Everbridge 360™ User Guide

Everbridge Suite

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Everbridge software is covered by US Patent Nos. 6,937,147; 7,148,795; 7,567,262; 7,623,027; 7,664,233; 7,895,263; 8,068,020; 8,149,995; 8,175,224; 8,280,012; 8,417,553; 8,660,240; 8,880,583; 9,391,855. Other patents pending.

What is Everbridge 360™?

Everbridge 360™ is your one platform for enterprise resilience for all organizational roles. It is designed to allow effortless experience across all Everbridge product lines. In building an effortless experience, we can ensure:

- **Faster**, more **accurate** responses to **external** and **internal** threats.
- **Managing** what is important – your **People** and **Assets**.
- **Resilience** = **Proactive**, not reactive.
- Enterprise-class **reliability** and **scale**.
- **Open Extensible** Platform.

Everbridge 360™ includes the following features:

- Combined collapsible left-side **Apps Menu** to allow for seamless navigation across all applications and modules.
- New **Event Types** with predetermined event categories based on risk intelligence feeds with the ability to create custom event types to link together events, alerts, and templates, decreasing the mean time to communicate.
- New **Communications Workflow**, combining the best of both worlds between the preexisting Notification and Incidents functionality with new feature enhancements to optimize the launch process, reduce training time, reduce the opportunity for errors, and help mitigate the "fear of sending out."
- Enhancements for the Communications Workflow, including:
  - Event-driven communications.
  - Title of a Communication differentiated from message subject line.
  - Ad-hoc Communication based on the Organization's default settings.
  - Preview templates before using them.
  - Ability to customize attachments and contacts for each Communication.
  - Ability to add/exclude/remove recipients for each Communication.

Everbridge 360™ Toggle

Once enabled for your Organization by an Administrator under **Settings** > **Organization** > **Everbridge 360** > **Default Settings**, each user will have a toggle to enable the Everbridge 360™ experience while simultaneously retaining access to existing modules like Notifications and Incidents.

| » | 👤 Sarah ▾ | VCC SaaS Devs (Organization Admin) | ❓ | 🔵 Everbridge 360™ 🗨 |
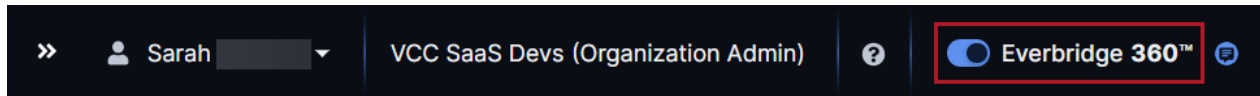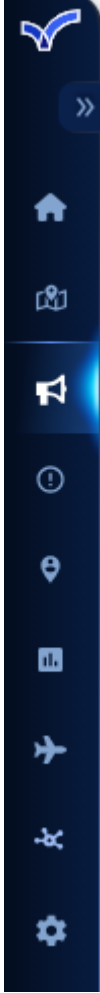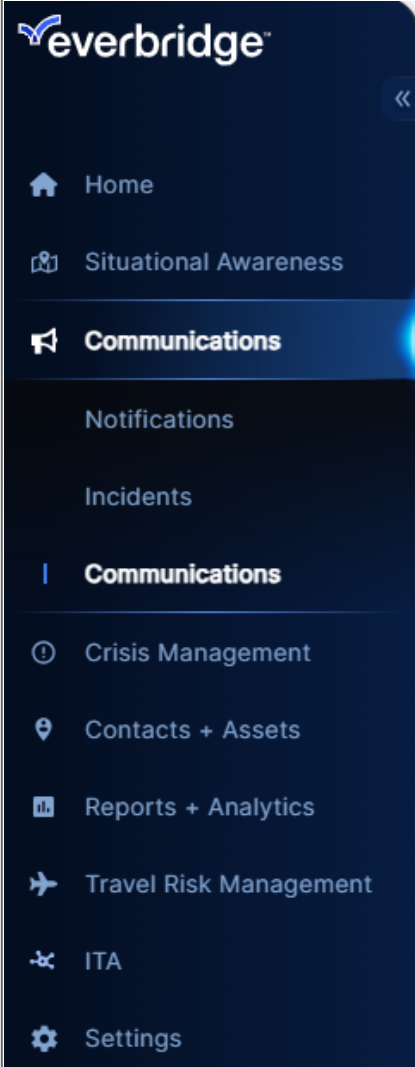
There are a few considerations to keep in mind when using the toggle as an Admin:

1. The Admin's user-level toggle at the Account level will be **OFF** by default. Unlike at the Organization level, there is no Account-level setting that controls the visibility of the user-level toggle at the Account level.
2. The option in **Organization Settings** controls the visibility of the toggle at the Organization level, which is **OFF** by default. All Organization Admins can access this Setting irrespective of the status of the Account-level toggle.
3. If the first is enabled by a user and the second is disabled by the Organization Admin, then the left side menu will only be displayed at the Account level for the respective user.
4. If the first is enabled by a user and the second is enabled by the Organization Admin, then the left side menu will be displayed at both the Account and Organization levels for the respective user. Toggle preference will persist at both the Account and Organization levels.

> **NOTE:** Everbridge 360™ will have quarterly releases after the initial launch in September 2023.

Navigation Menu

The new left-side navigation menu is the gateway to Everbridge 360™. It combines all the products you know and love but in an easier-to-navigate menu in a combined platform experience, exposing those areas that you need the most to the surface.

Menu Items	Collapsed View	Expanded View
- Home - Situational Awareness - Universe - Visual Command Center - Communications - Notifications - Incidents - Communications - SnapComms - Crisis Management - Launch Critical Event - Events - Submissions - Reports - Critical Event Templates - Task List Templates - Document Library - Widget Library - Form Library - Audit Log - Contacts + Assets - Contacts		

Menu Items	Collapsed View	Expanded View

○ Assets
• Reports + Analytics
  ○ Reports
  ○ Analytics
• Travel Risk Management
  ○ Travel Risk Intelligence
  ○ Traveler Alerts
  ○ Booking Alerts
  ○ Country Risk Traveler Report
  ○ Arrival and Departure Report
  ○ Travel Report Scheduling
  ○ Custom Travel Reports
• ITA
  ○ Open Incidents
  ○ Trends
  ○ Operations
• Workflow
  ○ CEM Orchestration
  ○ Flow Designer
• Travel Risk Management
• ITA
• Settings
  ○ Organization
  ○ Member Portal
  ○ Everbridge Open		

Menu Items	Collapsed View	Expanded View
◦ Everbridge Mobile App ◦ Access		

Event Types

Event Types define the type of events that impact your organization and are tied to the types of Communications you would like to launch to your contacts. Link every Communication to an Event Type for ease of tracking, reporting, and retrospective capabilities. Event Types will consist of **Event Type** (parent level) and **Event Type Subcategory** (child level).

Risk-related Event Types (same as Category/Subcategory in Visual Command Center) will be available out of the box. Administrators can define custom Event Types under **Organization Settings**.

These permissions are disabled by default for non-Administrators but can be enabled and configured if required. Note that some permissions are dependent upon others:

- **Update** requires **View**.
- **Create** requires **View** and **Update**.
- **Delete** requires **View**, **Update**, and **Create**.

Things to consider when creating event types based on future potential scope:

- Auto-suggests active Alerts linked to the selected Event Type.
- Associate Templates to Event Types.
- Configure Role permission to Event Types.
- Communications workflow driven by Event Types.

> **TIP:** It's recommended to create custom Event Types in advance so that they're ready for use when the need arises.

Configuration of Event Types

Event Types can be configured at **Settings** > **Organization** > **Everbridge 360™** > **Event Types**.

Event Types will consist of an **Event Type** (parent level) and an **Event Type Subcategory** (child level). Risk-related Event Types will be available out of the box.

> **NOTE:** If you are a Visual Command Center (VCC) customer, **Risk-related Event Types** are the same as **Category/Subcategory** in VCC.

The main display will show event type names, whether the event type is custom, the creation date, who created the event type (out-of-the box event types will be noted with Everbridge Default), the last modification date, and who last modified the event type.

By default, disabled records will be hidden, but you can see them by unchecking the **Hide disabled records** checkbox.

Event Types can be deleted by checking the box next to the desired entry and then clicking **Delete.**

Additional actions include the ability to enable and disable both custom and Everbridge Default event types.

NOTE: Disabling Everbridge Default Event Types may impact features in the Communications module as they are designed to complement each other.

Whether or not you are able to manage Event Types is tied to your role/permissions.
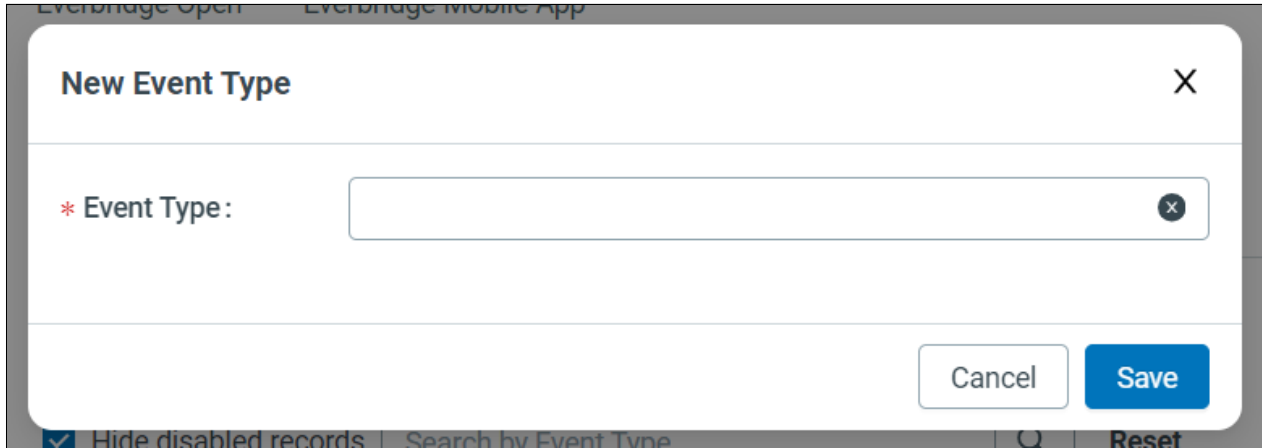
- Account Administrator (non-configurable and enabled)
- Organization Administrator (non-configurable and enabled)
- The following permissions are auto-on but configurable for Incident Administrators, Incident Operators, Mass Notification Operators, and Group Managers:
  - **Communications** > **Create Event Type** (optional with dependency on View Event Type)
  - **Communications** > **Update Event Type** (optional with dependency on Create Event Type)

- **Communications** > **Delete Event Type** (optional with dependency on Create Event Type)
- **Communications** > **View Event Type** (required to send Communications)

COMMUNICATIONS

- ✔ Create Event Type
- ✔ Update Event Type
- ✔ Delete Event Type
- ✔ View Event Type
- ✔ View Communication
- ✔ Create Communication
- ✔ Launch Communication without Template
- ✔ Launch Multiple Communications
- ✔ Manage Everbridge 360 Setting
- ✔ Manage Communication Recipients Settings

New Event Type

When creating a new Event Type, add the Event Type name to the **Event Type** field.

New Event Type Subcategory

When creating a new Event Type Subcategory, add the Event Type Subcategory name to the **Event Type Subcategory** field. Note that Event Types must be created before they can be added to an Event Type Subcategory.
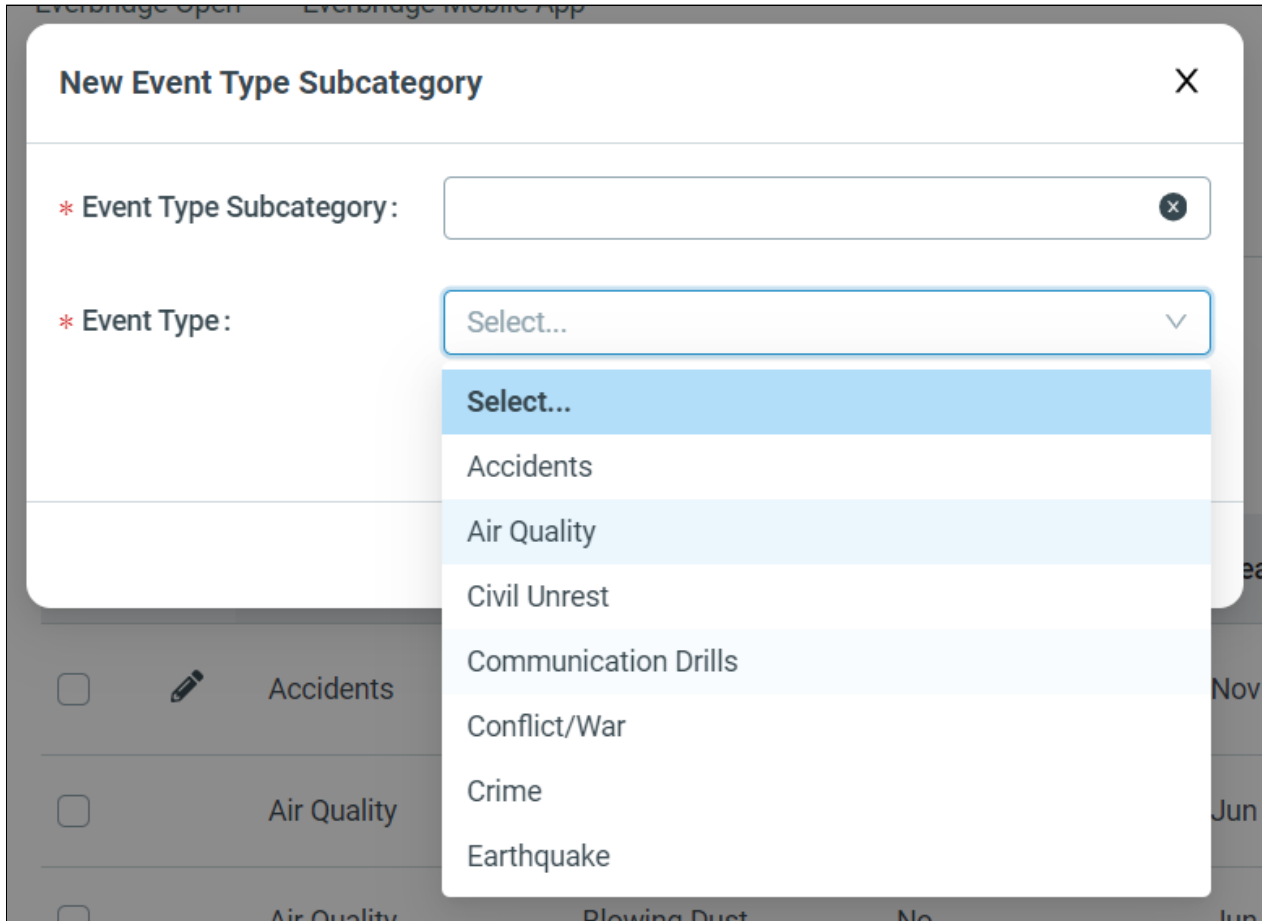
Communications Workflow

When responding to a situation, you need to choose the action that represents the best way to handle the situation. For example, a hurricane is approaching one of your main warehouses and a watch has been called. The storm has already reached Category 2, and 20 employees and contractors work in the warehouse.

With **Communications**, you can use quick, template-based, automated messaging or ad-hoc messaging for responding to events within a company, organization, or government office. In the example above, you can launch a Communication to inform your contacts that they should go to a place of safety.

Alternatively, you may have a situation that does not immediately have a high impact but has the potential to develop a higher severity. For example, a tropical storm is approaching your offices in Australia. It is projected to make landfall within the next three to four days. In this case, you may want to inform your contacts, but no immediate action is required.

Launching a Communication from Everbridge 360™

From **Communications** in the Left Menu, click **Launch Communication**. The **Launch Communication** page is displayed.

Communications Title and Description

Everbridge will automatically suggest a title for your Communication based on the Event Type chosen in Step 1. Click the pencil icon to edit the title.

If desired, click **Communication Details** to add a description for your Communication.
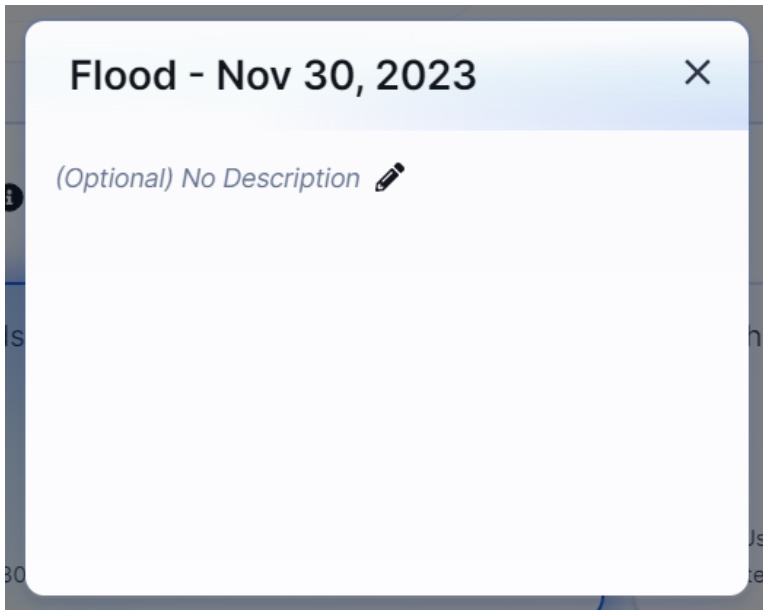
Once a Communication is sent, the title becomes the Communication Name on the **Communications History** page. It wil also become the Incident Name on the **Incidents** > **Open/History** page.

> **NOTE:** The name of the message can contain up to 255 characters. **Communication Description** is an optional field intended for future functionality, which will contain up to 500 characters.

Communications Toolbar

The **Communications Toolbar** can be found at the bottom of the **Launch Communication** page and moves with it as you scroll, allowing its menu items to be accessed at any time.
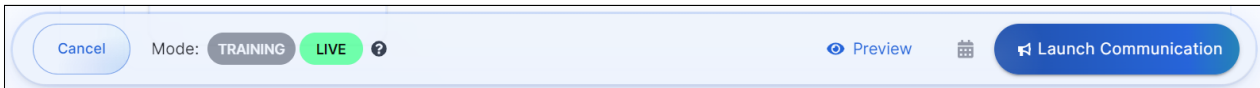
> **NOTE:** Some placeholder buttons on the Communications Toolbar will be usable in future releases.

Training Mode

Training Mode allows users to practice composing and launching Communications without sending them to real contacts. They'll be identified in the **Communications History** with a textbook icon. 📖
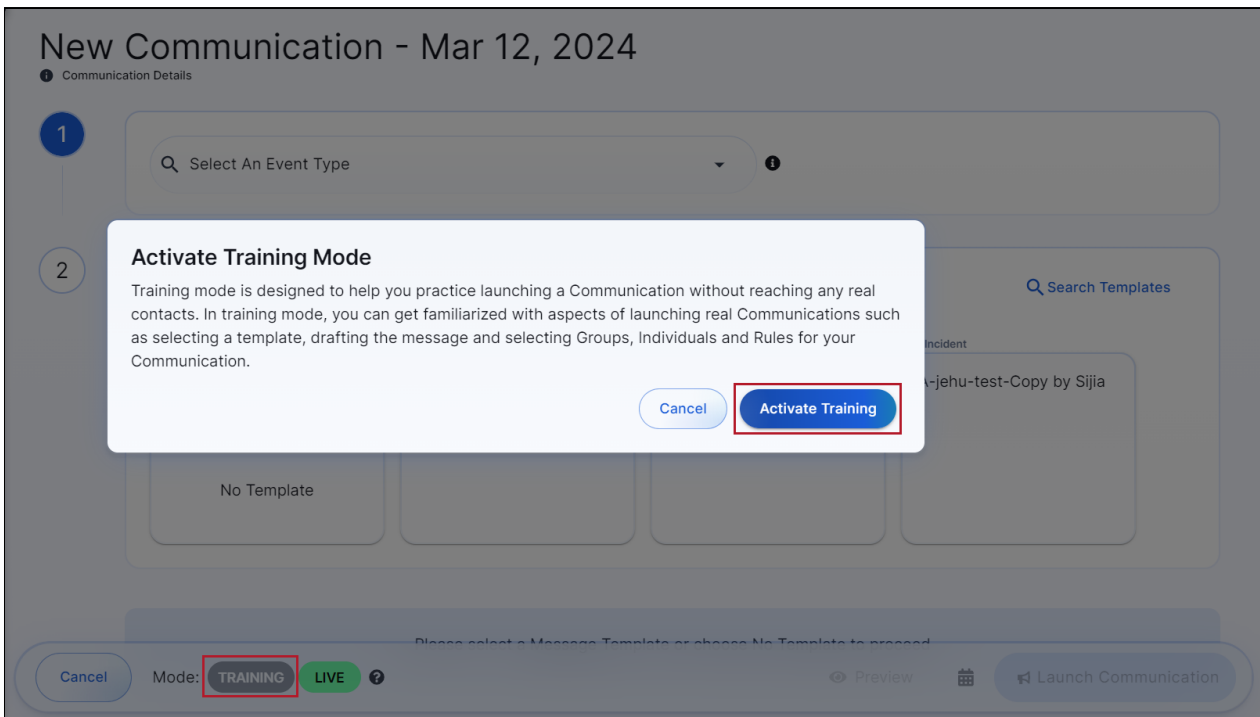
Step 1: Event Type

Choose an **Event Type** from the dropdown menu that best matches the Communication being sent.

Step 2: Message Templates and Delivery Paths

Everbridge 360™ automatically pulls from existing Notification, Incident, and Scenario templates. Communications are based on the existing Incident module, so Incident Templates work natively. Please see the following tied to Notification templates.

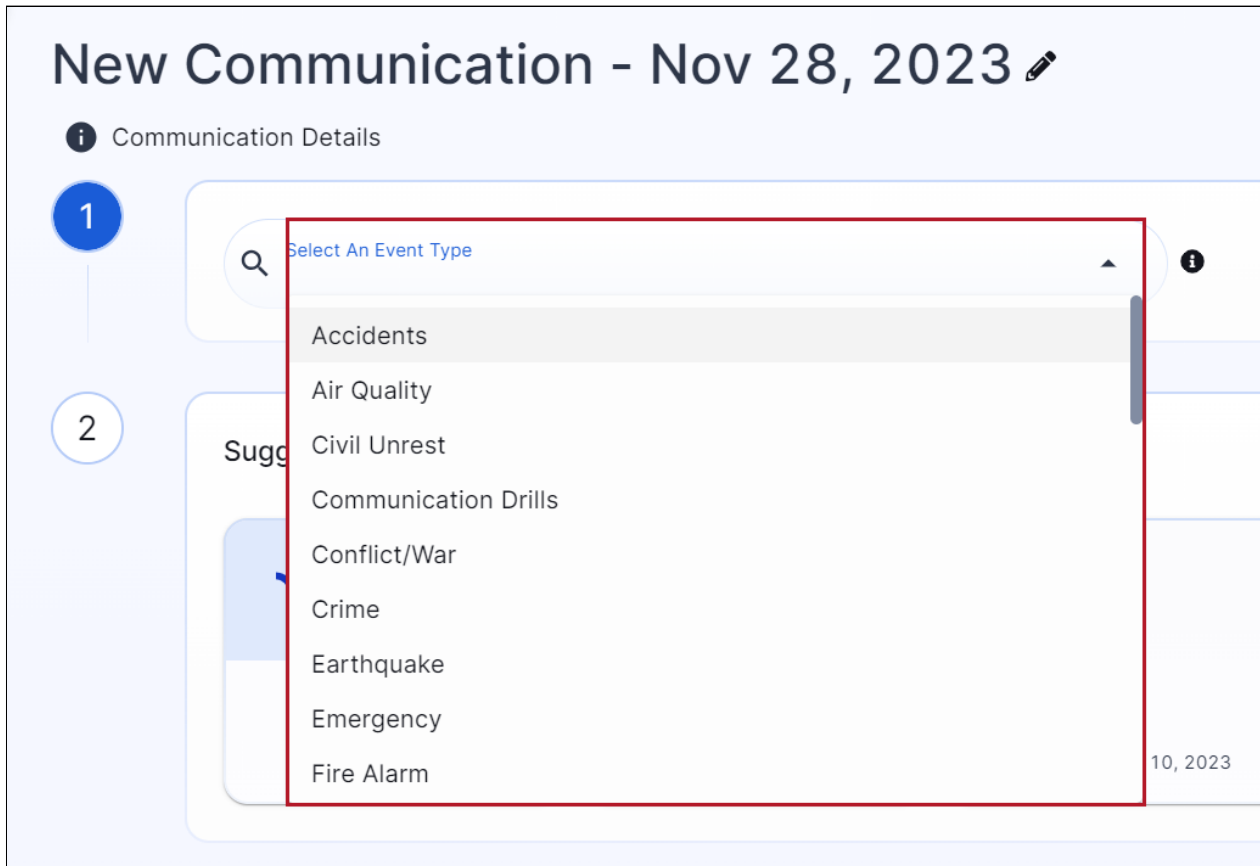- When Everbridge 360™ is enabled for an Organization, all Notification Templates will be automatically duplicated/cloned as an Incident Template.
- The cloned Template will include the latest modifications to the Notification Template.
- The cloned Template will be deleted if the associated Notification Template is deleted.
- Naming convention for the cloned Template - *<Name of Notification Template>_<Template ID>*.

- Notification Templates that have the same Category name as the Incident Template Category name will be merged under the same Category when viewed under Communications.
- Notification Templates that have a different Category name will be listed under the respective Category when viewed under Communications.
- Organization Administrators and Incident Administrators will have no access to view the cloned Templates on the Incident Templates list page, thereby preventing any modifications to these Templates.

You can also send a message ad-hoc (Everbridge No Template) without a preexisting template using your Organization's default settings and permissions. Message templates will be recommended based on the event type chosen and the name of the template containing the event name. If the template you would like to use is not automatically shown, you can search templates.

Message delivery paths for an ad-hoc Communication will default to the Organization settings but can be changed to Custom. Templates will have predefined delivery paths. You may or may not be able to change custom paths when sending a Communication.

NOTE: Available delivery paths are configured by an Account or Organization Administrator under **Settings** > **Organization** > **Notifications** > **Delivery Methods**.
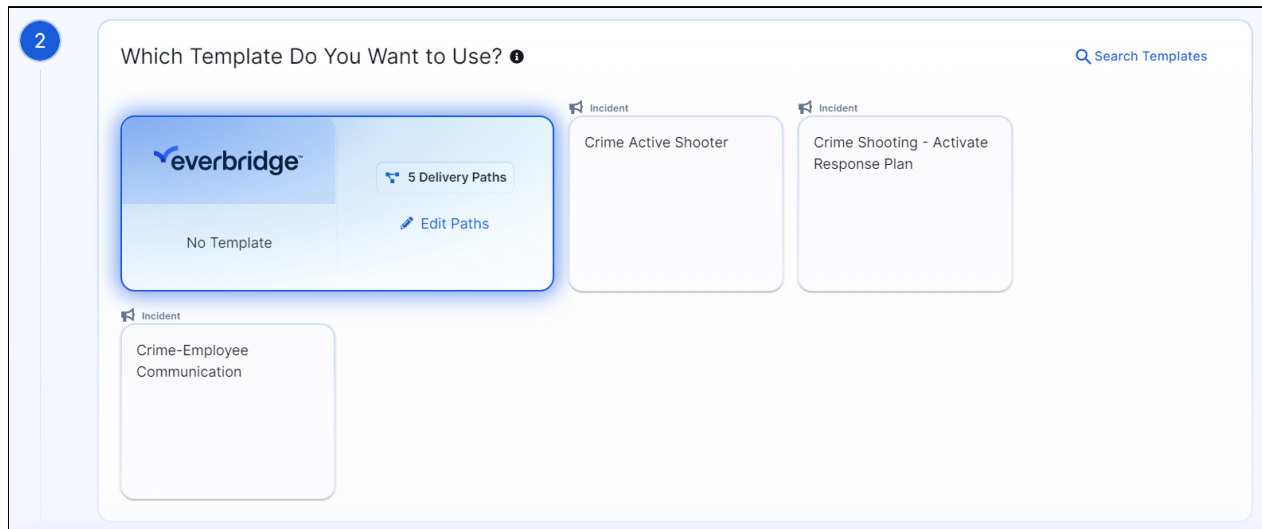
There are a few things to keep in mind when searching for templates:

- **Search Template** will display all templates that the user has access to.
- Template Categories are listed in the left navigation bar in alphabetical order.
- Templates can be searched within a selected Category or from **All Templates**.
- Templates without a Category will be displayed at the bottom of the list.
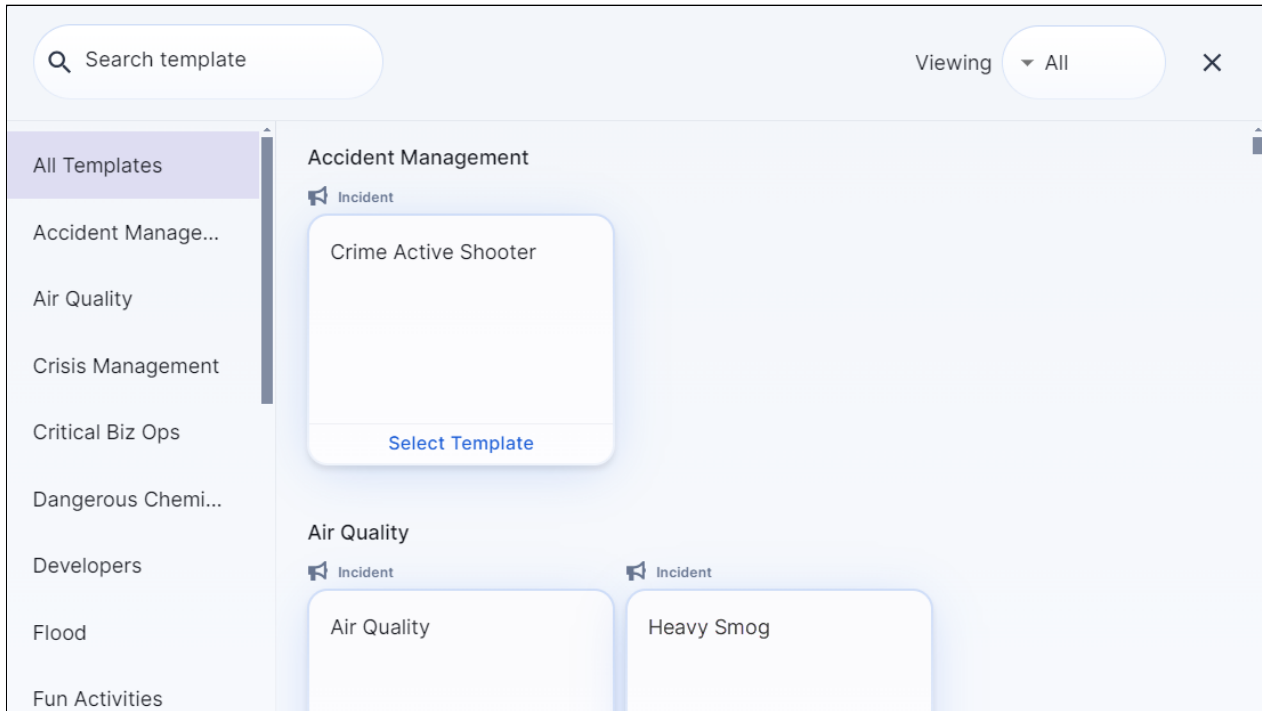
You can view the details of a template by hovering your cursor over it and clicking **View Details**. The Template Details page will appear, where you can determine if the selected template is the most appropriate for the current situation. If so, click **Select Template**.

Once a template has been selected, click **Edit Paths** to adjust the message's Delivery and Publishing Paths. Once finished, click **Save**.

If you've chosen an Incident or Scenario Template rather than a Notification Template, you can populate the information in the variable information fields of your template form.

To complete variables:

1. Complete the fields with your situation-specific information. The available fields depend on how the template has been configured by your Administrators.
   - Required fields are indicated with a red asterisk(*).
   - Fields in white are editable. Fields in gray cannot be changed.
2. Click **Apply Variables at the bottom** to use the selected values in the following sections.

Step 3: Message Configuration

To configure your message:

1. Select a message priority if needed:
   - **Imminent Threat to Life** (if enabled for Organization) - Communications flagged with **Imminent Threat to Life** (ITL) mean the event:
     - has just occurred (for example, an earthquake, volcanic eruption, or failed life-support system), or
     - is in progress (for example, an active shooter or nuclear power plant emergency), or
     - is expected to happen today (for example, severe weather), or
     - the lives or safety of message recipients are immediately at risk.
     - (only applies to Apple/iOS devices) becomes a critical alert when the message is sent to Everbridge Mobile App. Critical alerts:
       - make an audio sound when delivered, even if your device is silent. (If your device is not on silent, the audio tone is based on your selections in app settings).
       - are displayed until you tap on it.
       - are displayed with a warning icon.
     - **An Active Shooter event** in the proximity of a recipient's location, or a life-threatening weather event are both examples of ITL situations.

       The following Communications are not typically considered Imminent Threats to Life:
       - Communications to recipients to inform them of an active shooter at another location, a weather event that will impact a different location, or a weather event that is still days away.
       - Communications sent after the initial ITL message UNLESS there is a material change from the initial Communication

AND the change results in an immediate increased risk to life and safety.

- Communications sent to recipients who are not at risk for life and safety regardless of the type of Incident.

- **High Priority** - High-priority messages are given priority in your message queue and are flagged in your recipients' inbox.

- **Standard** - No priority has been given.

- ○ **Exercise Mode**: Communications sent in Exercise Mode are meant to test communication plans, such as allowing recipients to practice receiving and responding to messages similar to those they'd see in a real emergency. The **[DRILL]** tag will be prepended to the message's Subject and Body so that contacts will immediately know that it's an exercise.
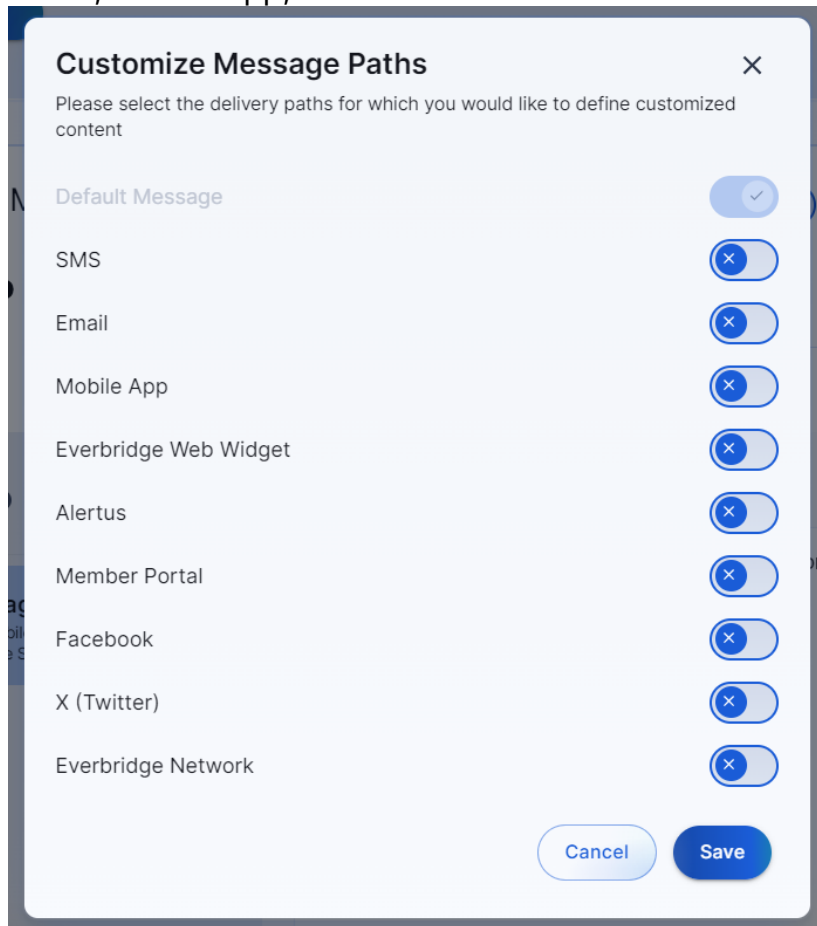
2. Specify your message type. There are three types of messages:

- **Standard** - Standard messages are used to send communication to people through a variety of methods including voice, text, and email. Confirmations can be requested from contacts that receive standard messages. Standard Messages can be emergency messages or informational messages.

- **Polling** – Polling messages are for sending a Communication to contacts and presenting them with a menu of responses for them to choose from. When contacts receive the message, they can reply with one of the choices. Then users can view the responses to know each contact's answer.
    - A polling message can have a quota associated with it. This is when not only a response is requested but a certain number of responses are needed. A quota might be for people, such as locating employees to work overtime or volunteers to staff an event
- **Conference** – Conference messages are messages that ask contacts to join a conference call. This could be an emergency where contacts need to discuss a situation immediately or it might be a convenient way to pull in a team for a weekly status meeting.

3. Add a **Subject** and your message's **Body** text. The body field can accommodate 2500 characters for Email/Fax, and 459 characters for SMS.
   - The subject of your message will be automatically configured based on the event type chosen. In the **Subject** field, you can amend the title of your message.

4. Click **Add Custom Message** to add a message to the previously selected Message Paths for the Communication. Everbridge recommends you always send custom messages per delivery method, if possible. This helps to avoid message fatigue and enables contacts to consume messages in the most efficient way possible, per device.
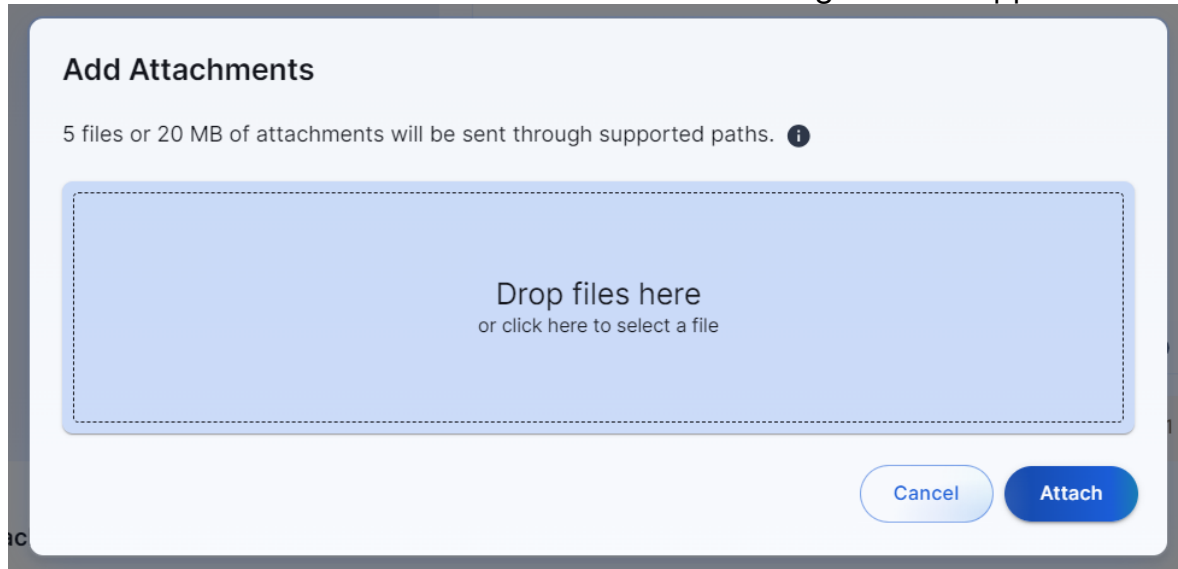

When adding a custom **message path** you can use the same text for all your delivery methods, or you can choose to have separate text for SMS, Email,

Voice, Mobile App, and Plain Text.

Customize Message Paths   ✕

Please select the delivery paths for which you would like to define customized content

Default Message	✓
SMS	✕
Email	✕
Mobile App	✕
Everbridge Web Widget	✕
Alertus	✕
Member Portal	✕
Facebook	✕
X (Twitter)	✕
Everbridge Network	✕

Cancel   **Save**

5. Select **Add** under the **Attachments** section at the end of Step 3 to attach up to five files to a message. The maximum file size is 20 MB. If an attachment is more than 20 MB, it will be sent as a link in the Communication. Each filename should be no more than 80 characters. You can attach files if the

Communication is to be sent via email or the Everbridge Mobile App.

Add Attachments

5 files or 20 MB of attachments will be sent through supported paths. ⓘ

Drop files here
or click here to select a file

Cancel   **Attach**

Step 4: Recipient Management

Groups, Individuals, Rules, and Recipients in the Area may be prefilled based on the template chosen and the alert for users launching a Communication from Visual Command Center.

NOTE: Logic for Recipients in the Area:

From a VCC Alert - Contacts within the specified Map/Polygon of the selected Template, as well as Contacts within the Polygon of the Alert itself.

Without an Alert - Contacts within the Map/Polygon of the selected Template (if it contains a Map/Polygon).

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1. Under **Who Will Receive Your Message?**, you can configure who you want to send a Communication to. A Communication may already have some predefined contacts. However, in the moment and if permitted, you may want to add more contacts to a Communication depending on the situation. Depending on your requirements, select the individuals and groups you want to send the Communication to.

Note that the available data columns present on the **Individuals** tab of the recipient-picker are determined by the choices specified under **Settings > Organization > Everbridge 360 > Communication Recipients**.


- **Groups** - Click **Groups** to select groups your Organization has created.
- **Individuals** - Click **Individuals** to select individuals by name.
- **Rules** - Click **Rules** to apply rules that your Organization has defined to select contacts with certain attributes. Rules are preconfigured by your Incident Administrator.
- **Recipients in Area** - Recipients that have been impacted by an alert will be added for communication. Click **Edit** next to the Include Recipients in

this Area toggle to filter recipients by Location Type and Contact Type.
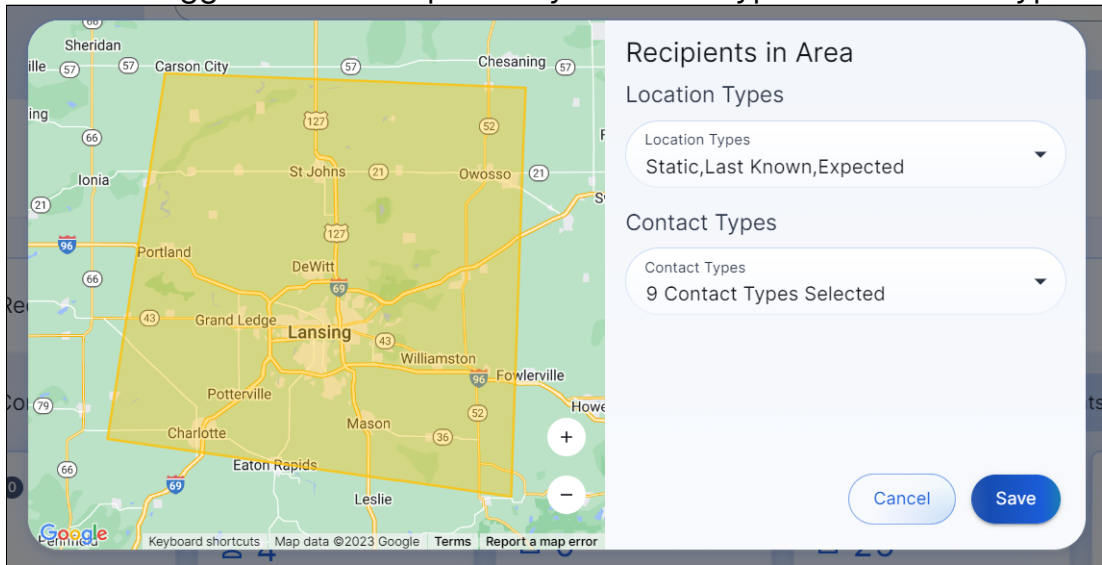
These can be filtered by location type:

- Static

- Last Known

- Expected (includes Travel) locations

- Contact record type

2. Clicking the count of unique recipients allows you to see all recipients that have been added via Groups, Individuals, Rules, Incident Rules, Conditions or as a recipient in the area.
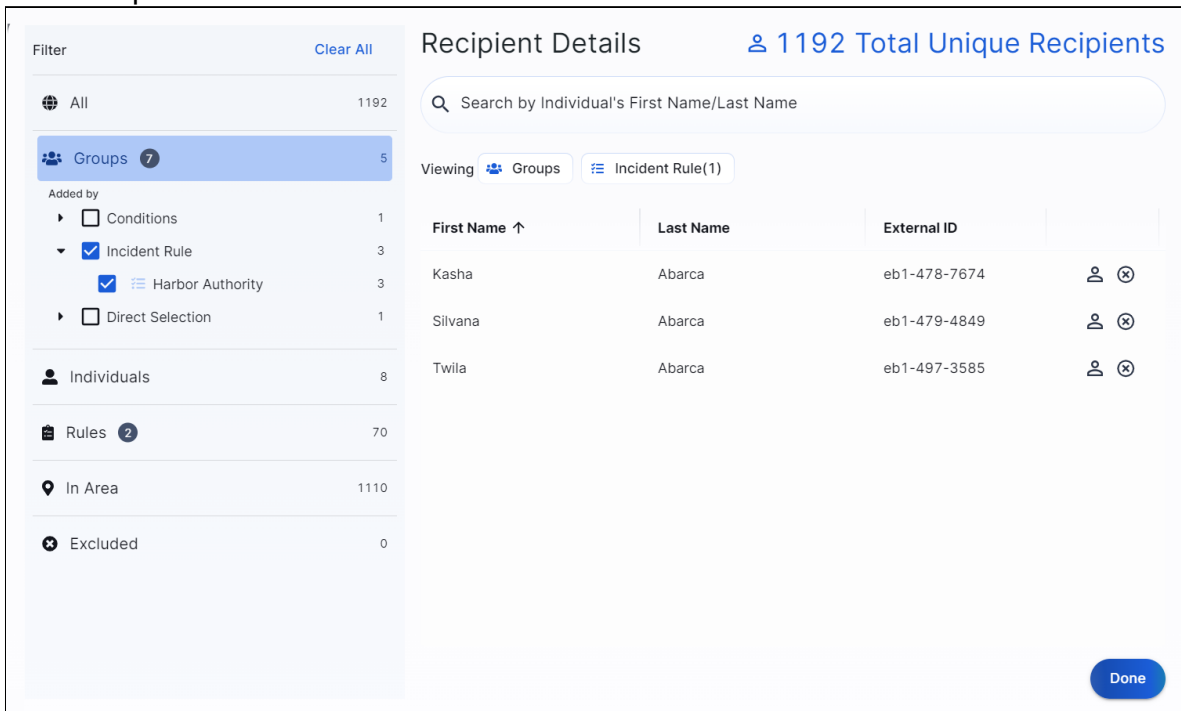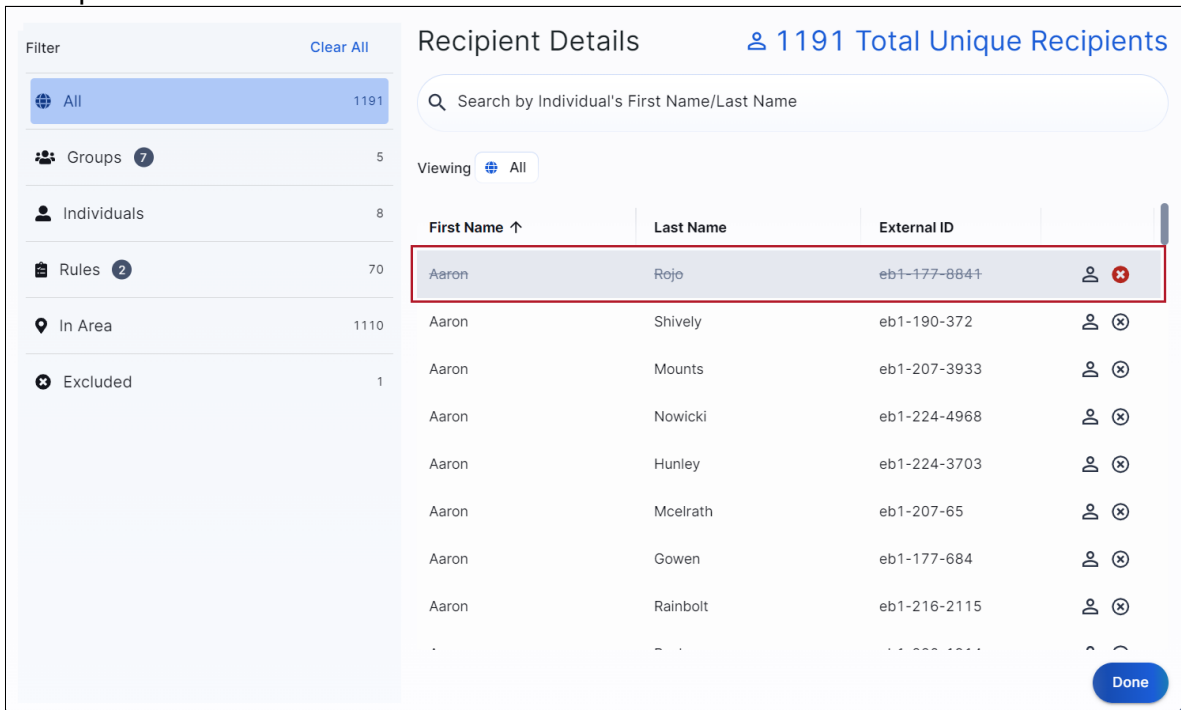

Click the **person** icon to see how a specific contact was included (via Groups,

Incident Rules, Conditions, etc.).
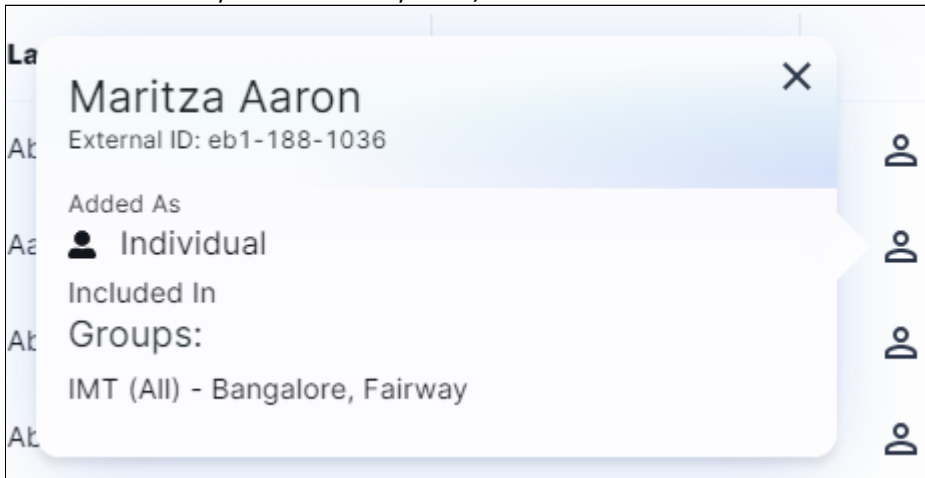
Click the **X** icon to remove recipients from Communication without impacting Groups or Rules.
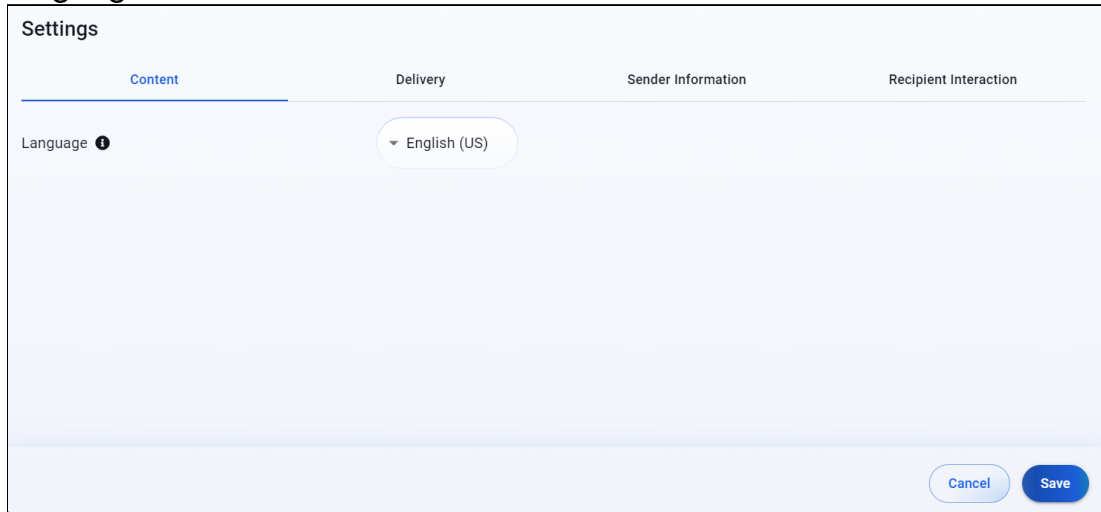
3. Click **Done** to finish setting the Recipients.

Step 5: Settings

1. Click the **Settings** cog icon on the **Communications Toolbar** to configure the message settings, which allow you to adjust different options to optimize your message.
   - **Content** - The language setting for communication that dictates the language in which contacts receive voice and email prompts. This setting does not translate any text entered in the title or body of a

communication, nor does it translate the text-to-speech message. However, the text-to-speech message will be read using the selected language's accent.

- **Delivery**
  - **Order** - There are three different delivery order modes in Everbridge Suite settings:
    - **Organization Default** - Uses the sequence specified in the organization's settings tab for notification delivery methods,
    - **Contact Preferred** - Uses the sequence specified in each contact's record,
    - **One-Time Custom** - Uses the sequence specified at a notification's creation, and overrides all other preferences.
  - **Wait Between Delivery Paths** - Controls how long the system waits before moving on to the next delivery method for a contact.
  - **Contact Cycles** - Controls how many times Everbridge attempts to deliver the message across all of the device types for the contact.
  - **Wait Time Between Cycles** - Controls how long the system waits before starting another cycle of Communication.

○ **Broadcast Duration** - Controls how long the Communication is active to send messages and receive confirmations.

Settings

| Content | Delivery | Sender Information | Recipient Interaction |

Order ⓘ   ▾ Organization Default

Wait Between Delivery Paths ⓘ   ▾ 0   Minutes

Contact Cycles ⓘ   ▾ 1

Wait Time Between Cycles ⓘ   ▾ 0   Minutes

Broadcast Duration ⓘ   ▾ 1   Hours

Cancel   Save

• **Sender Information** - Specify the following information:
  ○ **Email Sender Name** - Allows you to change the address to something that is recognizable to the contacts, so they are more likely to open it.
  ○ **Reply to Email** - Allows you to set a custom email that your contacts can reply to for more information.
  ○ **Caller ID** - Allows you to change the phone number that your contacts see displayed when they receive a Communication via phone.

Settings

| Content | Delivery | Sender Information | Recipient Interaction |

E-mail Sender Name ⓘ   Email Sender Name
EverbridgeEnterpriseAlerts

Reply to Email ⓘ   ▾ Organization default

Caller ID ⓘ

United States   🇺🇸▾ +1 616 780   <Default>

Brazil   🇧🇷▾ +55 11 2345

United Kingdom   🇬🇧▾ +44 121 234

Cancel   Save

• **Recipient Action** - Configure the below options:
  ○ **Request Confirmation** - Allows you to request that your contacts confirm that they have received the message. It also stops any further attempts to reach contacts.
  ○ **Everbridge Mobile App** - Allows you to control various settings related specifically to the Everbridge Mobile App, such as:
   ▪ Request Location

- Request Image
- Request Additional Information
- Enable Sharing Options

- **Voicemail Preference** - Controls what Everbridge does when leaving a voice message. You can select whether to end the call, leave a message, or leave a message with call-back information to confirm that it was received.
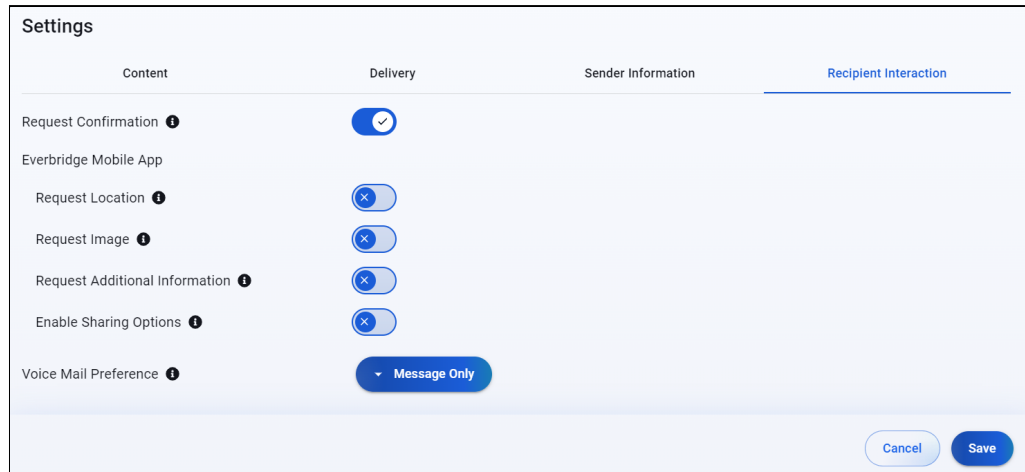

Step 6: Preview and Send

1. Click **Preview** on the **Communications Toolbar** to review SMS, Email, Voice, Mobile App, and Plain Text delivery paths before sending with the context of the number of recipients, send time, and whether the message is being sent during the day or night. **Voice** is a recording that can be listened to prior to
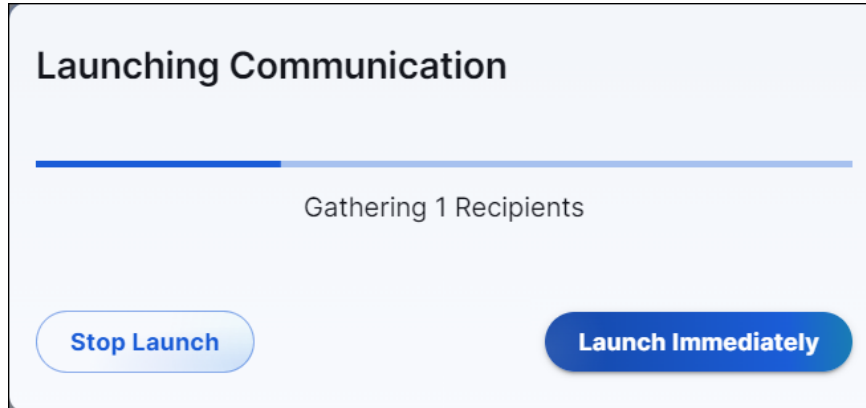
launch.
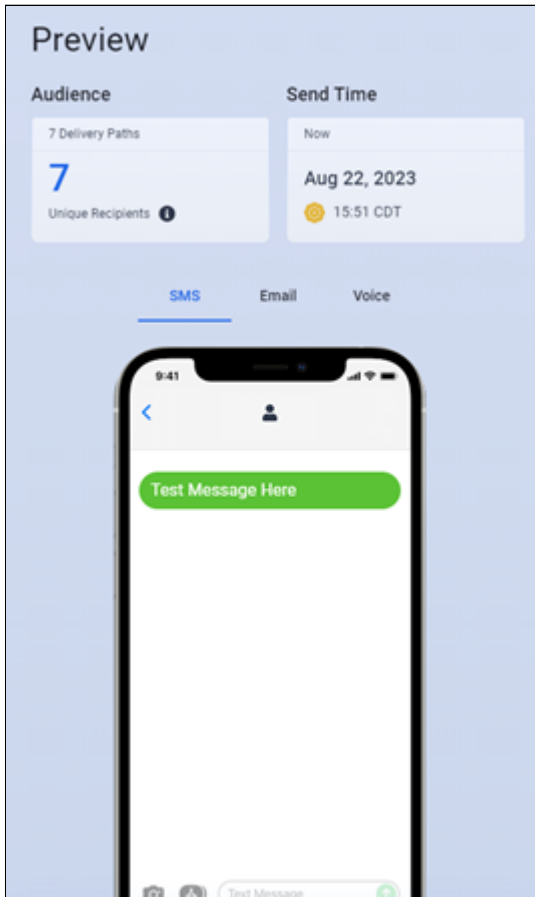
2. Once all required fields have been completed and variables have been applied, the **Launch Communication** button on the **Communication Toolbar** will turn blue to enable sending the Communication. Click it to start the launch.
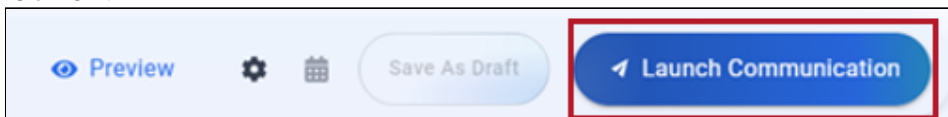
3. The **Launching Communication** modal will appear with two options:
   1. **Stop Communication** - This allows the user to pause the launch and return to the previous screen to correct any possible errors.

2. **Launch Immediately** - Launches the Communication and closes the modal.

- • **NOTE**: If neither option is selected, the Communication will automatically launch after the modal times out.

Communication History

The **Communications List** page found under **Communications** > **Communications History** contains all messages sent via Communications (Notifications, Incidents, and Scenarios).

Click **Launch Communication** to start creating a Communication from scratch or a template. For more on that process, see Launching a Communication from Everbridge 360.

NOTE: Communications are sent using Incident functionality, so all Communications will also be displayed under **Incidents – Open/History** with all functionality intact.

Communications from within the last 7 days are automatically displayed but can be expanded to include 14 days, 30 days, 60 days, or a specified date. You can also search for a Communication by its **Name**, while sorting can be done by **Name**, **Event Type**, **ID**, **Send Time**, and **Created By**.

Communications accompanied by the textbook icon were launched in Training Mode.

Scenario Template Usage

If a Communication was launched from a Scenario Template, a link icon will be present next to its name in the list.

Clicking on the name of the Communication will take you to the **Communication Details** page, where you can see details of responses and download the Incident report, including delivery details.

Communications History > Communication Details

Help with this page ❓

ℹ️ This incident was launched in Simulation Mode. You can use the information on this page to better plan for live incidents. **Read More**

Accidents - Mar 11, 2024_2

● OPEN   ID: 2104673024606752   **Auto Refresh** ⬭   🔄 Refresh

Opened	**Last Updated**	**Closed**	
Mar 11, 2024 08:19:17 EDT	Mar 11, 2024 08:19:18 EDT	--	📄 **Incident Report** ☐ Include Delivery Details
Jency	Jency	--	✔ **Live Chat**

Notifications

Status ⇅	Mode	Published	Title ⇅	Sent On ⬇	Sent By ⇅	Sent To ⇅	Charts
● Sent	Simulation		**Responder Teams Activation -**	Mar 11, 2024 08:19:17 EDT	Jency	**10**	◐

Rich Text Editor Best Practices for Custom Delivery Paths

Although the toolbar to configure custom text appears similar to those in standard word processing applications, be aware that it offers minimal functionality compared to the formatting tools available in applications such as Microsoft Word.

When pasting content into **Email, Everbridge Mobile App**, Everbridge Suite may not produce the same results as in the external source.

- Content copied from Microsoft Office may not produce the same results as in Microsoft Office.
- Not all content copied from Web pages may be preserved in the original format if the source uses custom or proprietary HTML tags.
- Not all fonts, bullets, numbering, and indentation are supported when pasting content.

Other considerations include:

- The maximum amount of content that can be saved and used in the **Email, Everbridge Mobile App** field is 1 MB; Everbridge Suite does not currently display a character or content counter. You see a message only when you have more than 1 MB of content when you attempt to Launch Communication. (Image file sizes are excluded from the maximum Custom Email content size of 1 MB.)
- If your Organization uses a custom email header and footer (set in **Settings** > **Organization** > **Notification** > **Email Header and Footer**), then do not include a header and footer in the email. The Everbridge Suite application automatically inserts your custom header and footer when sending an email message.

Using Images

Although you can copy and paste images from an external source (except Microsoft Word), Everbridge recommends you use **Insert/Edit image** from the formatting toolbar for the best results. You can either:

- Enter a URL address to retrieve an image from an Internet-accessible server.
- Choose a file from your computing device.

To do this:

1. Select **Insert/edit image**.
2. Do one of the following:

- **General** - Fill in the information fields.
- **Upload** - Drag and drop the image onto the window or browse for the image.

3. Click **Save**.

Using Tables

The most straightforward way to enter a table is to copy and paste from an external source, such as Microsoft Word. From the external source, make sure that the table column widths are the desired size because they cannot be resized once the table is pasted into the **Email, Everbridge Mobile App** pane. Alternatively, insert a table directly.

1. Place the mouse cursor where you want the table.
2. Select **Table**.
3. Select the cells (columns and rows) of your table.
4. Click the table to display the properties you can change. You can also make the same changes by clicking **Table** again.

Converting Text to HTML

Converting your text to HTML gives you the ability to change the format of text and gives you greater control over the format of your text quickly and easily.

1. Using the **Email, Everbridge Mobile App** pane, enter your text.
2. Click **< >**. The **Source Code** dialog displays your text in HTML.
3. Click **Save**.

Copying Content Without Characters or Formatting

If you do not want hidden characters or formatted text in your custom email when you copy/paste from an external source, select **Paste as Text**.