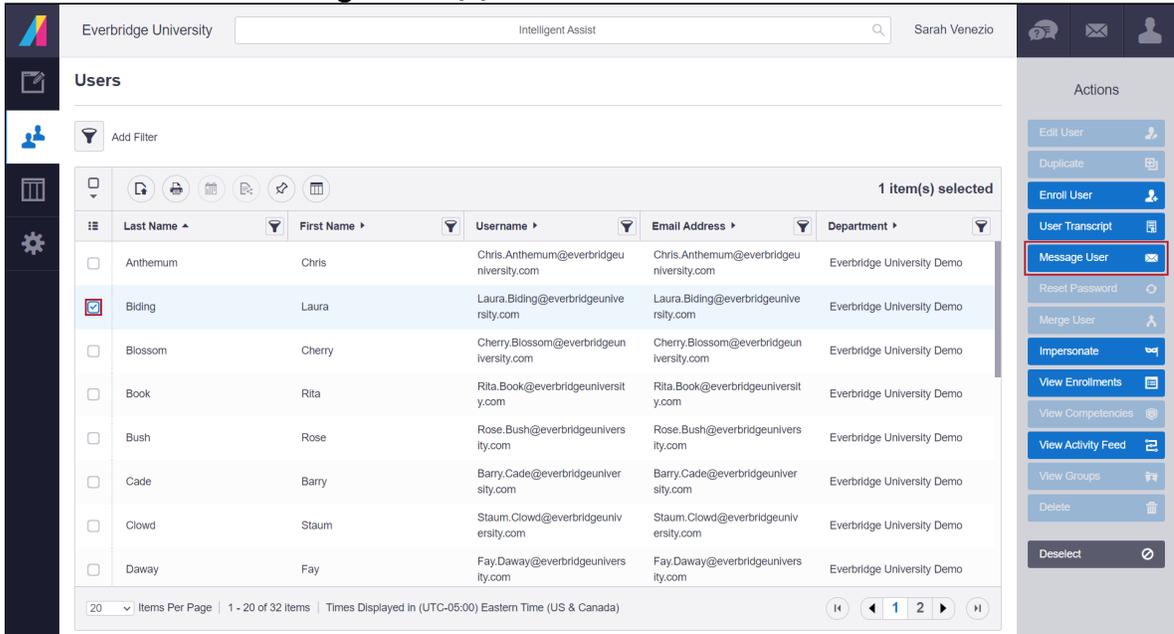
Times Displayed in (UTC-05:00) Eastern Time (US & Canada)

## Message Users

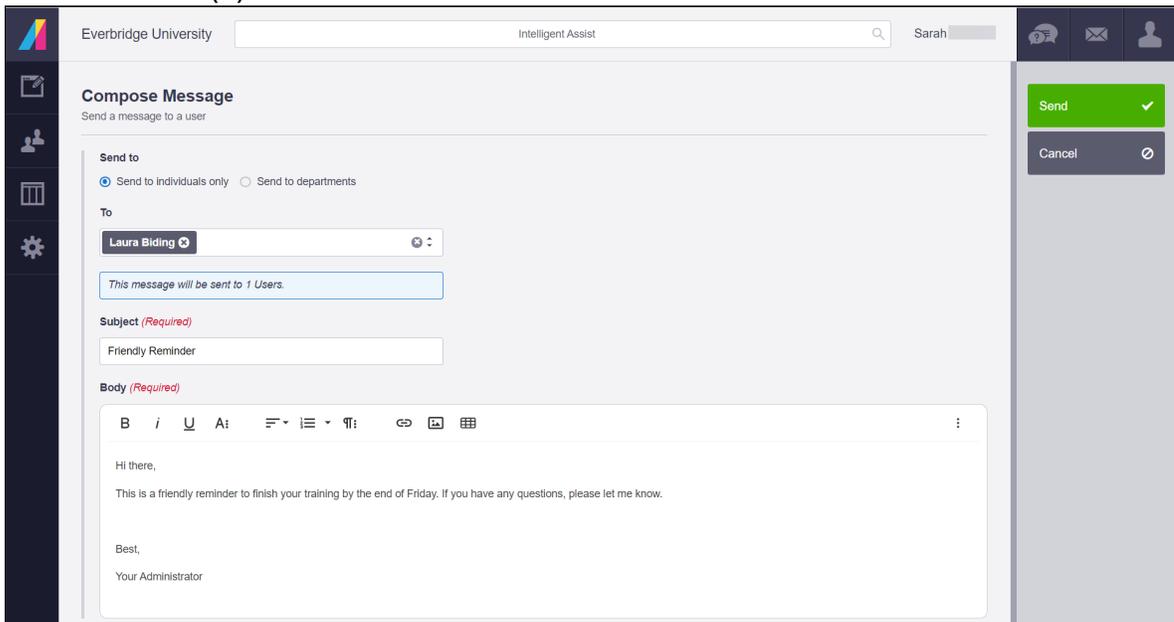
If needed, Power Users can send messages directly to their learners from the **Users** section. To do this:

- Select the user(s) that need to be messaged.

- The **Actions** (or **Mass Actions**, if selecting multiple users) menu will become available. Click **Message User(s)**.

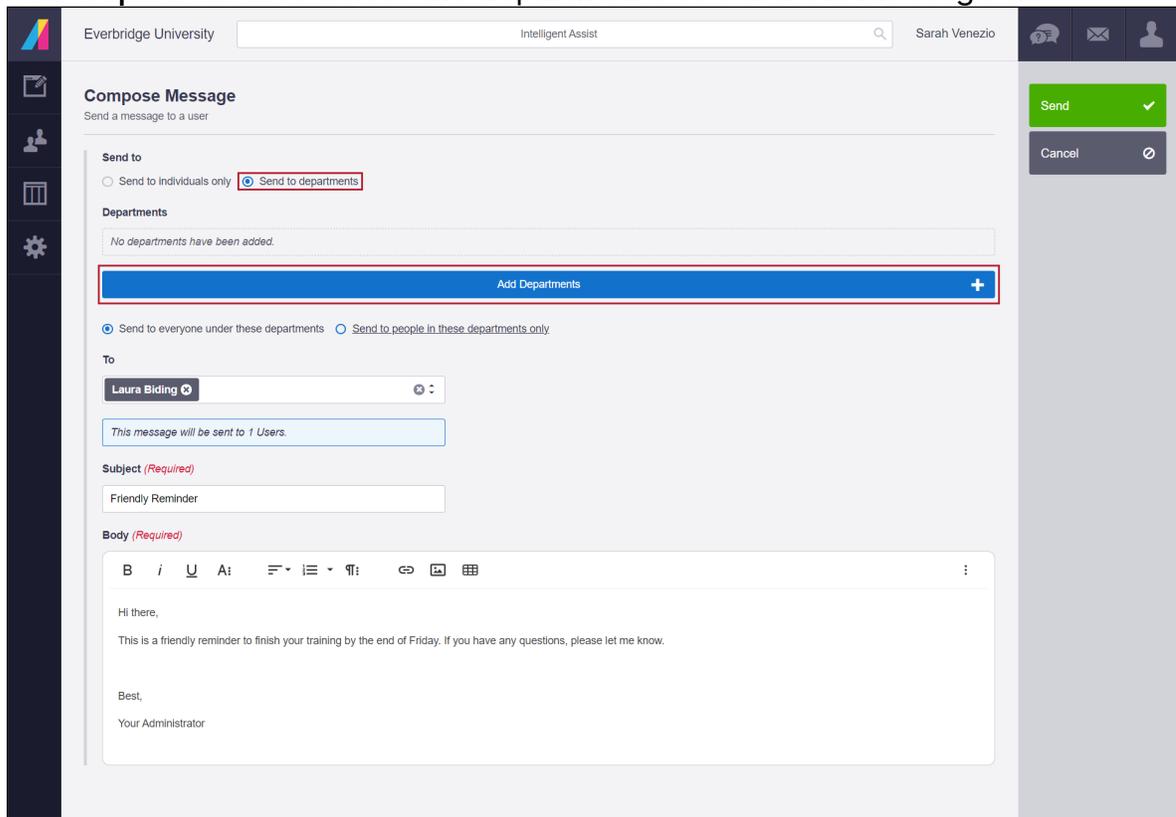


- The Compose Message page will appear, where the Power User needs to add a subject and body of the message. By default, the page will prepend the selected user(s) to the **To** field.



- If desired, the Power User can choose to send the message to a department instead by selecting **Send to Departments** under the **Send to** header. Click

**Add Departments** to select the departments to send the message to.



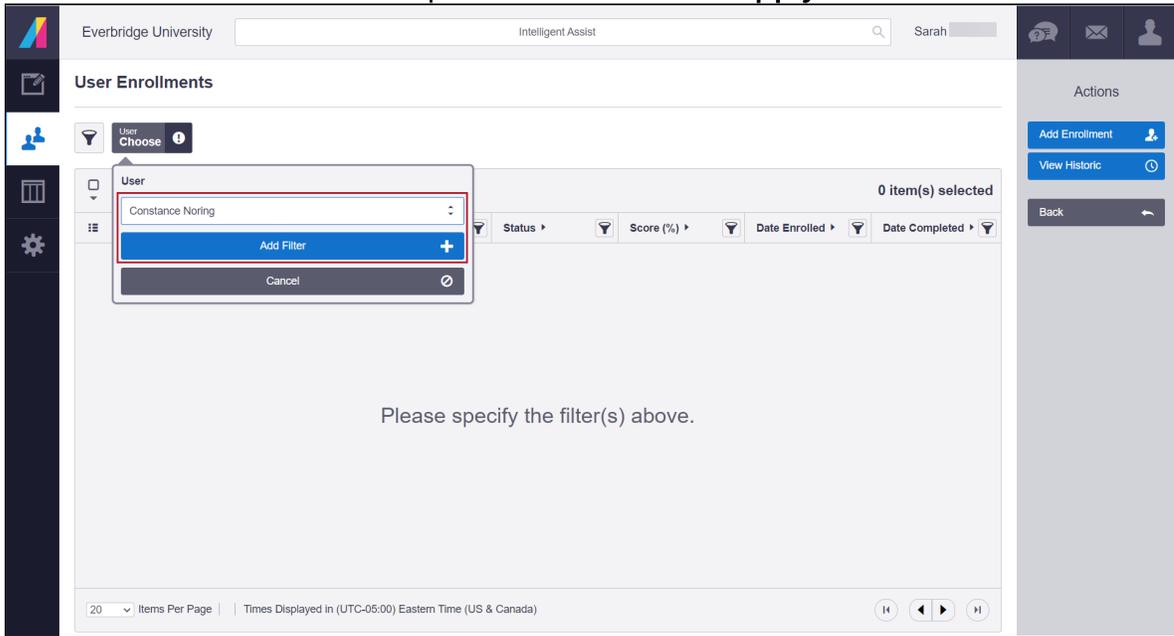
5. Once the recipients have been selected and the required fields have been filled, click **Send**.

# User Course Enrollments

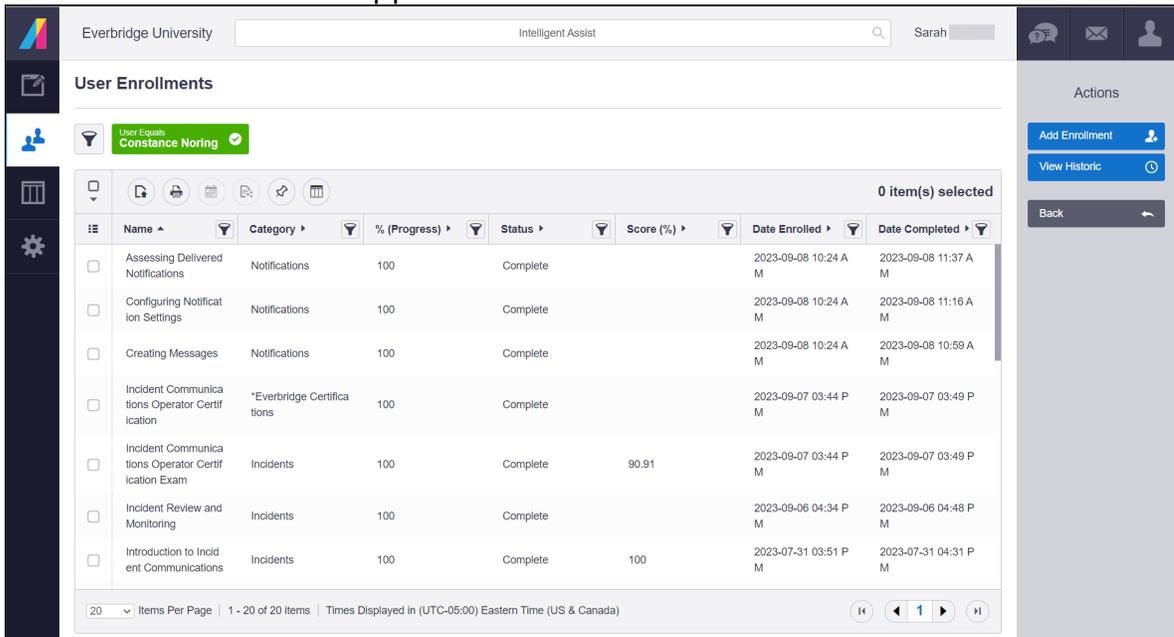
## View all Course Enrollments for a User

To view all courses in which a specific user is enrolled:

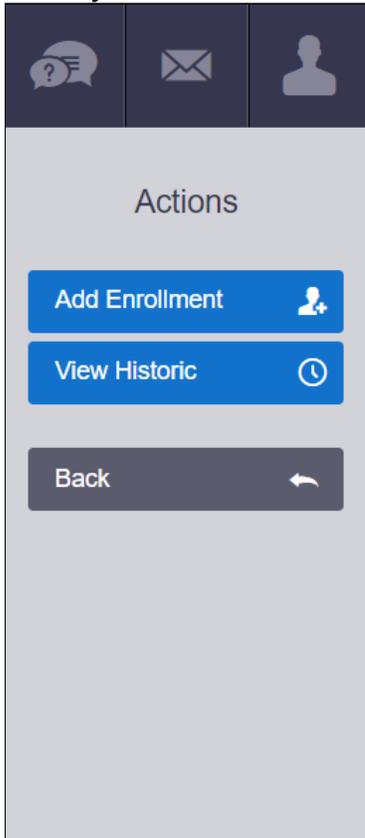
1. Select the user from the dropdown list and click **Apply Filter**.



2. The user's courses will appear for review.



3. If desired, Power Users can add enrollments or view the user's enrollment history from the **Actions** menu on the right.

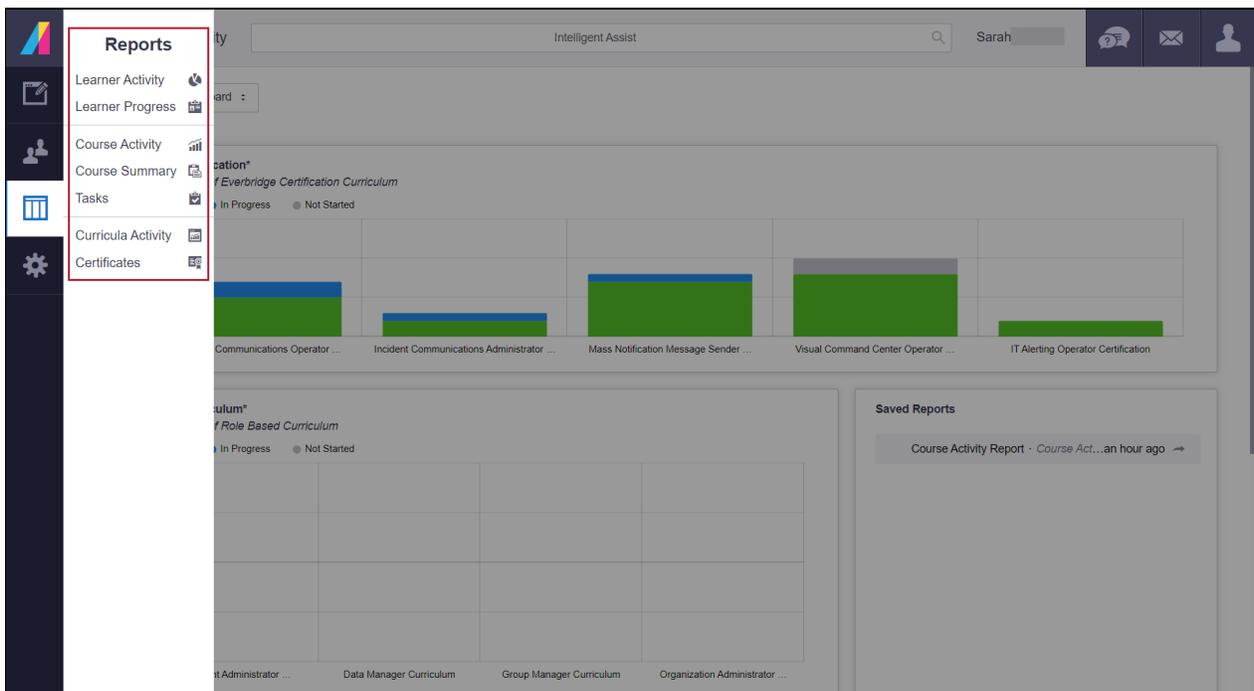


# Reporting

## Report Types

There are six different **Report Types** to choose from on the **Reports** tab:

- Learner Activity Report
- Learner Progress
- Course Activity
- Course Summary
- Tasks (not currently in use)
- Curricula Activity
- Certificates



## Learner Activity Report

The **Learner Activity Report** provides details of user engagement with training content. Its data can be used to quickly assemble information related to the number of enrollments for a specific course, see how many people have started or completed courses, time spent on training, and much more. It can be customized to provide information on many different data points in order to tailor it to an Organization's preferences by utilizing the additional display columns (list icon).



The Learner Activity Report is located in the **Reports** menu of the **EBU Power User Portal**. Clicking on the report name will redirect to the **Learner Activity Report** page. From here, you can filter results based on a variety of data points. This report can be customized to provide information on many different data points in order to tailor it to an Organization's preferences.

## Learner Progress

The **Learner Progress Report** provides a summary of a user's progress of active enrollments and their completions. It is similar to the Learner Activity Report, however, the Learner Progress Report measures the user's progress on a percentage basis. This report can help you gain insight into a user's average scores when completing enrollments and determine if training is continuing to move forward.

The Learner Progress Report is located in the **Reports** menu of the **EBU Power User Portal**. Clicking on the report name will redirect you to the **Learner Progress Report** page. From here, you can filter results based on a variety of data points. You can customize this report to provide information on many different data points in order to tailor it to your preferences.

## Course Activity

The **Course Activity Report** provides access to review the progress of users enrolled in a specific course. Note that this report is specific to Active Online Courses only. It will return all enrollments, regardless of completion status (Complete, Not Started, In Progress). It can be used to make changes to course enrollment for individual users or carry out administrative tasks.

The Course Activity Report is located in the **Reports** menu of the EBU Power User Portal. Selecting the report name will redirect to the **Course Activity Report** page. From here, results can be filtered based on a variety of data points. Reports can be customized to provide information on many different data points to fit the Organization's needs.

## Course Summary

The **Course Summary Report** provides overall activity statistics on all of the courses in Everbridge University. It helps keep track of the overall health and success of an Organization's training efforts.



The **Course Summary Report** is located in the **Reports** menu of the EBU Power User Portal. Results can be filtered based on a variety of data points. Reports can be customized to provide information on many different data points to fit the Organization's needs.

## Curricula Activity

The **Curricula Activity Report** provides details of the progress of learners enrolled in a curriculum. Common uses of this report are to:

- Manage Curricula Activity
- View User Transcript
- Message User(s)
- View and Edit past and present Enrollments
- View Users

The Curricula Activity Report is located in the **Reports** menu of the EBU Power User Portal. Selecting the report name will redirect to the **Curricula Activity Report** page. Upon landing on the page, select the curricula to report on. The results can then be filtered by data points.

## Certificates

The Certificates Report provides details of the certificates that have been awarded to an Organization's users through course completion. The data can be used to quickly assemble information related to the number of certificates earned for a specific course and gather details about those certificates.

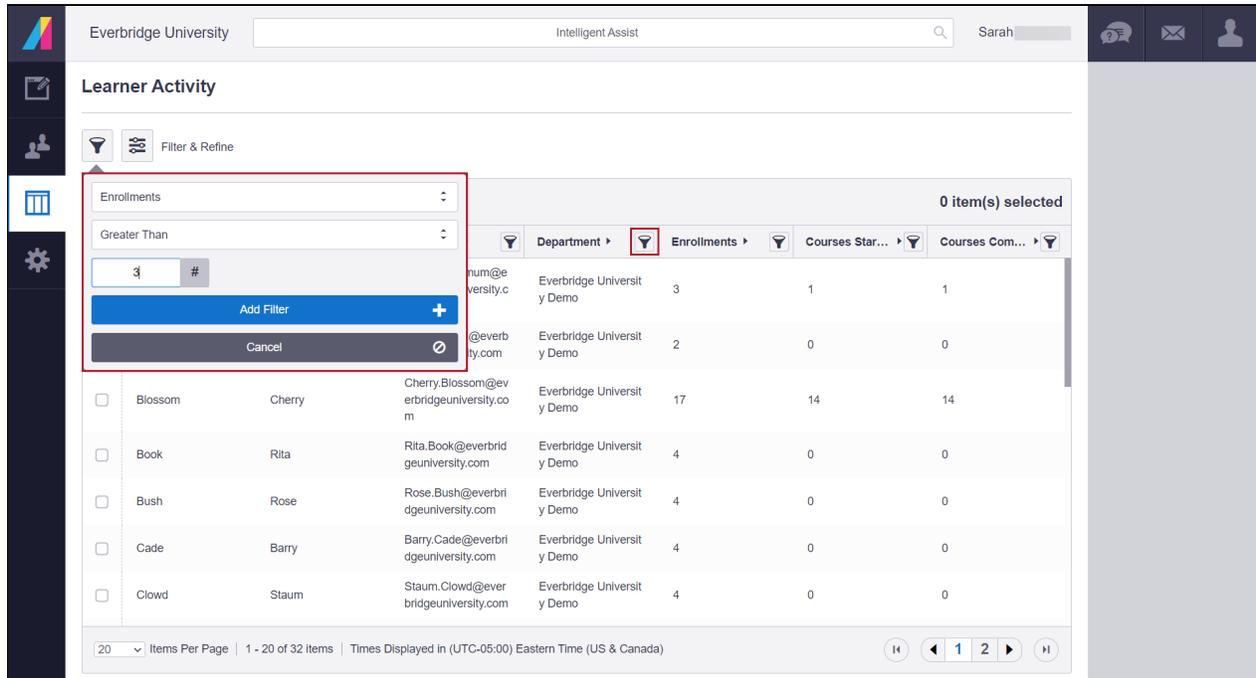
The **Certificates Report** is located on the **Reports** menu of the EBU Power User Portal. Selecting the report name will redirect to the **Certificates Report** page. From there, the results can be filtered by multiple data points.



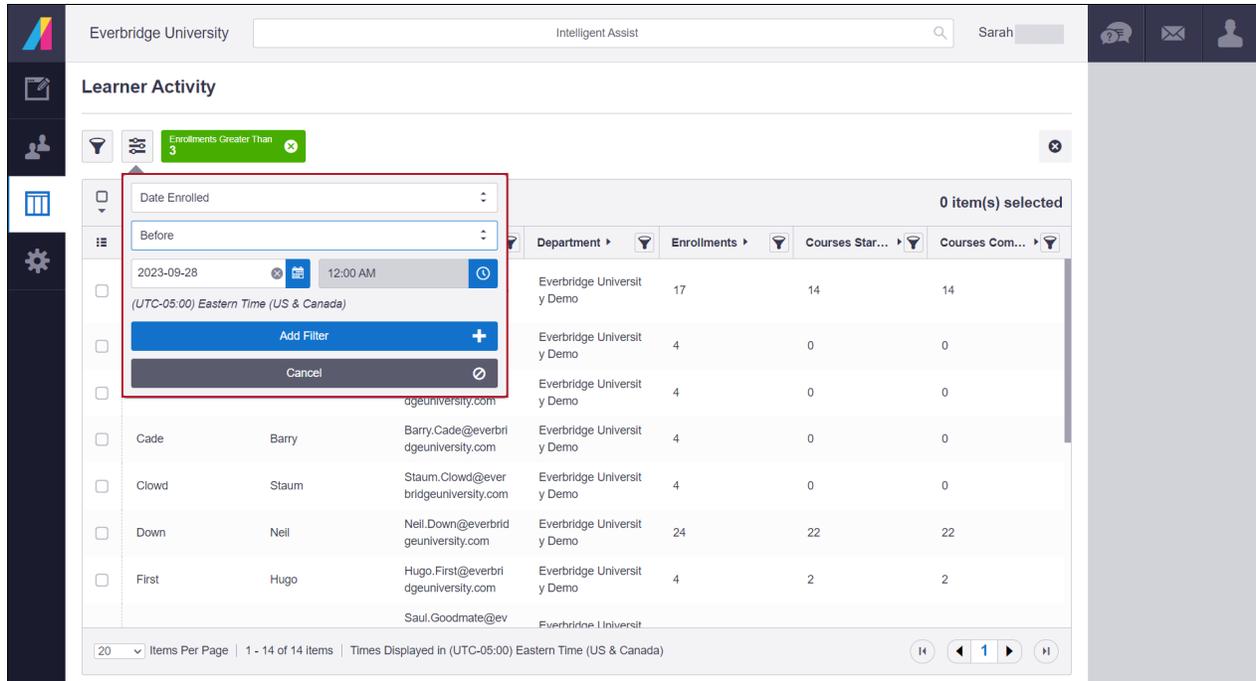
# Customizing and Exporting Reports

## Filter and Refine Data

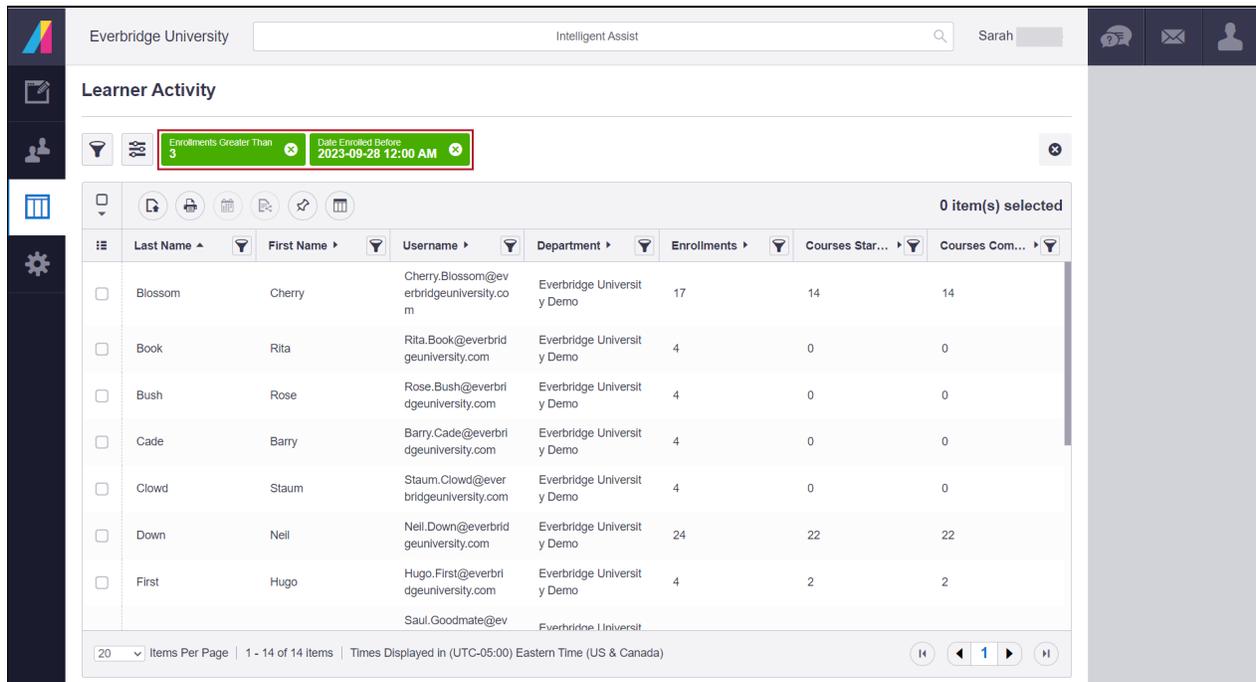
To filter data on a report, click the **Filter** icon in the header. Different filtering options will be available depending on the selected report type. Filtering on specific data columns within a report is also supported.



Filtered results can be distilled even further by clicking the **Refine** button and applying additional requirements, such as a time frame for a specific event.



The applied filters will appear in green next to the filter and refine buttons.



## Display Additional Data Point Columns

Additional data columns (Address, City, Credits, etc.) can be added to a report by clicking the **Display Columns** button and selecting the desired columns.

The screenshot shows the 'Learner Activity' page in Everbridge University. On the left, a 'Filter & Refine' sidebar is open, showing a list of filters. The 'Department' filter is checked. The main table displays a list of learners with columns for Last Name, First Name, Username, Department, Enrollments, Courses Started, and Courses Completed. The table is currently showing 10 rows.

	Last Name	First Name	Username	Department	Enrollments	Courses Star...	Courses Com...
<input type="checkbox"/>	Address						
<input type="checkbox"/>	Address 2	Staum	Staum.Cloud@everbridgeuniversity.com	Everbridge University Demo	4	0	0
<input type="checkbox"/>	City	Simon	Simon.Sals@everbridgeuniversity.com	Everbridge University Demo	1	0	0
<input type="checkbox"/>	Country						
<input checked="" type="checkbox"/>	Courses Completed	Saul	Saul.Goodmate@everbridgeuniversity.com	Everbridge University Demo	62	54	44
<input checked="" type="checkbox"/>	Courses Started						
<input type="checkbox"/>	Credits						
<input type="checkbox"/>	Date Hired	Rose	Rose.Bush@everbridgeuniversity.com	Everbridge University Demo	4	0	0
<input checked="" type="checkbox"/>	Department						
<input type="checkbox"/>	Book	Rita	Rita.Book@everbridgeuniversity.com	Everbridge University Demo	4	0	0
<input type="checkbox"/>	Turner	Paige	Paige.Turner@everbridgeuniversity.com	Everbridge University Demo	1	0	0
<input type="checkbox"/>	Nommanee	Oscar	Oscar.Nommanee@everbridgeuniversity.com	Everbridge University Demo	49	48	48

## Display Additional Rows

The number of rows displayed per page can be changed by clicking the **Items Per Page** dropdown in the bottom-left corner. The default is 20 rows but can be expanded to up to 1000 rows per page.

The screenshot shows the 'Learner Activity' page with the 'Items Per Page' dropdown menu open in the bottom-left corner. The dropdown menu lists options: 10, 20, 50, 100, 250, 500, and 1000. The current selection is 20. The table below shows a different set of learner data.

	Last Name	First Name	Username	Department	Enrollments	Courses Star...	Courses Com...
<input type="checkbox"/>	Anthemum	Chris	Chris.Anthemum@everbridgeuniversity.com	Everbridge University Demo	3	1	1
<input type="checkbox"/>	Biding	Laura	Laura.Biding@everbridgeuniversity.com	Everbridge University Demo	2	0	0
<input type="checkbox"/>	Blossom	Cherry	Cherry.Blossom@everbridgeuniversity.com	Everbridge University Demo	17	14	14
<input type="checkbox"/>	Book	Rita	Rita.Book@everbridgeuniversity.com	Everbridge University Demo	4	0	0
<input type="checkbox"/>	Bush	Rose	Rose.Bush@everbridgeuniversity.com	Everbridge University Demo	4	0	0
<input type="checkbox"/>	Cade	Barry	Barry.Cade@everbridgeuniversity.com	Everbridge University Demo	4	0	0
<input type="checkbox"/>	Cloud	Staum	Staum.Cloud@everbridgeuniversity.com	Everbridge University Demo	4	0	0

## Create a Report Layout

Whenever a Custom Report is created, the Power User has the option to save a **Report Layout** to use again at a later time. The Report Layout will retain the report's applied filters and layout configuration.

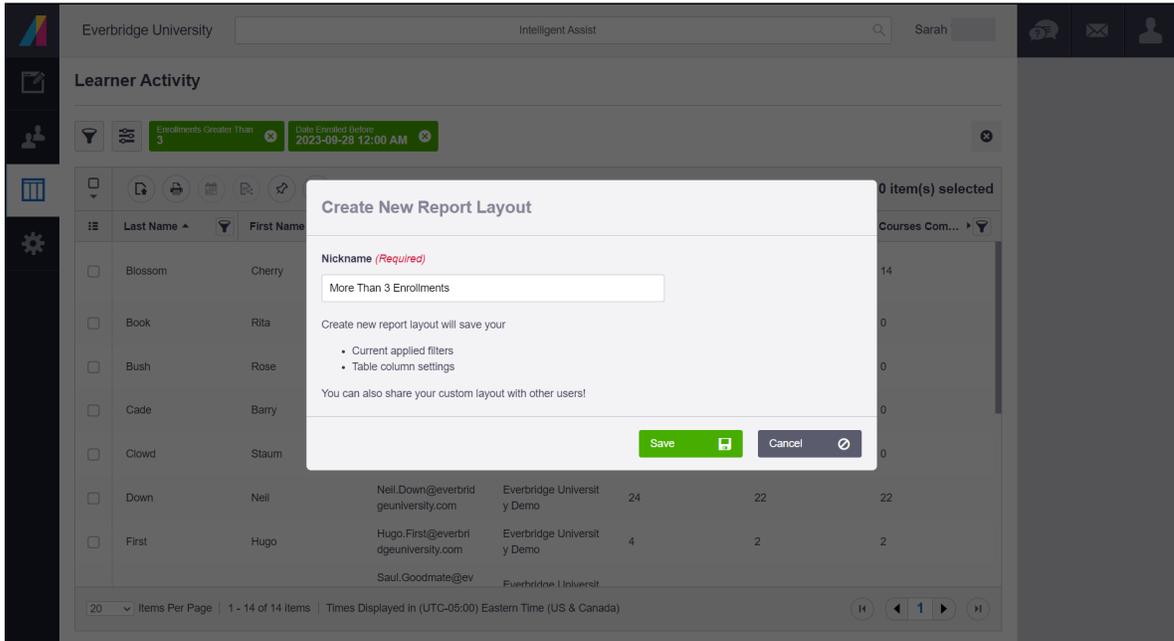
To create a Report Layout:

1. Select the desired report type. Most reports can be accessed from the **Reports** tab to the left.
2. Customize the report by adjusting the layout or applying filters, as described above.
3. Click **Select Report Layout**, and then **Create New**.

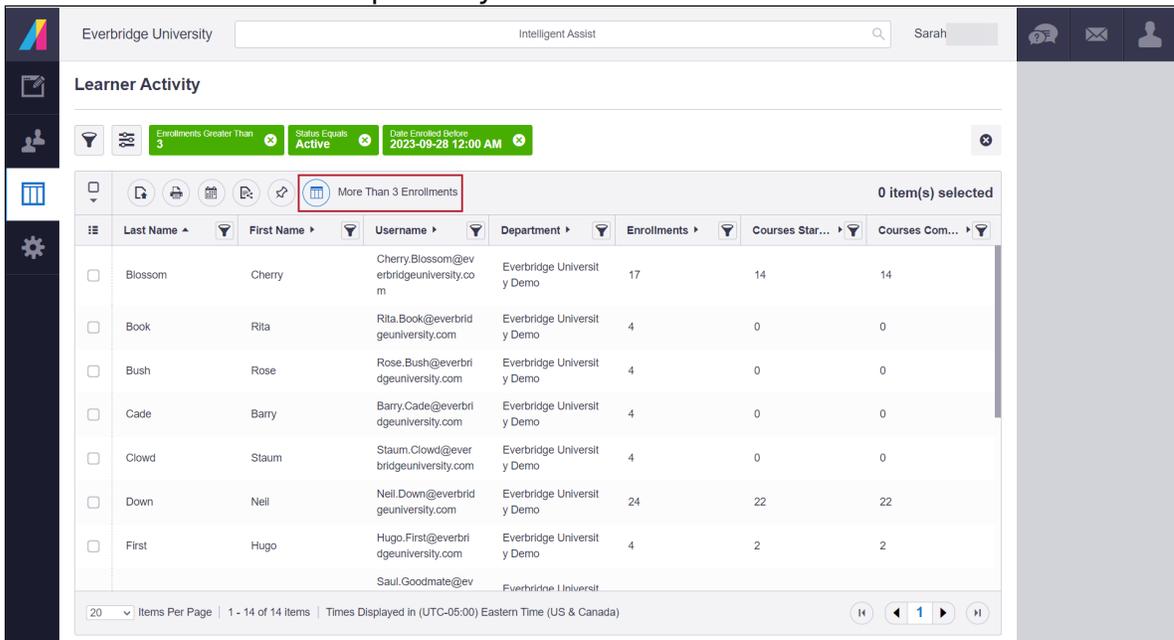
The screenshot shows the Everbridge University interface. At the top, there is a search bar with 'Intelligent Assist' and a user profile for Sarah Venezio. Below this is the 'Learner Activity' section, which includes filters for 'Enrollments Greater Than 3' and 'Date Enrolled Before 2023-09-28 12:00 AM'. A table of learner activity is displayed with columns for Last Name, First Name, Enrollments, Courses Star..., and Courses Com... The 'Reset Layout' button is highlighted with a red box, and its dropdown menu is open, showing a 'Create New' button with a plus sign, which is highlighted with a blue box.

Last Name	First Name	Enrollments	Courses Star...	Courses Com...
Blossom	Cherry	17	14	14
Book	Rita	4	0	0
Bush	Rose	4	0	0
Cade	Barry	4	0	0
Clowd	Staum	4	0	0
Down	Neil	24	22	22
First	Hugo	4	2	2

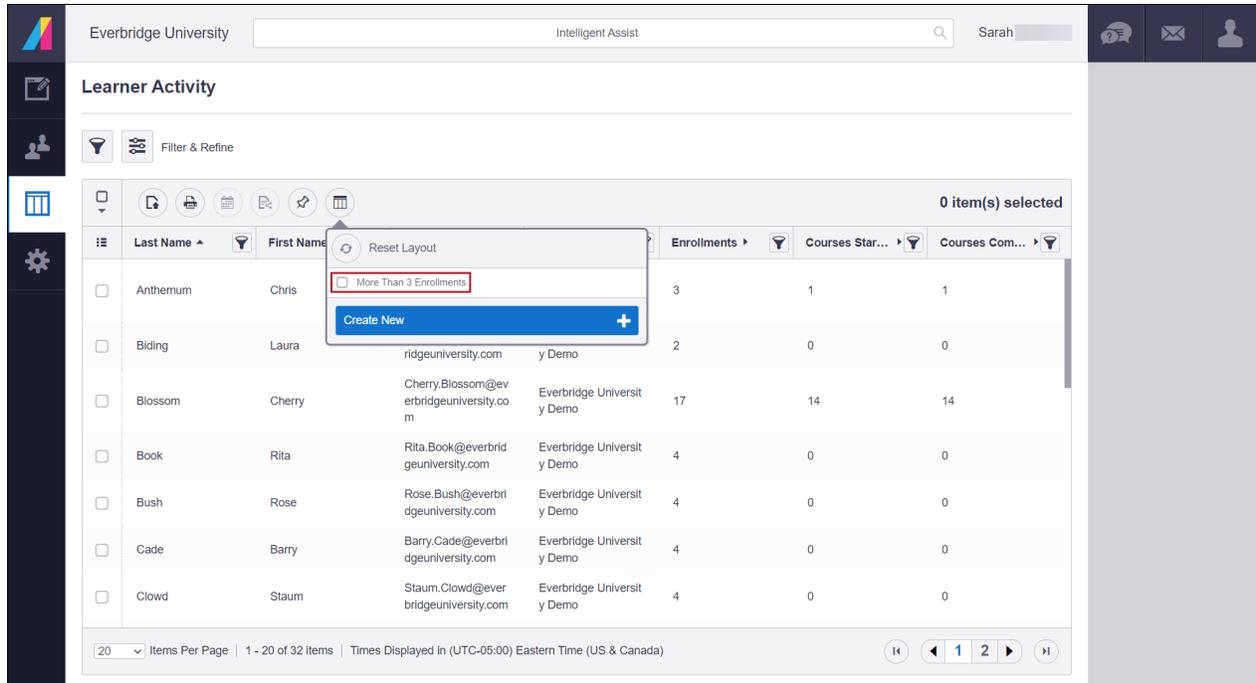
- The **Create New Report Layout** popup appears. Add a Nickname, then click **Save**.



- The name of the new Report Layout can now be seen under the header.



Once a Report Layout has been saved, it'll appear as an option when clicking the **Report Layouts** button. Selecting it will prepend its associated filters and customizations to the report.

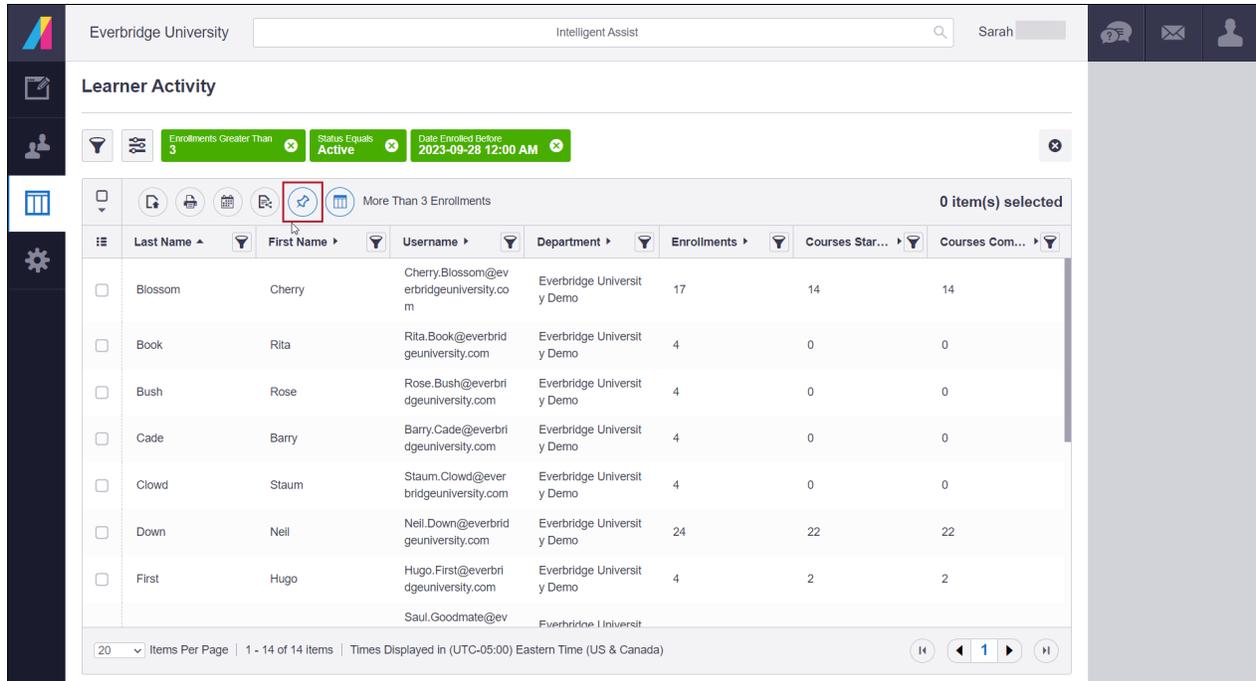


**NOTE:** A Report Layout must be saved prior to exporting a report for all data fields to be retained.

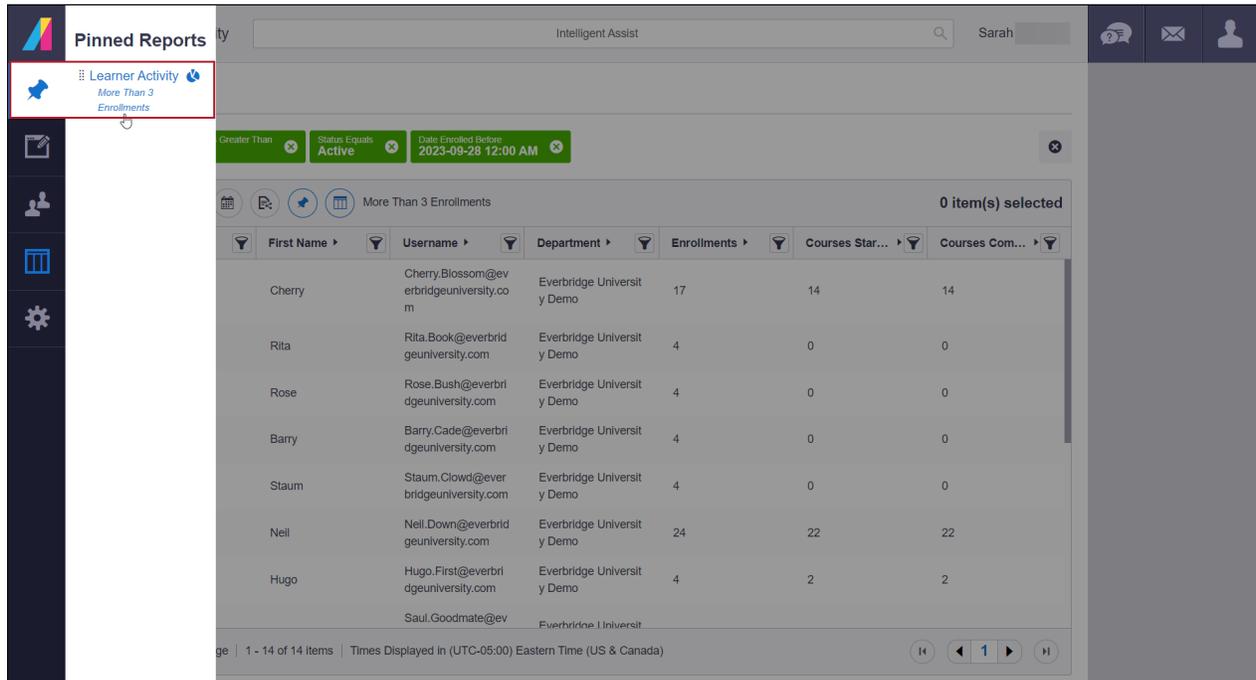
## Pin Report

**Pinned Reports** allow Power Users to view Report pages and Report Layouts previously pinned as Favorites. Multiple saved Report Layouts can be pinned and referenced from the Pinned tab.

To pin a report, simply click the **Pin** button in the header of a favorite page.



The **Pinned Reports** tab will populate at the top of the **Left Panel**. Clicking on it will open the list of Pinned Reports.

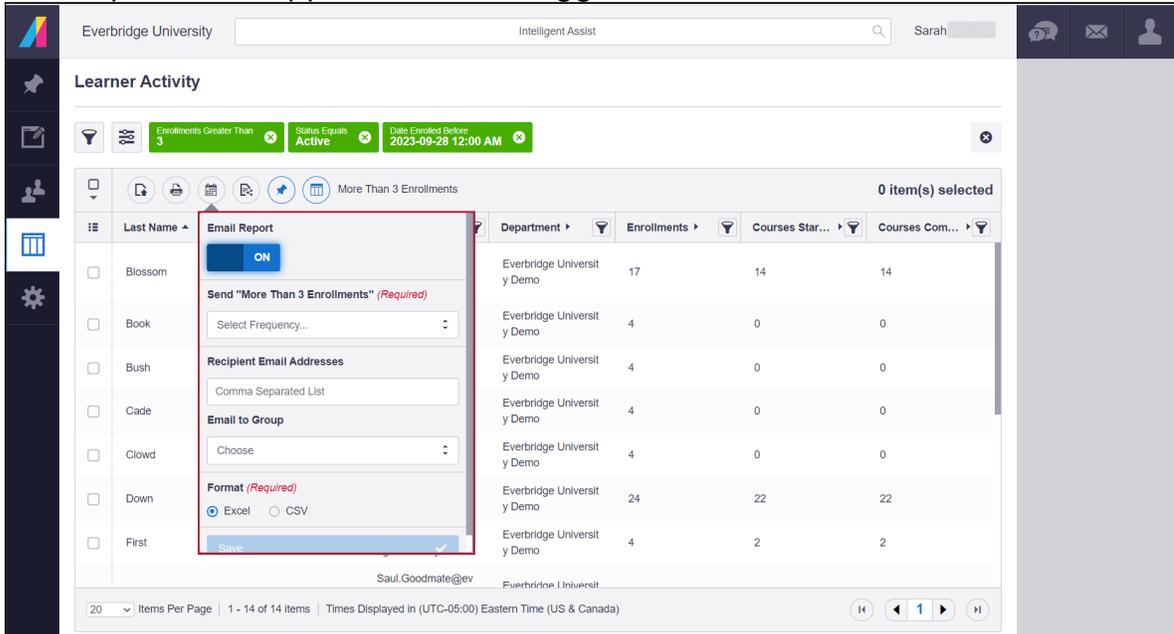


**NOTE:** If there are multiple Pinned Reports, the list can be reordered by clicking and dragging a report to a new position.

## Email Scheduled Report

Saved Report Layouts can be scheduled to be sent to different recipients. To do this:

1. Navigate to the desired report.
2. Select the **Layout** icon in the header to open the Layouts modal, then select the Saved Layout to be used. The report will reload with the selected layout.
3. Click the **Scheduled Email** icon in the header, and then turn the toggle **ON**. More options will appear once the toggle is enabled.



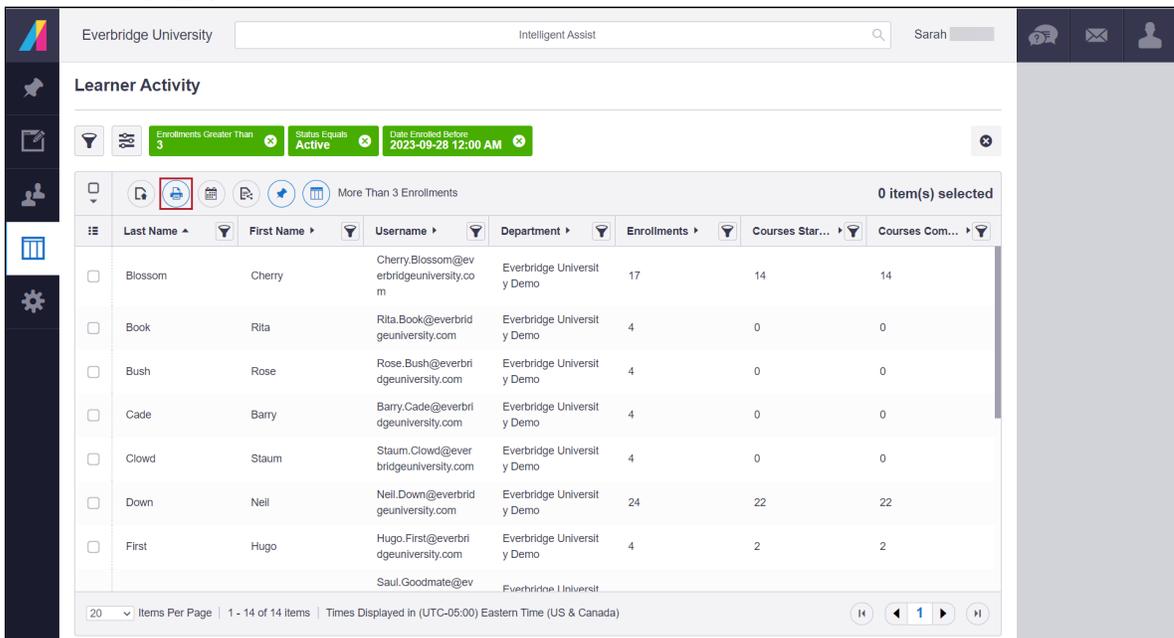
4. In the modal, select the schedule frequency from the following options:
  - Daily
  - Weekly
  - Semi-Monthly
  - Monthly
  - Quarterly
  - Semi-Annually
  - Annually
5. Enter the recipients' email addresses, separated by commas. Groups can also be selected as recipients when applicable.
6. Choose a file format between either Excel or CSV.
7. Once all of the fields have been filled, click **Save**.

**NOTE:** All scheduled reports are sent at 12:01 AM UTC. It's recommended to include your own email address in the distribution list to serve as a reminder, or for troubleshooting purposes.

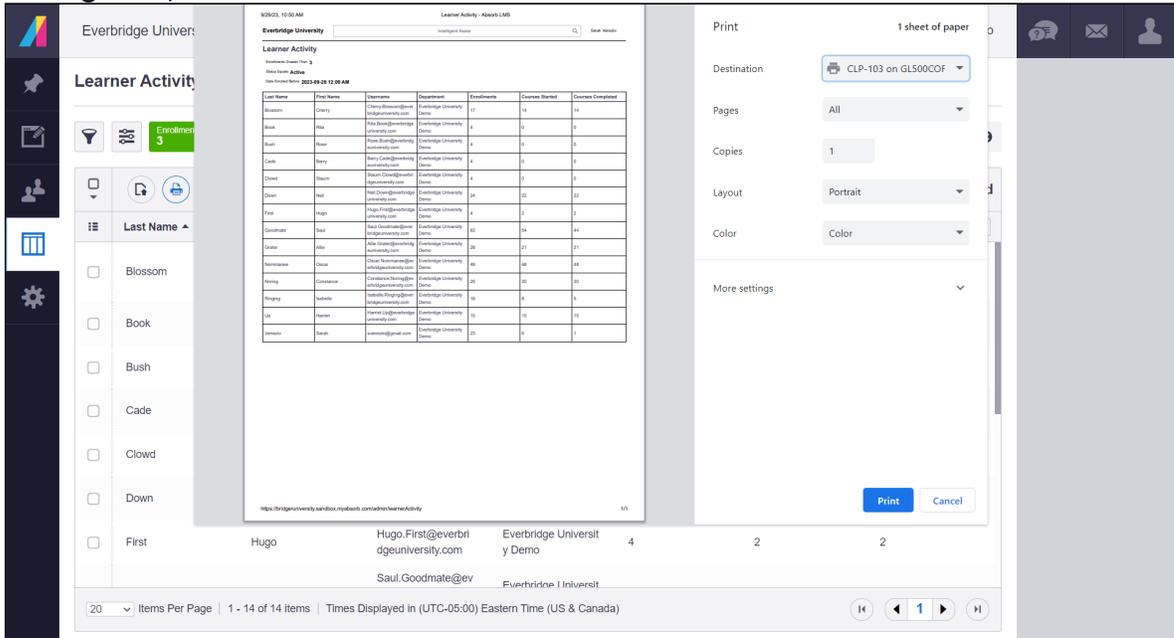
## Print Report

Both default and saved Report Layouts can be printed. To do so:

1. Navigate to the applicable report.
2. Select the desired Report Layout, or continue with the default configuration.
3. Click the **Print** icon.



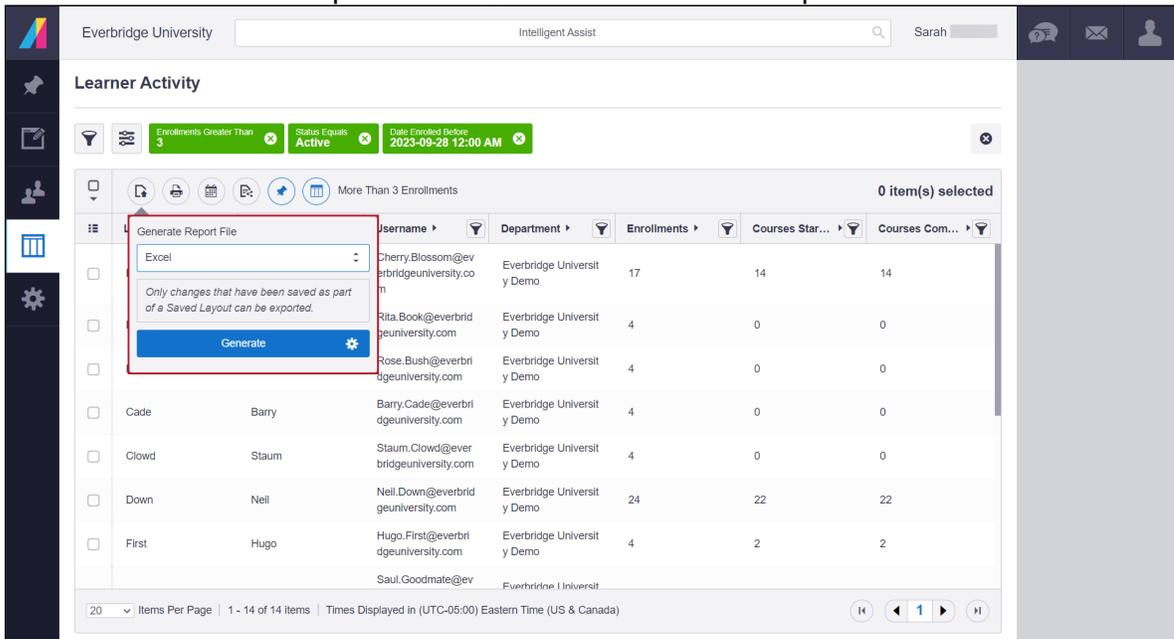
- Follow the steps provided by the browser to connect to a printer. Once configured, click **Print**.



## Download Report

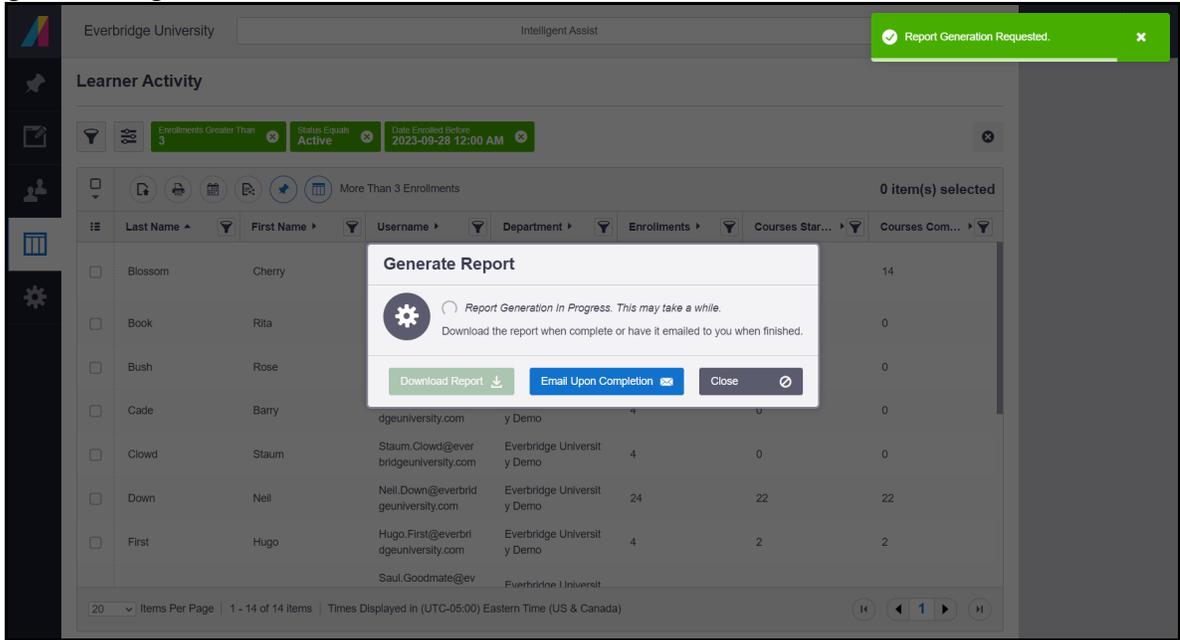
Reports can be downloaded directly from the report interface. To do this:

- Navigate to the desired report.
- Click the **Generate Report File icon** in the header to open the modal.



- Select the file type for the report.

- Click **Generate**. A confirmation modal will appear, informing the Power User that the report generation is being processed. If desired, selecting **Email Upon Completion** will trigger an email alert once the report has finished generating.



- Once the report has been generated, click **Download Report**.

**NOTE:** If **Email Upon Completion** is selected, the file will be emailed to the email address associated with your Manager Portal user profile.

## Best Practices and Tips

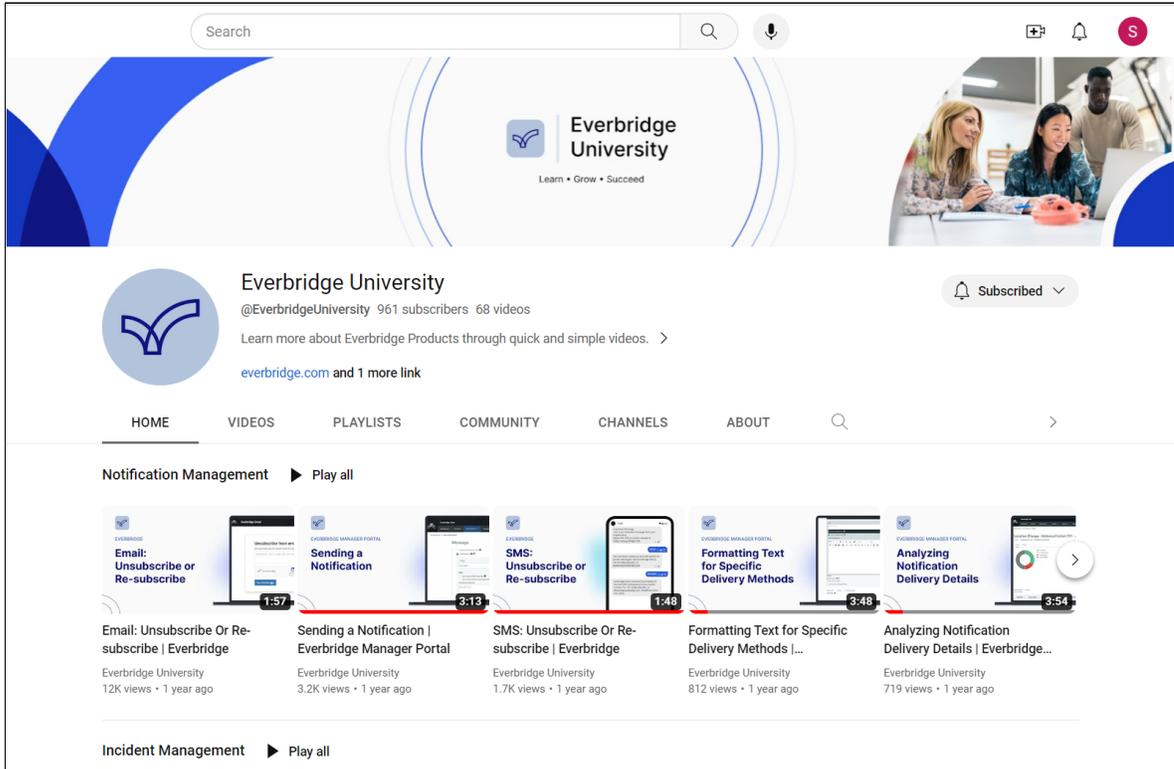
Below are some recommendations for effective administration within Everbridge University:

- Many Organizations prefer to train by Everbridge User role or certify their Users prior to permitting access to Everbridge.
- The **Learner Activity Report** has the most learner data available at a glance. We recommend adding columns of data and saving layouts here for ease of use.

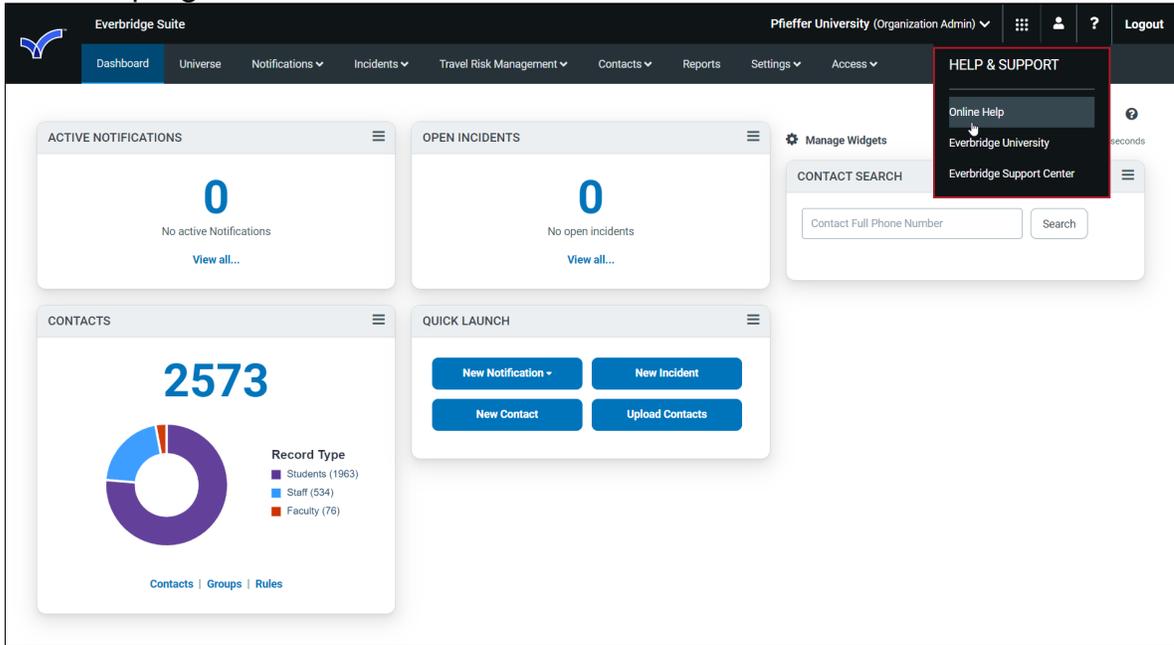
# Additional Resources and Support

Everbridge offers additional resources and support for EBU Power Users, which can be accessed at their convenience. This includes:

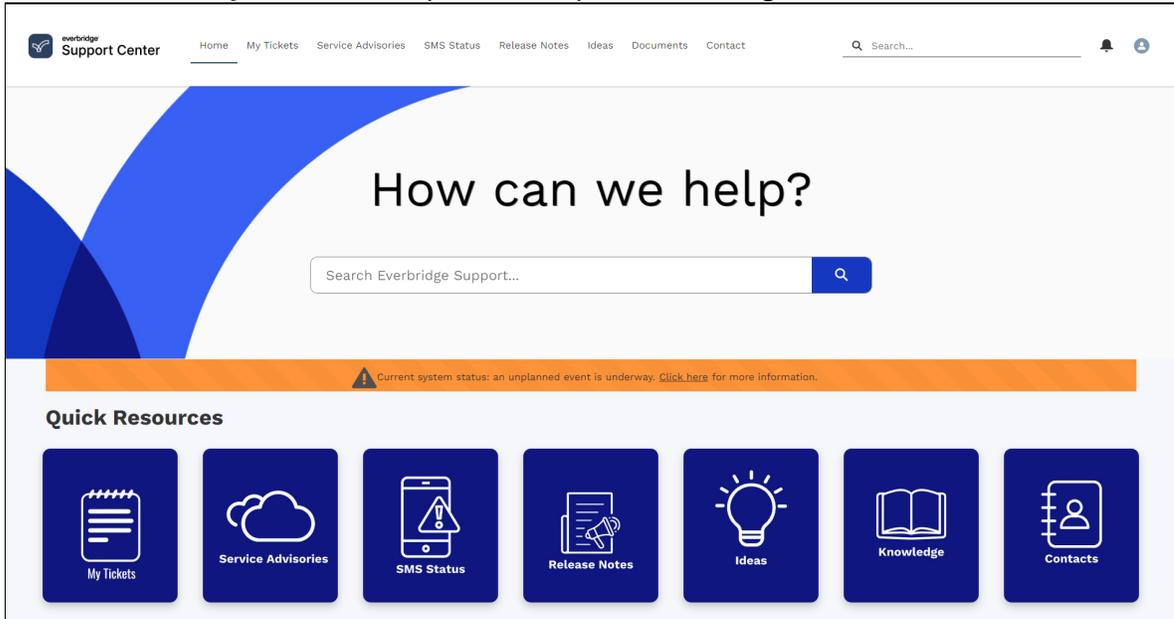
- **Everbridge University YouTube** - Our [YouTube Channel](#) contains quick, task-based microlearning videos (under four minutes) to educate on a specific function.



- **Online Help** - Accessible from the Manager Portal in the Help and Support “?” at the top right.



- **Support Center** - The [Everbridge Support Center](#) hosts a robust Knowledge Base and library of role and product-specific user guides.



**NOTE:** All Support for Everbridge University should be directed to Everbridge Support which can be reached 24/7 at [support@everbridge.com](mailto:support@everbridge.com) or contacted through the Everbridge Support Center

# Frequently Asked Questions

## Where can I access a full course catalog with full descriptions?

The detailed Course Catalog can be found below:

- [Course Catalog \(Pt. 1\)](#)
- [Course Catalog \(Pt. 2\)](#)

## Why won't my course load?

Try the following:

- Ensure that popups aren't being blocked by your browser.
- Attempt to load a course in the browser's Incognito Mode.
- Temporarily disable browser extensions.
- Clear the browser's cookies and cache.
- Check for any new browser or operating system updates.

## Where should I direct my learners to complete the courses they've been enrolled in?

This can be found in **My Courses**, which is accessible from the Learner Dashboard.