Group Manager Guide

Everbridge Suite

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Overview of User Roles

User roles are assigned access to specific parts of Everbridge Suite based on what they need to do. This guide explains the tasks that you can perform in Everbridge Suite as the role listed below.

> **NOTE:** This section describes the functionality of Everbridge's Legacy Roles. To learn how to create Custom Roles by using these Legacy Roles as a starting point, see the *Custom Roles Guide.*

Account Administrator

Account Administrators are the “super users” of Everbridge Suite. This role is typically used for the following tasks:

- **Configuration** - This can include configuration for Account or Organization Settings, as well as for the Permissions and Roles that define general system access.
- User Management - Users of the Everbridge Manager Portal need to be added to the system and given roles that reflect their responsibilities. In addition, users may potentially need to be disabled, deleted or get assistance with passwords.
- **Enabling API Access** - API access to an account and all of the Organizations included in it needs to be enabled before information can be shared.
- **Cross-Organizational Communications** - Each account has any number of individual Organizations beneath it. Functions that need to occur or information that needs to be shared across all of the Organizations, are the responsibility of the Account Administrator.

Organization Administrator

Organization Administrators are responsible for specific Organizations. They have a high level of permissions and access to a specific Organization within Everbridge Suite. They configure and define the Everbridge Suite experience for the Organization's users and contacts.

Organization Administrators can access the **Dashboard**, **Universe**, **Notifications**, **Incidents**, **Contacts**, **Reports,** and **Settings** tabs. From these tabs they can:

- Configure Organization settings.
- Add and manage users.
- View dashboard panels.

- Select contacts for a Notification or Incident by Individuals, Groups, and Rules, as well as in a geographic area from the **Universe** map.
- Create, manage, send, and delete Notifications, Notification Templates, and Message Templates.
- Create, manage, send, and delete Incidents, Incident Templates, and Scenarios.
- Add and maintain Contacts and Groups.
- View, create, edit, and delete Reports.

IMPORTANT: For information about performing tasks as an Organization Administrator, see the *Organization Administrator Guide*.

Incident Administrator

An **Incident Administrator** manages Incident communication for Organizations. They can access the **Incidents**, **Dashboard**, **Contacts**, and **Reports** tabs. From these tabs they can:

- Create, manage, send, and delete Incidents, Incident Templates, and Scenarios.
- View dashboard panels.
- Add and maintain Contacts, Groups, and Rules.
- View, create, edit, and delete reports, excluding Notification Reports.

Group Manager

A **Group Manager** manages groups of contacts with an Organization. They can also send Notifications to predefined sets of contacts within assigned groups. Group Managers can access the **Dashboard**, **Universe**, **Notifications**, **Contacts**, and **Reports** tabs. From these tabs they can:

- View dashboard panels.
- Select contacts for a Notification by Individuals, groups, and Rules, as well as in a geographic area from the **Universe** map.
- Create, manage, send, and delete Notifications, Notification Templates, and Message Templates.
- Add and maintain Contacts, Groups, and Rules. They cannot, however, upload files with contact information.
- View, create, edit, and delete some reports.

Dispatcher

A **Dispatcher** can send Notifications. They can also create and manage Notification templates and manage scheduled Notifications and active Notifications. Dispatchers can access the **Dashboard**, **Universe**, and **Notifications** tabs. From these tabs they can:

- View dashboard panels.
- Select contacts for a Notification by Individuals, Groups, and Rules, as well as in a geographic area from the **Universe** map.
- Create, manage, send, and delete Notifications, Notification Templates, and Message Templates to specified contacts.

Data Manager

A **Data Manager** manages contact records. Data Managers can access the **Settings**, **Contacts,** and **Reports** tabs. From these tabs they can:

- Add and maintain Contacts, Groups, and Rules.
- Configure Contact and Group settings.
- View, create, edit, and delete reports.

Mass Notification Operator

A **Mass Notification Operator** sends predefined Notification templates and can manage active Notifications. Mass Notification Operators can access the **Notifications** tab.

Incident Operator

An **Incident Operator** launches and manages Incidents. Incident operators can access the **Incidents** tab.

System Overview

Everbridge Suite allows users to send messages to people through a variety of methods:

- Individually
- Groups (static)
- Rules (dynamic)
- Map (location of contacts)
    - Home and work (static)
    - Expected (travel)
    - Last known (badging)

Following your Organization's communications plan, everyone can be informed before, during, and after events, whether the events are emergency or non-emergency.

In Everbridge Suite, the Everbridge account is the top level of all implementations. Each account has at least one Organization, and each Organization can have multiple groups. Each Organization has its own contacts, who receive Notifications.

Registering Your Access to the Manager Portal

To be a user in Everbridge, you need to register a profile. When invited, you receive an email like this:

Everbridge User Registration Invitation

Dear Sarah,

An Everbridge user account has been created for you by an administrator for Customer Learning Universe. In order to gain access, you are invited to register your account. This invitation will expire in 72 hours.

To register your account, just click on the link below or paste it into your browser.

https://manager-qa1.everbridge.net/registers?auth=TyWn4BO2DnU%3D&code=M%2Bq04f9KvcHY8AeofnMRB5uWJpTPsDmgfSQnLAN746Q%3D

Should you have any questions or if you received this invitation in error, please contact an administrator.

Regards,
Customer Learning Universe

Before the invitation expires, click the link to get to the registration page and create your profile.

1. **Username**: Give yourself a username. You will use this username to log in to the Everbridge Manager Portal. Usernames are case-insensitive and must be a minimum of four acceptable characters and a maximum of 80 characters. Acceptable characters are:
    - Uppercase letters (A-Z)
    - Lowercase letter (a-z)
    - Numerals (0-9)
    - Period (.)
    - Dash (-)
    - Underscore (_)
    - At symbol (@)
2. **Password**: Select your password. It must be at least eight characters. It must contain at least one item from three of the following four groups:
    - Uppercase letters (A-Z)
    - Lowercase letter (a-z)
    - Numerals (0-9)
    - Special characters: ! @ # $ % ^ & * ( )
3. **Confirm Password:** Re-enter your password to confirm what you entered.
4. **Secret Question**: Select a security question from the Question drop-down list that only you will know. If the system needs to confirm your identity, it asks this question.

5. **Answer**: In this field, type the answer to the question. Optionally, select the checkbox: **Show answer**.
6. **Time Zone**: From this drop-down list, select your time zone.
7. Click **Continue**.
8. Go to the Everbridge login page: **http://manager.everbridge.net** or **http://manager.everbridge.eu**.
9. Enter the **Username** and **Password** you just created.
10. Click **SIGN IN.** After you are signed in, you can manage your user profile. See Managing Your User Profile.

NOTE: If you become locked out of your account after three or five failed login attempts, either contact your Administrator or choose to unlock the account yourself.

Managing Your User Profile

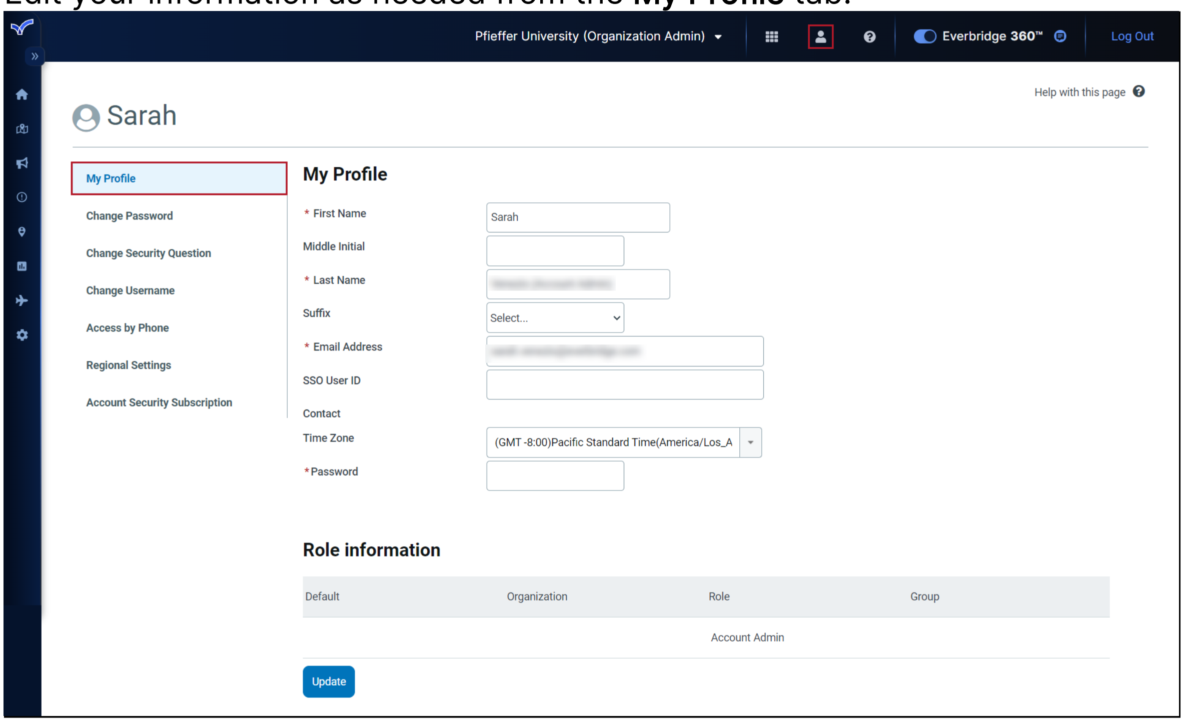
After successfully logging in, you will see an Everbridge Suite page. You have access rights to the navigation tabs depending on your permissions and your Organization's purchased products. See Apps Menu for more details.

Make Changes to Your User Profile

Once you have logged in to Everbridge Suite, you can make changes to your user profile, your password, your security question, your ability to launch Notifications by phone, and/or your regional settings.

To change your profile:

1. Click the **Person** icon, located at the top of the page, then **My Account**. .
2. Edit your information as needed from the **My Profile** tab.



3. In the **Password** field, enter your login password. Users logging in via Single Sign-On will not be required to enter a password.
4. Click **Update**.

> **NOTE:** When setting your Time Zone, know that the application automatically changes to Daylight Savings Time (DST) and automatically resets in Spring, as needed.

Change Your Password

To change your password:

1. Click **Change Password** from the left-hand panel. The **Change Password** panel is displayed.
2. Enter the password information in the fields and click **Save**.

Federal Clients	Non-Federal Clients
At least 12 characters.	At least 8 characters.
At least one item from each of the following four groups: • Uppercase letters (A through Z) • Lowercase letters (a through z) • Numerals (0 through 9) • Special characters: ! @ # $ % ^ & * ( ) Cannot contain your account, first or last name	• At least one item from three of the following four groups: • Uppercase letters (A through Z) • Lowercase letters (a through z) • Numerals (0 through 9) • Special characters: ! @ # $ % ^ & * ( ) Cannot contain your account, first or last name.
Password lock after 3 attempts.	Password lock after 5 attempts.
Password Expiration default: ON Prompt users to create a new password every: • 30 Days. • 60 Days. • 180 Days.	Password Expiration default: ON Prompt users to create a new password every: • 90 Days. • 180 Days. • 365 Days.
When you reset or change your password, you will need to provide a new password. The new password cannot be the same as the previous 24 passwords. If you change your password, the counter resets to zero (0) and starts a new cycle.	When you reset or change your password, you will need to provide a new password. The new password cannot be the same as the previous 3 passwords. If you change your password, the counter resets to zero (0) and starts a new cycle.
When you forget your password, you are sent a temporary password that is valid for the next 24 hours.	When you forget your password, you are sent a temporary password that is valid for the next 72 hours.

Change Your Security Question

To change your security question:

1. Click **Change Security Question** from the left-hand panel. The **Change Security Question** panel is displayed.
2. Select a new question from the drop-down list.
3. Type the answer to the question. Your answer is hidden. Optionally, select the check box: **Show answer**.
4. Type your password and click **Save**.

Access a Notification by Phone

To be able to access a Notification by phone:

1. Select **Access by Phone** from the left-hand panel.
2. Enter your **User ID** and **Password** in the respective fields.
    - The **User ID** and **Password** must be numeric, but the fields cannot be identical. For example, if the **User ID** is “991100”, then the value in the Password field cannot also be “991100”.
    - The fields can only contain digits 0-9, but cannot start with zero (0).
        - The values cannot contain all the same digits (such as all “1”, as in 111111).
        - The values cannot be any of the following nor the reverse of any of them: 123456, 1234567, 12345678, 123456789, 124567890.
    - Minimum length: 6 digits
    - Maximum length: 20 digits
    - The values cannot be empty.
    - The values cannot contain spaces (no leading spaces, no spaces between digits, and no trailing spaces).
    - The values cannot contain any non-alphabetic special characters or alphabetic characters.
3. Click **Save**.

Change User Regional Settings

To change the User Regional Settings from US English:

1. Select **Regional Settings** from the left-hand panel.
2. From the **Language** field, select your desired language from the drop-down list. Depending on the language you choose, the date format for the country automatically adjusts accordingly.
3. From the **CSV Delimiter** field, select either:
    - Comma (,)
    - Semicolon (;)

    The semicolon delimiter does not support the following:

- Incident Quick Reports
- Point Address Data

> **NOTE:** Regional Settings can be configured at either the Account level or the Organization level.

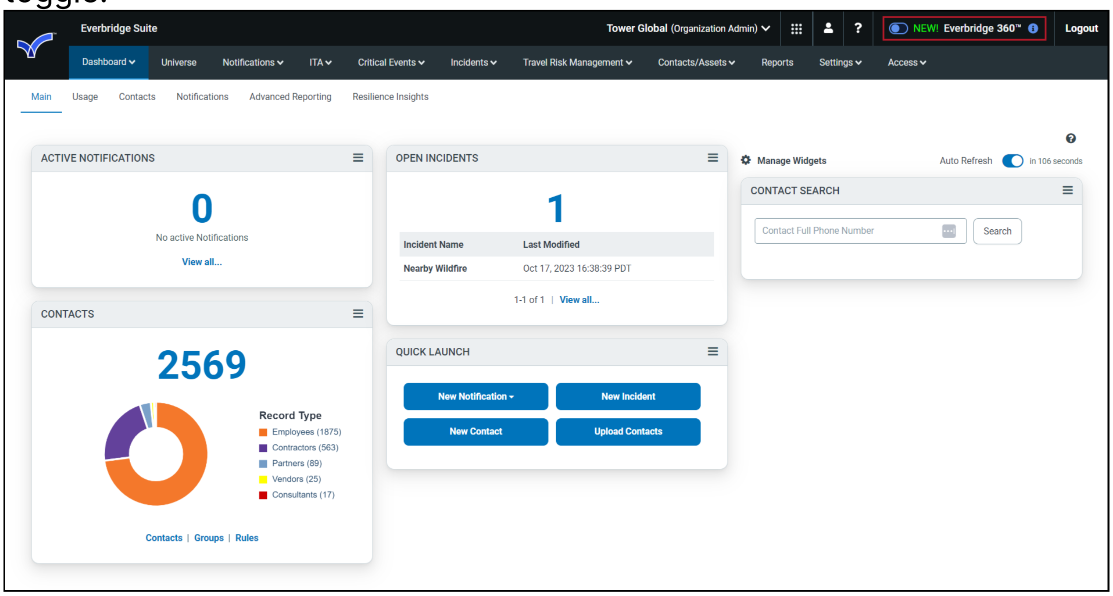
4. Click **Save**.

Apps Menu

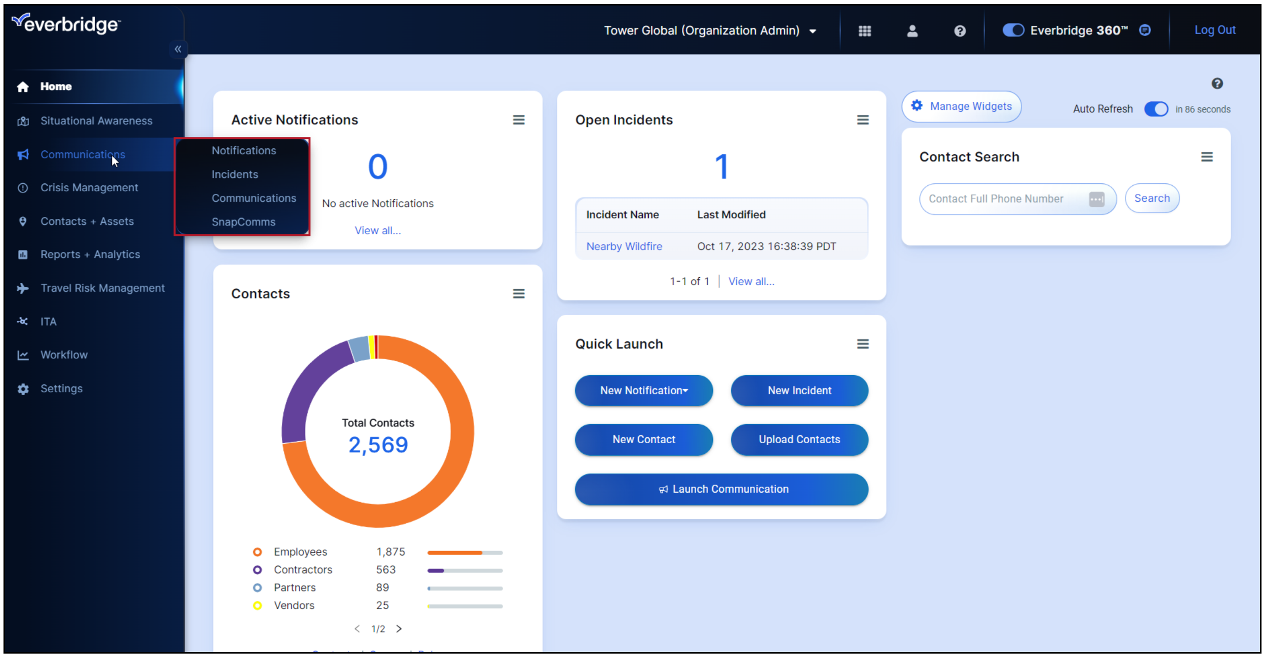
The **Apps Menu** can be found on the left side of the Manager Portal. If your role has access to other Everbridge applications that your Account or Organization has purchased, they'll appear here.

There are two different App Menus:

- Account Level (only accessible to Account Administrators)
- Organization Level

> **NOTE:** This page describes navigating the Manager Portal with the **Everbridge 360** interface applied instead of the Legacy UI. The Everbridge 360 interface can be enabled or disabled at any time by clicking on the toggle.
>
> 
>

Select any enabled application or module from the menu bar to access it. Hovering your mouse over certain apps in the menu bar will populate an additional menu for easier navigation to subsections within that app or module.



Account-level Menu

Account Administrators have access to the **Account-Level menu**, which includes the following modules:

Tab	Description
Communications	Notifications and templates can be reviewed, configured, and sent from here.
Contacts and Groups (or Contacts/ Assets)	View or upload Contacts and Assets.
Users	View and manage users at the Account level.
Reports and Analytics	The **Reports and Analytics** tab allows you to view Quick Reports (for example, Notification Analysis and Event Analysis)
Roles	The Roles tab allows the Account Administrator to add other Everbridge roles and permissions to users in each Organization.
Settings	View and manage Account-level settings.

Organization-level Menu

Review the following information about each navigation tab that's accessible from the Organization level:

Tab	Description
Home	The default Organization-level landing page after signing in, which displays a customizable dashboard with panels of information about the activities in your Everbridge Suite Organization.
Situational Awareness	Allows you to navigate to either **Universe** or **Visual Command Center** to monitor events on data-rich, interactive maps.
Communications	Includes access to the **Notifications**, **Incidents**, **Communications**, or **SnapComms** modules.
Crisis Management	The **Crisis Management** tab contains information and configuration options for the Organization's Critical Events. See the *Crisis Management User Guide* for more information.
Incidents	The **Incidents** tab is for Incident Communications. Depending on your role, see the *Incident Administrator User Guide* or *Incident Operator User Guide*.
Contacts and Groups (or Contacts/Assets)	Add and maintain recipients who will receive Notifications, such as residents, employees, and college staff. Administrators can upload Contacts and add Groups and Rules. Administrators, Data Managers, and Group Managers, if given permission, can manage calendars from the Scheduling subtab.
Reports and Analytics	The **Reports and Analytics** tab allows you to view Quick Reports (for example, Notification Analysis and Event Analysis)
Travel Risk Management	View and manage travel-related information, such as Travel Risk Intelligence or Booking Alerts. See the *Travel Protector User Guide* for more information.
ITA	Offers information and configuration options for IT Alerting. See the *IT Alerting User Guide* for more details.
Workflow	Allows users to view and configure CEM Orchestration workflows.
Settings	The **Settings** tab is provided for Administrators to configure settings specific to your Organization.

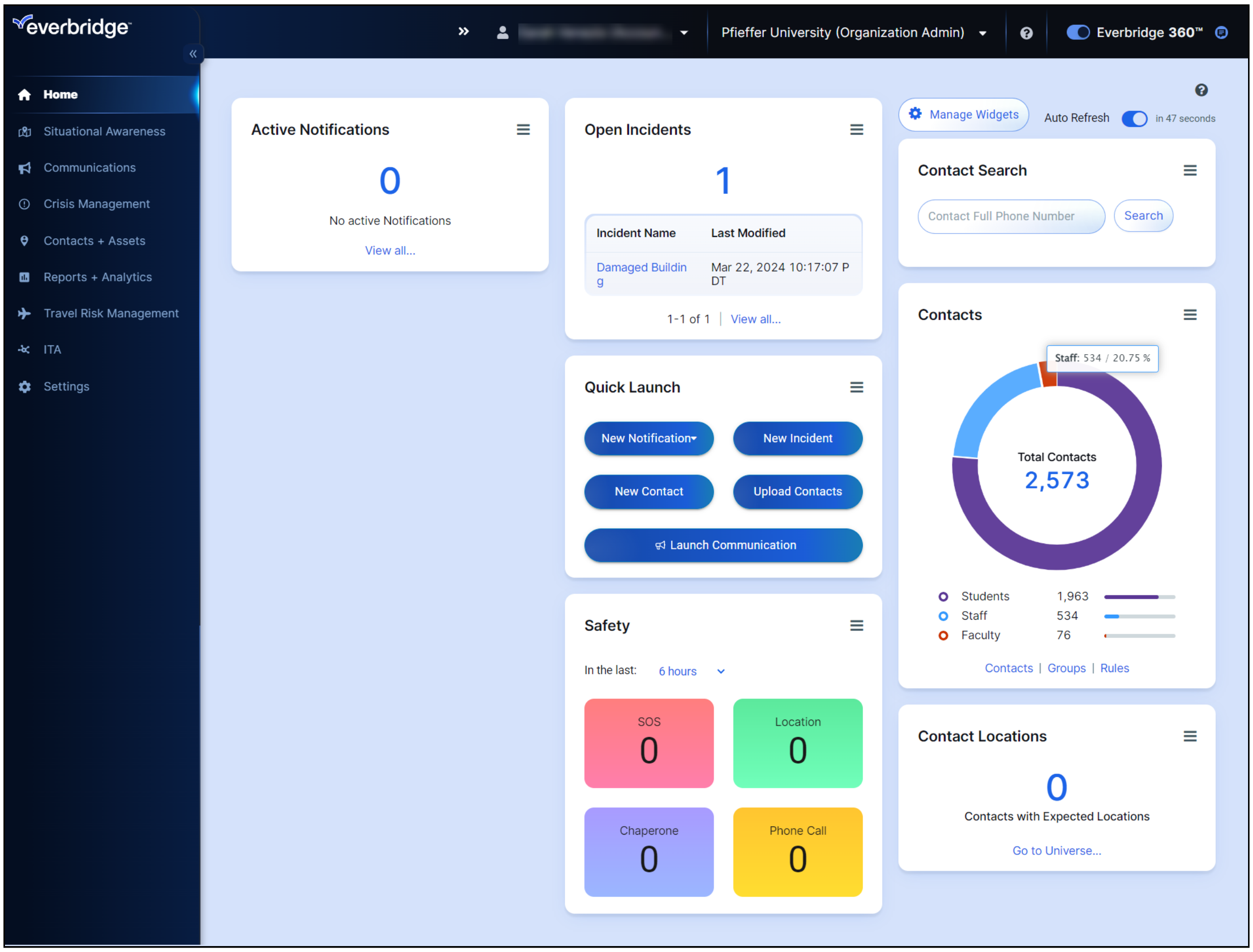
Access	The **Access** tab is displayed only if Organization Administrators have been permitted to manage users and roles.

NOTE: Some of the above options (such as Travel Risk Management and Crisis Management) will only appear if they've been purchased by the Organization.

Overview of the Dashboard

After logging in, the first page you see is the **Main Dashboard**. The panels display summary information about Notifications, Events, and Contacts. For example:

- You can use these displays to view a quick snapshot of current and recent activity.
- You can view more detailed information about your Notifications.
- You can customize the arrangement of the panels on the page to make it convenient for you to monitor your status.



The panels on the Dashboard tab allow you to track a number of items. Depending on your role, these may include:

- The number of active and recent Notifications
- The number of open incidents
- The number and type of contacts in your database
- Contact locations
- Contact search
- Summaries of Safety connections

- Event Subscriptions and their opt-ins
- Community Subscribers

Additionally, the following panels are included on the Dashboard:

- **Quick Launch**, which allows you to launch a new Notification, a new incident, add a contact, and/or upload contacts by means of CSV file.
- **Manage Widgets** gear icon allows you to choose which panels you want on your Dashboard. From this panel, you can also refresh the page or turn on/off Auto Refresh.

Lastly, you can toggle **Auto Refresh**, which automatically refreshes the page every 120 seconds.

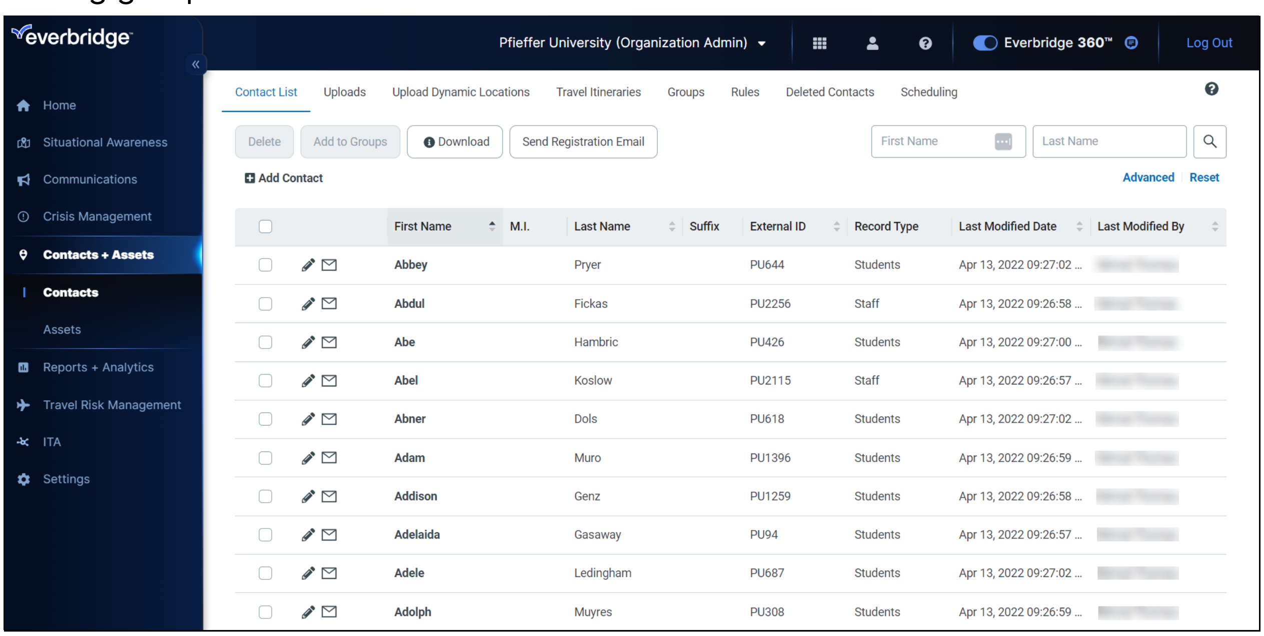
Contacts

Contacts are people who receive Notifications from your Everbridge Organization.

The information your Organization uses in Contacts can vary but some sources include:

- Business, health care, and higher education Organizations can load employee contact information from a Human Resources system.
- Vendors and customers can be loaded from a Contact system.
- Higher education Organizations can bring data from a Student Information system.
- Regional and local governments can use emergency and non-emergency residential and business phone lists.
- Governments can open a public portal where citizens can register with their contact information and opt-in to receive Notifications.

An Organization sends Notifications to its own contacts. The contacts in an Organization can be assigned to one or more groups. Contacts can be assigned to groups to make organizing them and sending Notifications to them quicker and easier. You can select one or more groups to receive a Notification. An account administrator can add a Group Manager for a group within an Organization. See the *Permissions Grid* on the **Roles** page for an understanding on who can perform Everbridge Suite activities such as managing contacts, sending Notifications, and adding groups and rules.



From the **Contacts** tab, manage your contacts with the following:

- Maintain Contacts
- Upload Contacts
- Contacts: Groups and Rules
- Delete and Restore Contacts

NOTE: To upload dynamic locations, see *Uploading Dynamic Locations* in the *Safety Connection User Guide*.

View Contact List

The list of contacts is sorted alphabetically by Last Name by default. You can sort by a different value by clicking the desired column heading. Click the column heading again to reverse the sort order.

User Status	Description
Pencil	Use the **Pencil** icon to edit a contact's information.
Envelope	Send Registration Email. The user is not yet registered. Select the checkboxes in the rows containing the users' names and then click the Send Invite button. (Or, if the Send Invite button is not displayed, select **Member registration** from the **Send Invitation Email** drop-down list.) Or, click the Envelope icon in the row containing an individual user's name. When the user receives the email, he or she can select the link to go directly to the Registration page. Once registered, the user becomes active and can use the system. Private Portal and Device registration invitations expire after 30 days compared to 72 hours for user registration requests.
Everbridge Mobile App	Send Everbridge Mobile App Quick Registration. Select the checkboxes in the rows containing the users' names and then select **Mobile device registration** from the **Send Invitation Email** drop-down list. Or, click the **Device** icon in the row containing an individual user's name. When the user receives the email, he or she can select the link to go directly to the Registration page. Once registered, the user becomes active and can use the Member Portal. You see the **Device** icon and the **Everbridge Device Registration** selection only if the following three conditions are met: 1. Your Everbridge representative has selected Everbridge Mobile App in the Account/ Organization pages of EBAdmin.

	2. There is a Mobile Push Alert delivery method identified in **Settings** > **Organization** > **Notifications** > **Delivery Methods**. 3. The Private portal type is selected in **Settings** > **Member Portal** > **Portal Options**. Private portal registration invitations expire after 30 days compared to 72 hours for user registration requests. For details on registering, see the *Everbridge Mobile App User Guide*.
Secure Messaging	Select the checkboxes in the rows containing the users' names and then select **Mobile device registration** from the **Send Invitation Email** drop-down list. Or, click the **Device** icon in the row containing an individual user's name. When the user receives the email, they can select the link to go directly to the Registration page. Once registered, the user becomes active and can use the Secure Messaging app.

At the bottom of the list, the page counter shows you which page you are viewing and how many pages contain the entire list. The drop-down field shows how many contacts are currently displayed per page. The record counter shows the records currently displayed and the total number of records in the Organization.

Use the arrow buttons (**First Page**, **Previous Page**, **Next Page**, and **Last Page**)to step through the pages. Or, to go directly to a page, type the page number in the **Page** field, and press **ENTER**.

Create Groups

Preparing messages, lists of recipients, and other aspects of the Notification in advance reduces the chance of human error in sending and responding to Notifications. Groups are a way to organize your contacts for quick selection.

Groups

Groups are static, or fixed, lists of contacts that you can maintain. If configured, Group Managers can manage contact profiles and send Notifications to contacts in their own group.

When you are going to send a Notification, you can select groups as targets rather than select contacts individually. You can add a group for any set of contacts that have something in common. A contact can be in more than one group. This allows you to target exactly the contacts who should receive the Notifications. For example, a manager might be in the “Sales” group in addition to a “Managers” group. Individual contacts and groups can be nested within a group, such as “Joe Hamilton” individual and the “Fire Department” and “Police Department” groups nested in a “Public Safety” group.

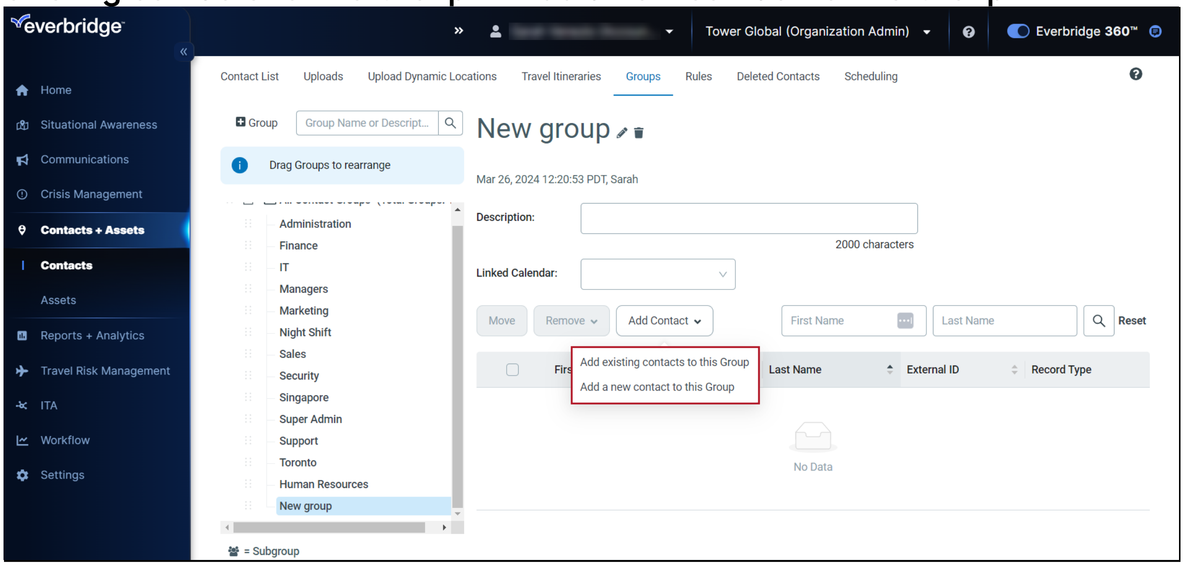
By adding a set of groups before you need to send a Notification, you are ready to respond quickly.

Add a group

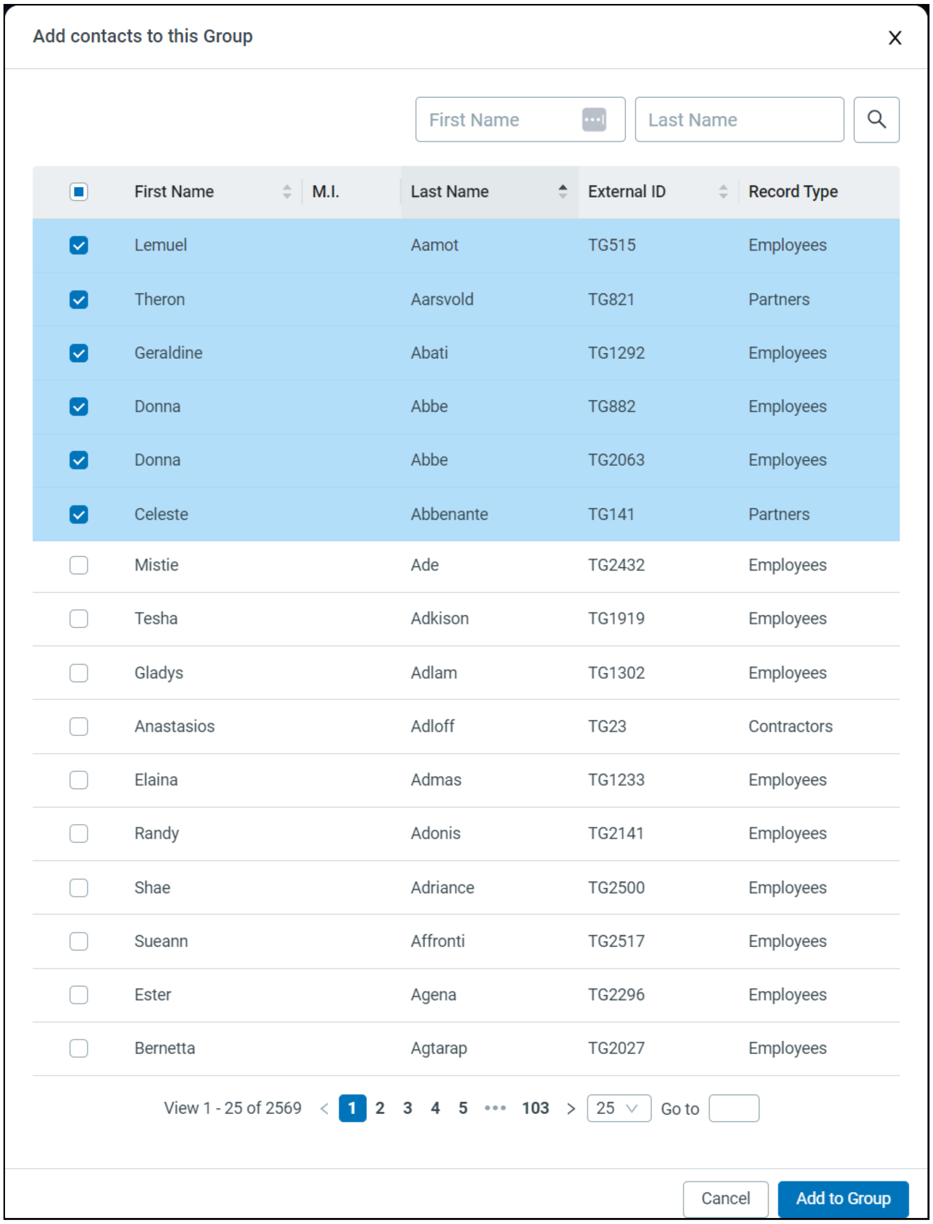
To add a new group:

1. From the **Contacts** tab, select **Groups**.
2. On the left-hand panel, select **All Contact Groups** or the desired group name if you want to nest a group within a group.
3. Click **+Group**, above the list of existing groups.
4. Type a name for your new group and press ENTER. The new group will open after being created.
    - Optionally, in the **Description** field, enter a description of the group using a maximum of 2,000 characters. Your description is automatically saved. (To modify the description, simply type in the Description field.)

5. Select **Add Contact**, above the list of Contacts. Then, select either **Add existing contacts to this Group** or **Add a new contact to this Group**.



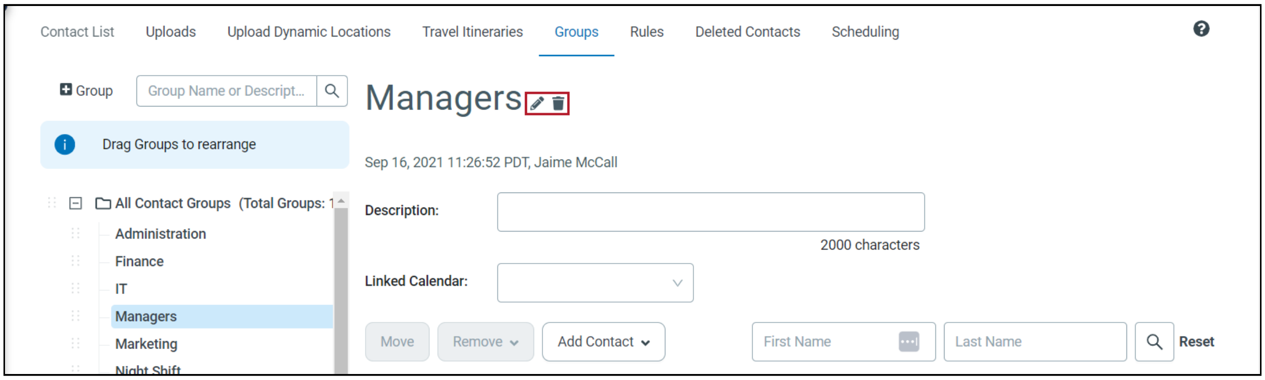
6. The **Add Contacts to this Group** dialog appears. Select the checkboxes of the contacts you want as a part of this new group and click **Add to Group**.



7. The list of contacts appears. Optionally, in the Description field, enter a description of the group using a maximum of 2,000 characters. Click **Done**. (Click Edit to modify the description. Then, click Done again.)
8. Optionally, in the Linked Calendar field, select the desired calendar from the drop-down list. This feature is only enabled when Scheduling is enabled. (Click Edit to select a different calendar. Click the X to delete the current calendar. Then select from the drop-down list.)
9. To order the contacts within a group, select the **Add a sequence** checkbox. (See To order the contacts within a group.)

Manage Groups

To edit or delete a group, select either the **Pencil** or Trash **icons** next to the group's header.



Rearrange Groups

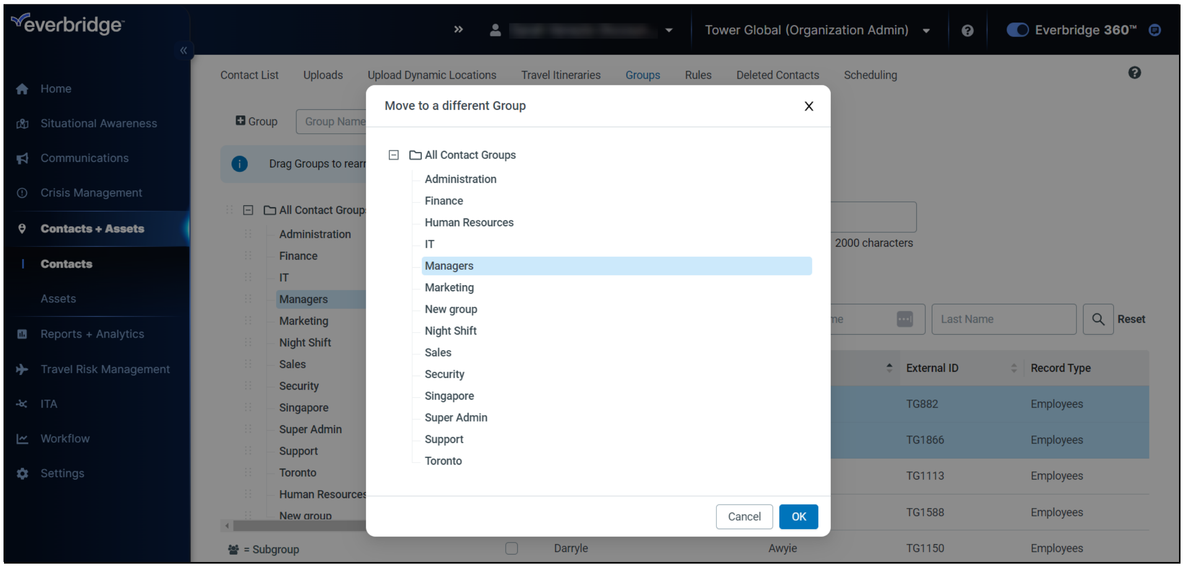
To rearrange groups:

1. In the **Search** field, type a group name or part of a group description. The **Results** list appears:
   - **Group Name**: Type all or part of the group name you want to rearrange and press ENTER.
   - **Description**: Type part of the Description you entered for this group.
2. Drag the group name to its new location.

Move Contacts Between Groups

To move contacts from one group to another:

1. From the **Groups** subtab, select or search for the desired group name.
2. In the right-hand pane, select the checkboxes of the contacts you want to move from the group.
3. Click **Move**. The **Move to a Different Group** dialog appears.



4. Select the group name to move the selected contacts to and click **OK**. The selected contacts are moved to the other group and are no longer contacts in the current group.

Ordering Contacts Within a Group

If your Organization has enabled **Sequenced Groups**, you can order the contacts within a group. Later, when creating a Notification, you can select this group, turn on Sequencing in the Notification, and enter a wait time between contacts. Leave Sequencing off to use it like a standard group.

> **NOTE:** The Sequenced Groups feature is available only if your Organization also has Incident Management enabled.

1. From the **Groups** subtab, select or search for the desired group name.
2. Select the **Add a sequence** checkbox. The contact names are numbered sequentially by last name.
3. To reorder the numbered contacts, drag-and-drop and/or manually reorder:
    a. **Drag-and-Drop:** On the displayed page, you can drag-and-drop a name to reorder it. Select the Sequence header, select the contact to be moved, and drag the name to its new order.
    b. **Manually change the order number**: Select the number next to the contact name. A **Move to Position** dialog appears, from which you type the desired order number and click **Move**.

> **NOTE:** You can type only numbers, but not "0" (zero) or a number after the last person in the group.

To remove contacts from a group or a group and its subgroups:

1. From the **Groups** subtab, select or search to the desired group name.
2. In the right-hand pane, select the checkboxes of the contacts you want to remove from the group or the group and all its subgroups.
3. From the **Remove contacts** drop-down list, select either **from this Group** or **from this Group and its subgroups**.
4. Click **Yes** to confirm you want to remove the contacts from the group.
5. Look at the list of contacts. The selected contacts are removed from the group.

Linked Calendars

If the Scheduling option is enabled, the **Linked Calendar** field appears on the **Groups** page. Linking a group to a calendar allows you to send a Notification to on-call staff of the linked calendar. To link a calendar:

1. Click **Select.**
2. Select the calendar you want to link.

You can also select a different calendar by clicking **Edit** or delete the current calendar by clicking the **X**.

Create Rules

Preparing messages, lists of recipients, and other aspects of the Notification in advance reduces the chance of human error in sending and responding to Notifications. Rules are another way to organize your contacts for quick selection.

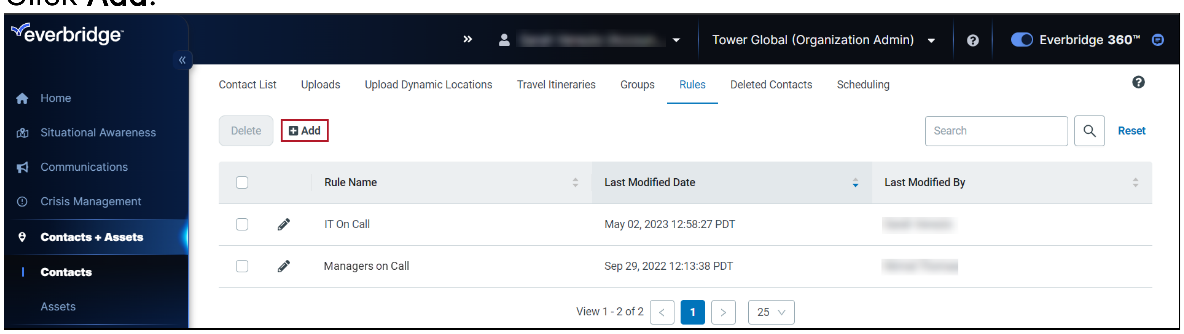
Rules

When you send a Notification, you can apply a rule based on the characteristics of the contacts who will receive the message. Rules are a dynamic way of selecting contacts using multiple filters based on their contact information, such as Name and Location, or Additional Information, that is custom to your Organization. So, even if new contacts have not yet been added to the “Fire Department” group, they could still be located at a Fire Station address where they have an address in the area.

If the information in a contact *record* is current, then the information the *rule* uses is up-to-date as well. You do not have to “maintain” or update the information in the rules separately.

To add a new rule:

1. From the **Contacts** tab, select the **Rules** subtab.
2. Click **Add**.



3. Type a name for your new rule.
4. Select a field from the **Add Filter Search** drop-down list.
5. See Filtering Your Search for details and examples.
6. Select the Condition from the drop-down list and type the Value.

> **NOTE:** When using groups in rules, select Calendar as the condition. For details about groups in rules, see Understanding How Sequenced Groups Work in Rules.

7. Optionally, select:
   AND-set up another field-condition-value to be included in the rule.
   OR-set up a different field-condition-value to be included in the rule.

   > **NOTE:** When a rule includes "OR" logic in the search conditions, you will be unable to see it in the Universe > Filter > Existing rule list. By design, the rule is hidden.

8. Repeat Steps 4 through 7 for each additional filter you need to use. (You can add up to 10 "OR" filters.)
9. Optionally, click **Contact Preview** to see the contacts matching your new rule.
10. Click **Save**. The new rule is listed in the Rules list.

Edit a Rule

1. If you have numerous rules, use the Search feature to find it.
2. Click the Pencil icon in the same row of the rule. The Update Rule page appears.
3. Make your changes.
4. Click **Save** after you have modified your rule.

Download a List of Contacts Based on a Rule:

1. Click the Pencil icon in the same row of the rule. The **Update Rule** page appears.
2. Click **Download**. A list of contacts in a CSV file based on your rule is downloaded.

Delete a Rule:

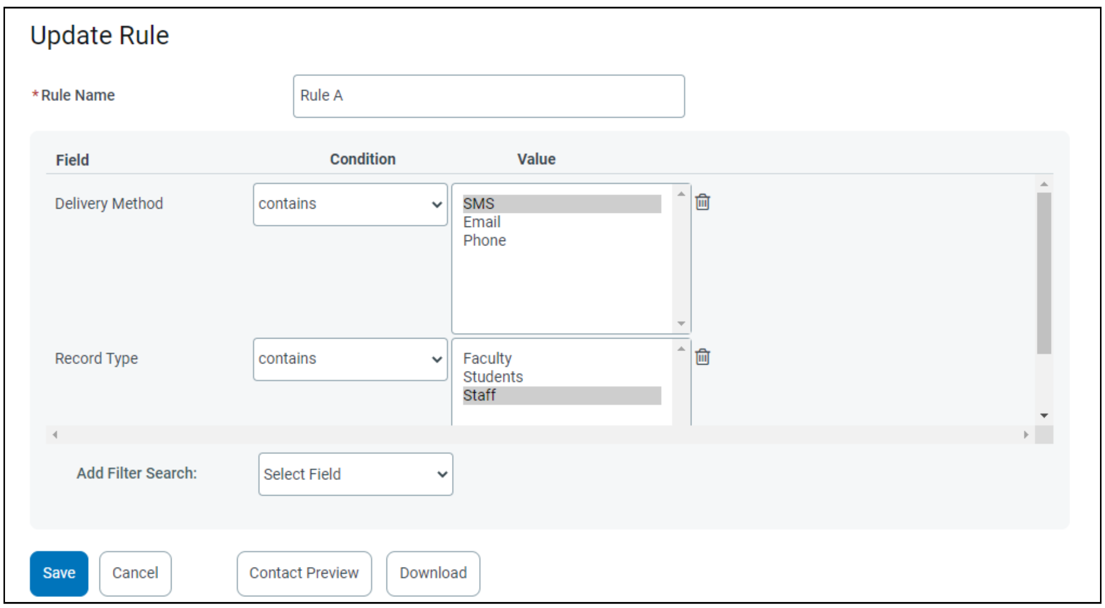
1. Select the checkbox next to the rule to be deleted.
2. Click **Delete**.
3. Confirm the deletion.

Understanding How Sequenced Groups Work in Rules

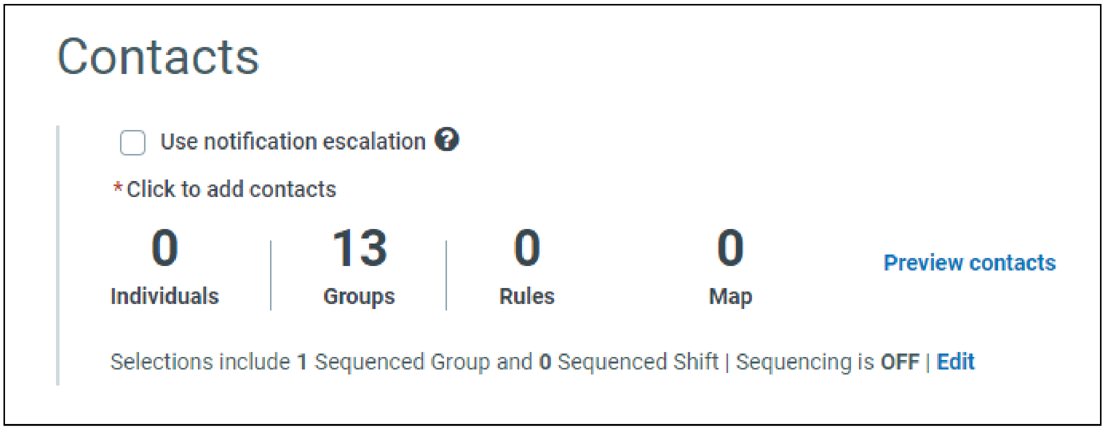
In the **Groups** pane, you will see the type of group: standard (no icon) or sequenced ( ). If Sequencing is turned off in Settings, the sequenced group displays as a standard group.

The following workflow is provided as an example:

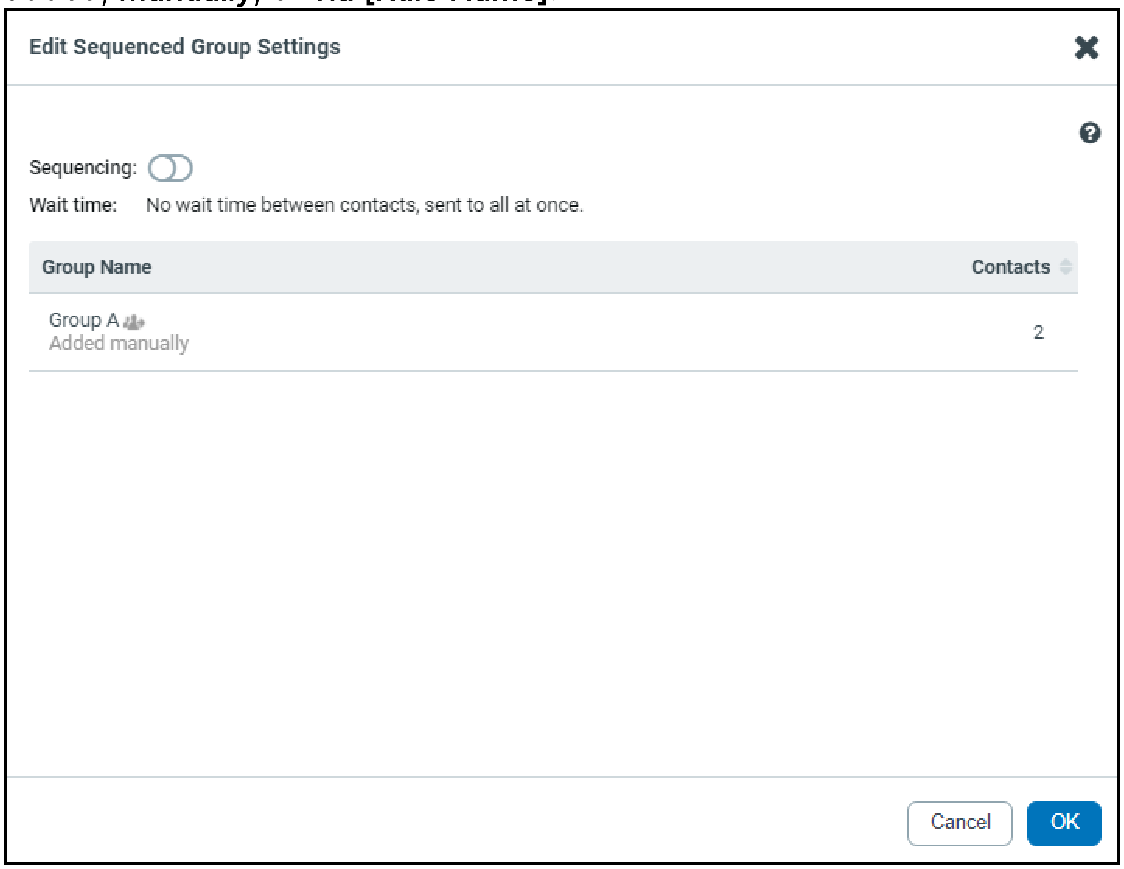
- **Contacts** > **Groups**:
  - Administrators, a sequenced group, consists of three contacts:
    - Contact 1 works the Monday shift
    - Contact 2 works the Monday shift
    - Contact 3 works the Friday shift
- **Contacts** > **Scheduling**:
  - Make sure your calendar (Primary On-Call in this example) is ACTIVE
  - The Fourth Shift is part of the Primary On-Call calendar
  - The Administrators group is linked to the Fourth Shift
- **Contacts** > **Rules**:
  - The criteria for Rule A is the Primary On-Call calendar and Fourth Shift, Monday, as shown in the following graphic. The Date Range must be a range from a specific date to at least the next day. For Monday, choose a Monday in the first Date Range and select Done. Then, select at least the next day and select Done. (Similarly, the criteria for Rule B is the Primary On-Call calendar and Fourth Shift, Friday.)



  - Click **Preview** to see the contacts in this rule.
- Notifications:
  - In your Notification, when you select Rule A as one of your Rules from the Contacts section, since Rule A includes a Sequenced Group, you must select the Edit link to see the Edit Sequenced Group Settings dialog.



The **Edit Sequenced Group Settings** dialog shows the group name and how it was added, **Manually**, or **via [Rule Name]**.



When you toggle the Sequencing to ON:

- In the **Wait Time** field, enter a number in minutes or hours (from the drop-down list) between contacts. (The default wait time is 5 minutes.)
- In the **Default Responses Needed** field, set this number so that you do not need to change it each time in the template. Setting this number can also be used for groups where Sequencing is turned off, then on again. For example, if you set up a rule that uses the Calendar filter with On Shift set to Now, the

contacts returned would be different each time depending on the time of day.

- The Responses Needed column defaults to 1. The maximum responses are the maximum in the Count column. If you keep the Responses Needed: 1, and escalations are used (Total Responses Needed: 1), the Notification stops sending as soon as a contact from the Sequenced Group responds.

Or, if you keep Responses Needed: 1, and the escalation Total Responses Needed is 2, for example, then the Sequencing stops, but the Notification escalates until it gets the second response.

Introduction to Contacts

From the **Contacts** tab, to view a contact record, click the name. All of the information for the selected contact is displayed. Click **Contacts** in the upper left-hand corner of the page to return to the **Contacts** list.

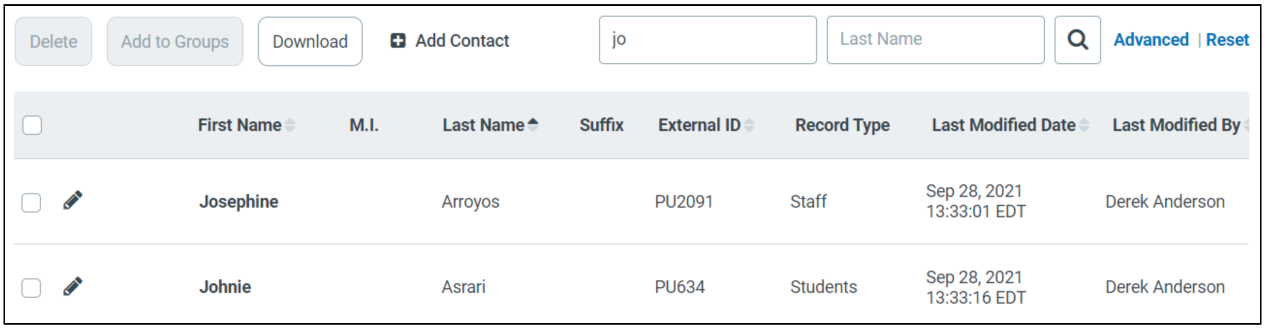
To edit a Contact Record, click the Pencil icon in the specified row. The fields are enabled so that you can change the information. Click **Save** when you are done.

To delete a Contact Record, select the checkbox of the contact, then click **Delete**. Confirm the deletion. Or, from the **Update Contact** page, click **Delete**.

To add contacts to one or more existing groups, select one or more checkboxes of the contacts, then click **Add to Groups**. Select one or more checkboxes of the group names, and click **Add to Groups**.

Searching for Contacts

From the **Contacts** tab, in the Search field, you can find a contact by First Name, Last Name, or both. Narrow your search by typing more characters in the Search fields.



For example, in the First Name field, typing **Jo** finds contacts with the first names of Josephine and Johnnie. If you search First Name only, the matches are sorted by first name; if you search Last Name only, the matches are sorted by last name; if you search both First Name and Last Name, matches are sorted by last name. To clear the **Search** field, click **Reset**.

Advanced Search

Using Advanced Search, You can filter your search using the following fields:

CATEGORY	Field
CONTACT DETAILS	
	Linked User
	Calendar
	Secure Messaging User
	Contact External ID
	Contact First Name
	Contact Middle Initial
	Contact Last Name
	Contact Suffix
	Contact County
	Delivery Method Value
	Delivery method Value
	Created On
	Last Modified By

	Last Modified On
	Record Type
	Registered
	Registered Email
	Registered On
	Associated Group(s)
	DeliveryMethod-Pager Service
LOCATION DETAILS	
	Contact is Geocoded
	Geocode Source
	Location Name
	Location Street Address
	Location Apt/Suite/Unit
	Location City
	Location State/Province
	Location Country
	Location Postal Code
	Location Latitude
	Location Longitude
	Building Name
	Floor Number
DYNAMIC LOCATION	
	Last Known - Building Name
	Last Known - Floor Number
	Expected Location - Building Name
	Expected Location - State / Province
	Expected Location - Country
	Expected Location - City
	Expected Location - Airport / Railway Station
	Expected Location - Location Name
ADDITIONAL INFORMATION (Examples only.)	
	Hire Date
	Company

	Department
	Street Name
	Building Number
	Role
	Badge ID
SUBSCRIPTIONS (Examples only.)	
	(Weather Alerts)
	Keywords (Alerts)
	Santa Clarita Parks (Events)
	Meetings(Events)
	Events(Events)
	Thunder(Thunder Events)

Examples of Advanced Search and Rules filters

The following are examples of when you can use **Advanced Search** or **Rules** to filter your search:

- You want to reach out to contacts to ask them to enter a location, so you can send them Notifications. You will input two filters:
  - Field: **Location Latitude**
  - Condition: **is empty**
  - Field: **Location Longitude**
  - Value: **is empty**
- You want to see if your contacts have a third email address, you will input two filters:
  - Field: **Delivery Method**
  - Condition: **contains**
  - Value: **Email Address**
  - Field: **Delivery Method Value**
  - Condition: **is equal to**
  - Value: **Email Address 3** (this value is case-sensitive, matching the CSV header)
- Similarly, if you want to see if your contacts have a fifth SMS phone number, input two filters:
  - Field: **Delivery Method**
  - Condition: **contains**
  - Value: **SMS**
  - Field: **Delivery Method Value**
  - Condition: **is equal to**

    - Value: **SMS 5** (this value is case-sensitive, matching the CSV header)
- Before you delete Record Type A and Record Type B from your database, you need to know if you have any contact records that are in Record Type A or Record Type B.
    - Field: **Record Type**
    - Condition: **contains**
    - Value: Select **Record Type A,** scroll, and while holding down CTRL, select **Record Type B**
- Before you generate the next feed from your HR system, you need to find all contact records that do not have a Group.
    - Field: **Associated Group(s)**
    - Value: <Clear all check boxes>
- You want to view the Contact list for contacts created within a specific Date and Time range.
    - Field: **Created On**
    - Value: **Is between**
- You need to send an operational alert to employees based in Country A and Country B.
    - Field: **Contact Country**
    - Condition: **contains**
    - Value: Select **Country A**, scroll, and while holding down CTRL, select **Country B**
- Before you refresh your Point Address data, you need to know if any contact Locations do not have a geocoding source.
    - Field: **Geocode Source**
    - Condition: **does not contain**
    - Value: Select "**A**", scroll, and while holding down SHIFT, select **the last value in the list**
- You are refreshing your contact locations, and you need to know if any contact locations were manually geocoded or if any contact locations contained a geo-point in the CSV upload file.
    - Field: **Geocode Source**
    - Condition: **contains**
    - Value: Select **CSV Upload**, scroll, and while holding down CTRL, select **Manual Edit**
- A recent Notification was sent using the map, but several contacts were not included because they did not have a geocoded location.
    - Field: **Contact is Geocoded**
    - Condition: **false**
- A river is expected to rise above its flood stage, and you need to send a Notification immediately to all residents who have a geocoded location north of Latitude 34.00.
    - Field: **Contact Location Latitude**
    - Condition: **is greater than**

  - Value: 34.00
- Before you use a rule in a Notification, you first need to determine if any contact is missing a value in your custom field, “Job Title”.
  - Field: under **ADDITIONAL INFORMATION**, “**Role**” (the custom name)
  - Condition: **is not equal to**
  - Value: “**Job Title**”
- You need to send a Notification to anyone whose job title contains “Manager”, “MGR”, or “Mgr”.
  - Field: under **ADDITIONAL INFORMATION**, “**Role**” (the custom name)
  - Condition: **contains**
  - Value: Manager
  - Field: under **ADDITIONAL INFORMATION**, “**Role**” (the custom name)
  - Condition: **contains**
  - Value: MGR
  - Field: under **ADDITIONAL INFORMATION**, “**Role**” (the custom name)
  - Condition: **contains**
  - Value: Mgr

You can search contact records from various Everbridge Suite pages:

- **New Notification**—Select **Contacts** > **Advanced**
- **Notification Template**—Select **Contacts** > **Advanced**
- **Scheduled Notification**—Select **Contacts** > **Advanced**
- **Contacts**—**Advanced**
- **Contacts**—**Rules**
- **Contacts**—From **Contacts**, select **Scheduling** > **Staff Schedules** > **Advanced**
- **Universe**— Select **Contacts** > **Filter contacts**

Using a Filter

To use one filter:

1. From the **Contacts** tab, click **Advanced**. The Contact information fields are available, including **Contact Details**, **Location Details**, **Dynamic Locations**, **Additional Information**, and **Subscriptions**.
2. Select a field from the drop-down list on which to search. The list displays the contact fields. The fields include ones for contact management, such as whether a contact’s address is geocoded.
3. Select the condition on which you want to search. The conditions depend on the type of data in the field. For example, a Name field is a text field. A text-formatted field may have different conditions than a date-formatted field.
4. Type the value in the correct format for the data type.
   a. A Date data type must be in YYYY-MM-DD format. This field offers a Calendar icon, from which you can select the desired date. The String data type can be any alphanumeric characters, and the Number data type can be numeric characters.

   b. If the field type offers a single-select list, choose one value. If the field type offers a multi-select list, choose one or more values by selecting the first value, then pressing and holding down CTRL while selecting the other values.
   c. To select a range of values, select the first value, then press SHIFT while selecting the last value in the range.
5. Click **Search**. Your list is filtered to show only contacts from your Advanced Search.

Example Using One Filter

To see all your contacts assigned to a specific group, and then download that list, use one filter.

1. From the **Contacts** tab, click **Advanced**. The **Advanced Search** pane appears.
2. From the **Condition** menu, select the desired field for the filter. In this example, Associated Group(s) is selected.
3. Locate and select the value you want to query and click **Search**. In the Value field, in this example, the application displays the list of contact records assigned to the selected group from which to choose.
4. Click **Download** to download the contact records for all the members in the group to a Microsoft Excel spreadsheet. Or, select the checkboxes of the individual contact records, then click **Download**. You can also view or edit an individual contact record.

Using Multiple Fields and Conditions in a Filter

You can use multiple fields and conditions to locate your specific contacts. Suppose you wanted to find the Fire Wardens in Building 1.

To use multiple fields and conditions in a filter:

1. Using the example, locate the Fire Wardens. Follow the procedure *To use one filter* to select the field (Certifications) and condition (is equal to) with the value (Fire Warden).
2. Click **Add Filter Search**.
3. Locate the contacts who are in Building 1. Follow the procedure *To use one filter* to select the field (Location Building) and condition (is equal to) with the value (Building 1).
4. Click **Search**. When you use more than one filter, all conditions must be true. In this example, the contact must both be certified as a Fire Warden and have an office in Building 1.
5. On the **Contacts** tab, after you have configured a search matching your selected criteria, you can save the filters as a rule. Do this by selecting the

check box: **Save as rule**. You can use the rule to locate contacts for a Notification. See Create Groups and Create Rules for more information.

Download Contact Records

You can download your Contact Records in a Comma-Separated Values (CSV) file. Use the CSV file as a starting point for making changes or restoring the contact data.

- To download a CSV file containing all contacts, make sure all checkboxes are clear for all records, then click **Download**. Save the file to your local computer resource.

  Everbridge Suite screens the data before downloading to your local system. If there is any suspicious content (for example, strings that start with = + - @ “ and when - or + are followed by a number) in any text field, then the CSV-formatted file will be downloaded using a TXT file type during the download.
- To download a CSV file containing only some of the contacts, select the check box in the row next to each desired contact.

  > **NOTE:** The selections must be from a single page, so you might first need to adjust the number of contacts per page. Use Page Controls to adjust the number of contacts per page.

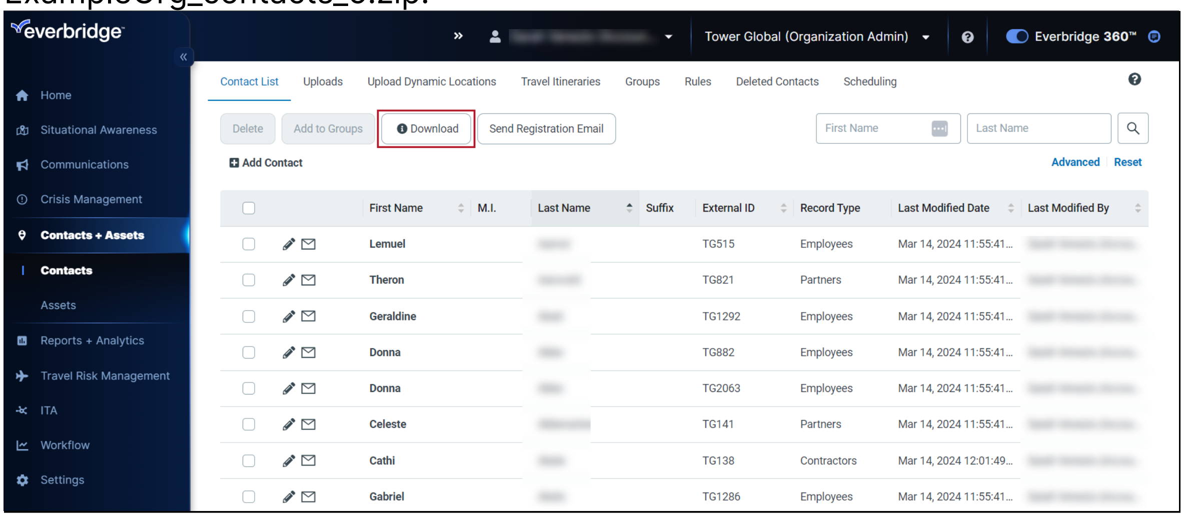
  Click **Download**. Save the file to your desktop.

Backing Up Your Existing Contact Data File

Before uploading a Contact data file using either the web-based interface or via SFTP, Everbridge recommends you make a backup of your current file. Additionally, Everbridge also recommends you back up your Contact data every month as well. Having a backup file of your Contacts helps ensure that if you ever need to restore that data, you will be able to with minimal effort.

Follow the steps below to download a .CSV file containing the current Contact data in your Organization:

1. Navigate to the **Contacts** > **Contact List**.
2. Select **Download**. A .CSV file is downloaded to your desktop. Its filename is your OrganizationName_contacts_and a number.zip. For example: ExampleOrg_contacts_5.zip.



> **NOTE:** If the .CSV file contains a large amount of data, it may take a while to download. You can keep working, however. This process runs in the background and Everbridge emails you when it is done.

3. Use this .CSV file in case you need to revert to this data. (See Upload a Contact Data File via the Manager Portal.)

Notifications Overview

A **Notification** is the sending of a message to a contact using the Notification settings and delivery methods specified in the contact record.

Everbridge recommends that you configure the Notification to require confirmation from the contacts to record when they have confirmed receipt of the message.

After a contact confirms receipt of the message, the application stops sending the message to this contact.

Optionally, you can send a Notification with a high priority status. A high priority message is dispatched by the system before messages without the high priority status. By default, the application uses a different greeting for voice messages when you send a Notification with high priority.

When the Notification is sent, it is an active Notification. A Notification has a duration, in hours, that it remains active. An Account Administrator or Organization Administrator configures the duration that a Notification remains active.

When a Notification starts, all contacts are in the non-confirmed state. When they confirm they are receiving the message, they move into the confirmed state. If there is no contact path defined for a contact for any of the delivery methods used by this Notification, they are marked as unreachable. If they confirm after the Notification ends, they move into the confirmed-late state. You can monitor all of this activity using **Notification Results** and **Notification Reports**.

Notifications Workflow

When you are creating a Notification, consider the type of situation for which you are creating a Notification.

1. What type of Notification is this? The type of information provided in your Notification may be different. Is it informational (such as letting your contacts know that a tropical storm is expected to be in the area next week) or a pre-advisory alert (such as informing your traveling employees that a COVID Self-Declaration Travel form is required to enter the countries they have listed on their itineraries)?
2. How severe is this Notification? Is this Notification giving instructions for action or an advisory? Does this Notification have the potential to become more severe? In other words, you may need to update this Notification as the event progresses.
3. Which contacts in your Organization should receive the Notification? For example, a group of contacts or contacts in a specific location?
4. Will you need to escalate the Notification to other contacts and groups if you require responses?
5. What delivery methods do you want to use? For example, should this Notification be a text or an email?
6. Do you want confirmation from your recipients that they received the Notification and/or that they are safe or require further assistance?

For example:

- You receive an alert about a weather event affecting your county. You can send a standard Notification to warn your contacts of the situation.
- After the weather event makes landfall, you can send a follow-up to notify your contacts of the expected start time and end time of the weather event, and advise them of any evacuation plans.
- After the weather event passes, if required, you send a close Notification to notify your contacts that the weather event is no longer active.

After you assess the needs of your Notification, you can perform any of the following actions:

1. Select a Notification template and add your situation-specific information.
2. Send the Notification to your selected contacts.
3. Review the Notification details.
4. Update or send new Notifications as your situation changes.
5. Export report data to analyze and review performance and trends over a period of time.

There are a few ways to create and send a Notification from the Manager Portal. One way is from the **Notifications** tab. The other way is from the **Universe** tab. In either case, the **New Notification** panel appears.

You have all the fields you need on one panel to send a Notification. The following are the parts of the Notification on which you will work.

1. Add the message. See Create Message Templates.
2. Select the contacts who are to receive the Notification. This includes individuals, groups, and rules. See Add Contacts to Notifications.
3. Configure the settings of your Notification. See Create a Notification.
4. Send the Notification. See Send/Schedule Notifications.

Create New Notifications

The following procedure shows an example of creating and sending a Notification from the **Notifications** tab.

> **NOTE:** The process below describes sending Notifications using the Everbridge 360 user interface.

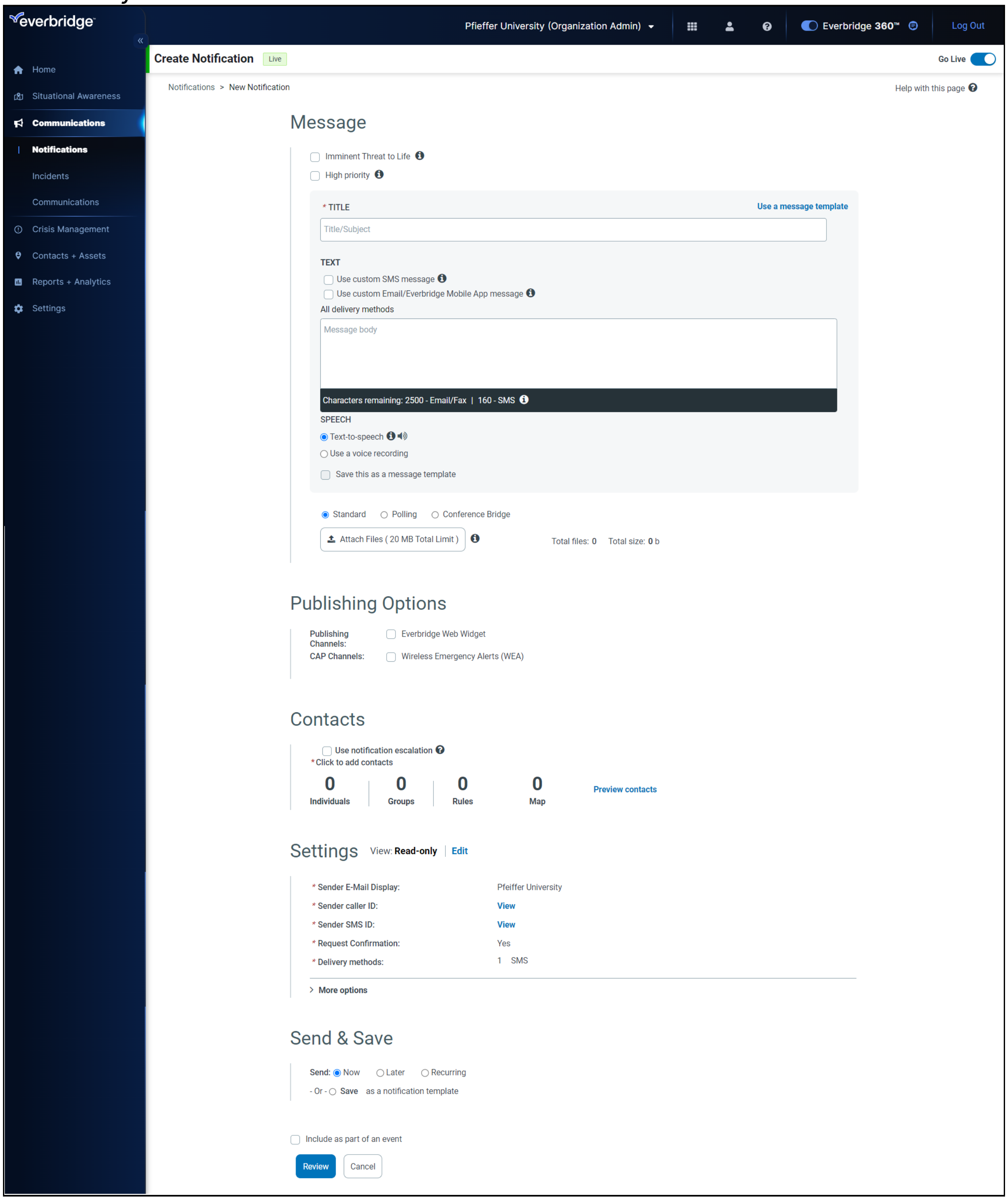
A chemical spill occurs at the Wall Street location. You need to notify the Hazardous Materials handling team to go to that location. Anyone around that location needs to evacuate, and the Fire Wardens need to monitor the evacuation. Managers and any individuals need to be notified as well.

Message

This section contains the steps to create the content of a message. To do this:

1. From the **Communications** tab, select **Notifications**, and then **New Notification.** A blank Notification appears from which you can complete the

necessary fields.



- Required fields have a red asterisk (*) next to their labels. If your Organization has **Simulation Mode** enabled, turn off the "Go Live" toggle in the upper-right of the Create Notification screen. Simulation Mode applies to new and scheduled Notifications, not Notification or message templates.

2. Select the checkbox if this is a high-priority message or a life-threatening situation; that is, an emergency situation. (Leave the checkbox clear if this is a low priority, or standard message.)
    - **Imminent Threat to Life** Notifications (if enabled for your Organization) flag events, incidents, or emergencies that pose an immediate and serious danger.
        - The following events are considered Imminent Threats to Life:
            - An Active Shooter event in the proximity of a recipient's location or a life-threatening weather event.
            - Has just occurred (for example, an earthquake, volcanic eruption or failed life-support system).
            - Is in-progress (for example, an active shooter or nuclear power plant emergency).
            - Is expected to happen today (for example, severe weather).
            - The lives or safety of message recipients are immediately at risk.
        - The following Notifications are not considered **Imminent Threat to Life**.
            - Notifications 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.
            - Notifications sent after the initial ITL message UNLESS there is a material change from the initial Notification AND the change results in an immediate increased risk to life and safety.
            - Notifications sent to recipients who are not at risk for life and safety regardless of the type of incident.
    - **High-priority** Notifications are given priority in your delivery queue and are flagged in each recipient's inbox.
3. Perform one of the actions below based on whether you are creating a new message or editing an existing message template.
    - If this is a new message, type a title. For example, **Chemical spill at Wall St**. If this message is sent by email, fax, or SMS, the title becomes the subject line.
        - Additionally, you can choose to enable or disable the use of the title in SMS delivery methods.
    - If this is an existing message template, click **Use a message template** above the **Title** field. Select the desired message and click **OK**. The **Title** and **Text** fields are pre-filled with information from the message template.
4. Edit the **Title** and **Text** field text to make it unique for this situation, if needed.
5. Optionally, save this information as its own Message Template by selecting the **Save this as a message template** checkbox, located below the **Speech** field. See also Create Message Templates.

6. Optionally, select either of the following checkboxes:
    - **Use custom SMS messages** - Use this option to create custom SMS messages. When you select this checkbox, the **SMS Messages** field appears. See Use Custom SMS Messages.
    - **Use custom Email/Everbridge Mobile App message** - Use this option to create a separate message for Email/Everbridge Mobile App delivery methods. When you select this checkbox, a Rich Text Editor appears, which allows you to format emails. See Using the Email, Everbridge Mobile App Formatting Tools. When selected:
        - You can customize the email with text formatting features such as images, color, and tables. The custom email is delivered to Everbridge Mobile users as an attachment. They will also get email attachments.
        - Text entered in the first text field will only go to plain-text delivery methods (for example, SMS text, fax, or pager) and will be used for text-to-speech conversion.
7. Add a message by typing it in the **Text** field. The message will be used for email and text devices, and the text-to-speech engine will read it for voice delivery to phones.
    - You must enter at least one character in the **Text** field even if you want to send only Custom Email content to email address delivery methods.
8. Select the desired radio button in the **Speech** field:
    - **Text-to-speech -** Converts text entered in the **Text** field into an audio file for use with any phone delivery method. The language of the Text-to-speech preview is the language displayed in the **Settings** section of the Notification form. To listen to a preview of the recording, click the Audio icon, then click **Play**.
    - **Use a voice recording** - Select the desired **Voice** radio button. See Add a Voice Recording.
        - **Use Everbridge recorder**.
        - **Upload a file** - If you have a recorded voice message, you can upload the file.
        - **Use a telephone.**
9. If you want to save your message as a template, select the **Save this as a message template** checkbox.
10. Select the format that you want the message to be. You can select from the following three options:
    - **Standard** — A message for Contacts, meant only to provide information.
    - **Polling** — Add options to solicit responses to the message. The contact can choose one of the options, and you will see them in Broadcast Results.
        - The following is the call flow when a polling message is sent:
            - The Voice platform connects the call.

        - The Voice platform detects a human (recipient answers the phone).
        - The application prompts the user to select an option.
        - The application plays an audio file of the polling options.
        - The application plays the prompt, “To replay this message, press Star”.
        - The recipient presses **Star** and the message and options are replayed.
        - Alternate path: The recipient does not press a key, pausing 3 or 4 seconds after listening to the polling options; the application assumes it has been interacting with voice mail and leaves a greeting, a call back phone number, and message ID.
    - **Quota**—If you select **Polling**, then select the **Use quotas** checkbox. You can add options for contacts to respond to a list of choices and then you can manually send a Follow-Up with the results. For example, if you need five volunteers to work the overnight shift on Saturday and Sunday, type **Need volunteers to work overnight on Saturday** with **#needed** as 5 and **Need volunteers to work overnight on Sunday** with **#needed** as 5**. Broadcast Results** show which contacts are willing to work. You can then send a follow-up letting everyone know who is working (perhaps the first five contacts to volunteer). You can also stop the quota.
- **Conference Bridge** — This message allows recipients to join a conference call. This could be an emergency where contacts need to discuss the situation immediately. Or, it might be a convenient way to pull everyone together for the weekly status meeting. Contacts reached by phone can push a button to connect to the conference bridge. Contacts who receive a text message will see the instructions for joining the call.
    - **Everbridge Conference Bridge** Notifications can support up to 96 contacts.
    - **Custom Conference Bridge** Notifications can support up to 250 contacts.
    - Up to 10 **Conference Bridge** Notifications can be active at one time.

11. You can attach files if the Notification will send via email, Everbridge Mobile App, or fax. To do this, click **Attach Files**.
    - You can attach up to five files, if necessary, to the message.
    - The total file size for all attachments is 20 MB.
    - If the total size of the attached files is more than 2 MB, a link is included in the Notification.
    - Each filename should be no more than 80 characters.

- If the Notification is sent via fax, use file types that are receivable via a fax transmission (for example, no audio files). Fax attachment files should not contain macros or complicated formatting.
- Everbridge accepts 178 different document types, including the more commonly used formats such as Microsoft Word, Microsoft Excel, PDF, and HTML.

12. Select the desired **Publishing Options**:
    - Everbridge Web Widget
    - Wireless Emergency Alerts (WEA)
13. Choose which contacts should receive this Notification. They can be specified by:
    - Individuals
    - Groups
    - Rules
    - Map
14. Configure the other **Settings**:
    - Sender Email Display
    - Sender Caller ID
    - Sender SMS ID
        - Send an Incident or Notification with confirmation enabled, while also using your Organization-configured alphanumeric SMS sender IDs.

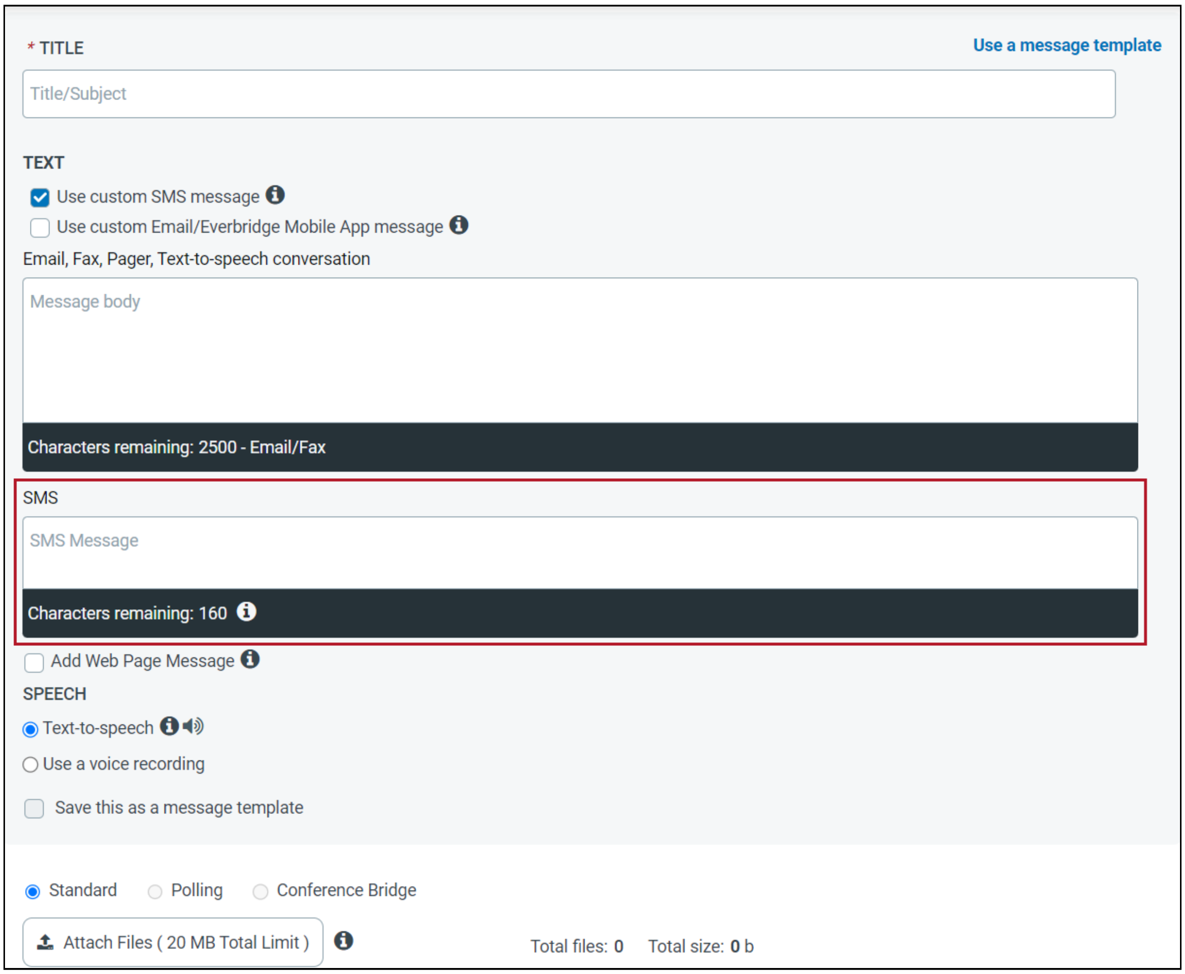
          SMS messages sent with this combination will instruct recipients to use a web link to confirm receipt of the message; they will not contain instructions about replying with “YES.”
    - Request Confirmation
    - Delivery Methods
    - Delivery Order
    - Override Delivery Method and Quiet Time
    - Broadcast Duration
    - Contact Cycles
    - Interval between Cycles
    - Reply-to Email
    - Apply voice delivery throttling rules
    - Voicemail preference
    - Language
15. Choose whether the Notification should be sent immediately or scheduled for the future.
16. Specify if this Notification should be included in an Event.
17. If an Administrator has required it, an additional Review step will be included at the end of the process. Click **Review** at the bottom of the page to see a summary of the messages, contact distribution, and publishing channels. Once the details have been checked and confirmed, click **Send**.

Use Custom SMS Messages

When sending a Notification, select the **Use Custom SMS message** checkbox to display a separate text field for your SMS message.

To use a custom SMS message:

1. From the **New Notification** page, select **Use Custom SMS message**. A separate SMS text box appears.



2. If your Organization has enabled a Message Prefix, set the **Message Prefix** toggle to On. You immediately see the prefix appear as the first item in your SMS message. Note that the prefix is set by your Organization and the number of characters counts against the 160-character limit.
3. Type your SMS message, up to 160 characters.
4. Optionally, select **Add Web Page Message**. A link will be added to the end of your SMS to view your Web Page message. Type and format your Web Page message.

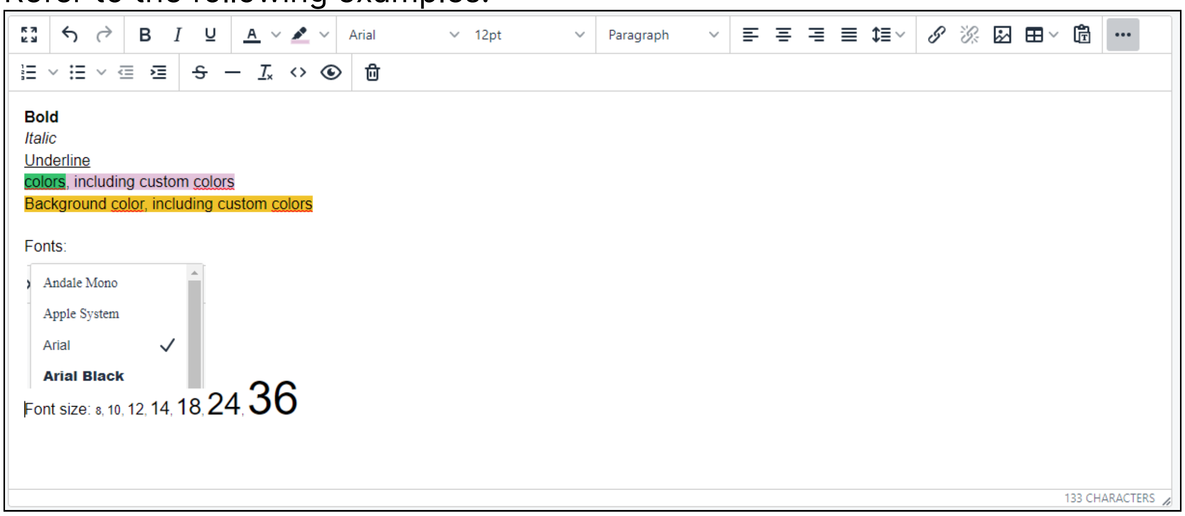
5. Continue activities to send your Notification.
6. After the Notification is sent, review the Notification Details.
7. Optionally, you can download the Detailed Notification Analysis Report and/or download the zip folder that includes a Comma-Separated Values (CSV) file of contacts sent the Notification, the Notification details, Notification attachments, voice files, and shape files.

Using the Email, Everbridge Mobile App Formatting Tools

The formatting tools are available from the **Email, Everbridge Mobile App** pane (with **More options** displayed). Hover the mouse over each tool to see the bubble label. From left to right, each tool is described in the following procedures.

To format your Email, Everbridge Mobile App text:

1. Type your text in the **Email, Everbridge Mobile App** pane.
2. Select the text and click the desired formatting tool.
3. Refer to the following examples.



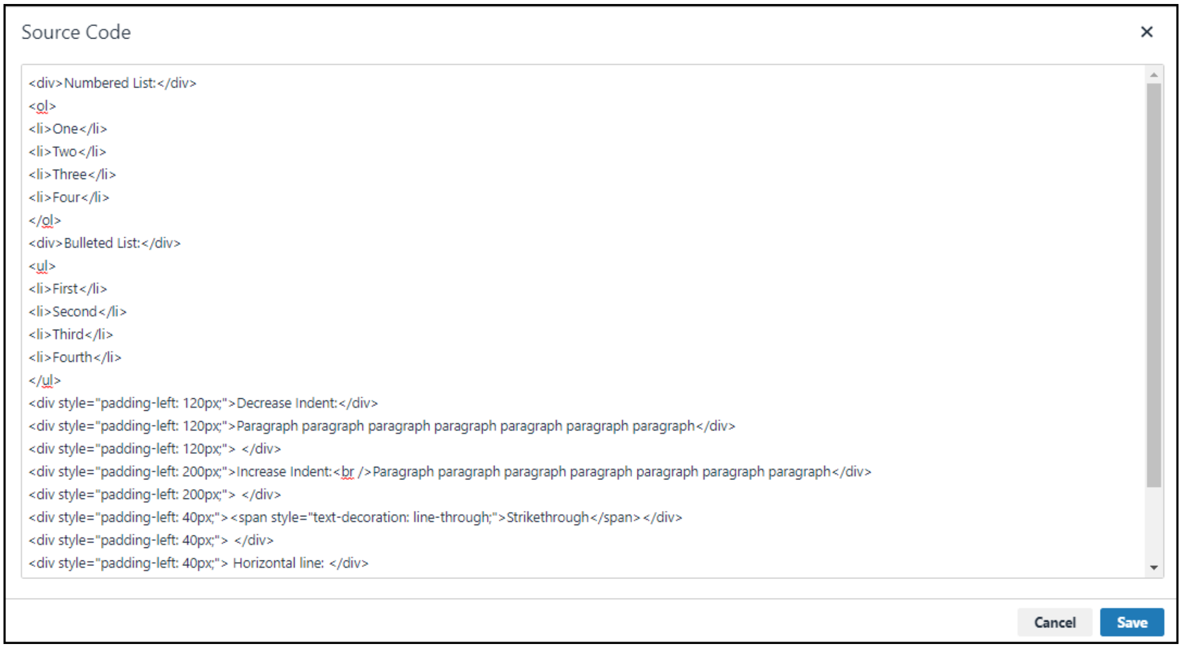
TIP: Before sending anything, Everbridge recommends that you test the system to ensure you know how it will function.

Convert your text to HTML

To convert your text to HTML:

1. Using the **Email, Everbridge Mobile App** pane, enter your text.

2. Click the Source Code (**< >**) icon. The **Source Code** dialog displays your text in HTML.



3. Click **Save**.

Upload an Image Into Your Custom Email

There are three ways to insert an image into your custom email.

- Copy and paste from an external source (except for Microsoft Word).
- Use one of the following **Insert Image** tools:
  - Enter a URL address to retrieve an image from an Internet-accessible server.
  - Choose a file from your computing device.

To upload an image:

1. Select the **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**.

Copy Content Into Your Custom Email Without Characters or Formatting Tags

If you do not want hidden characters or formatted text in your custom email when you copy/paste from an external source, you can use the **Paste as Text** tool. To do this:

1. Select **Paste as Text**.
2. Copy the desired text from your external source.
3. Paste directly into the message window.

About Custom Email Tables

The easiest way to enter a table in the **Email, Everbridge Mobile App** pane is to copy and paste from an external source such as Microsoft Word. Alternatively, insert a table directly into the **Custom Email** field.

To insert a table directly into the custom email:

1. Place the mouse cursor where you want the table.
2. Select **Insert 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 the **Table** tool again.

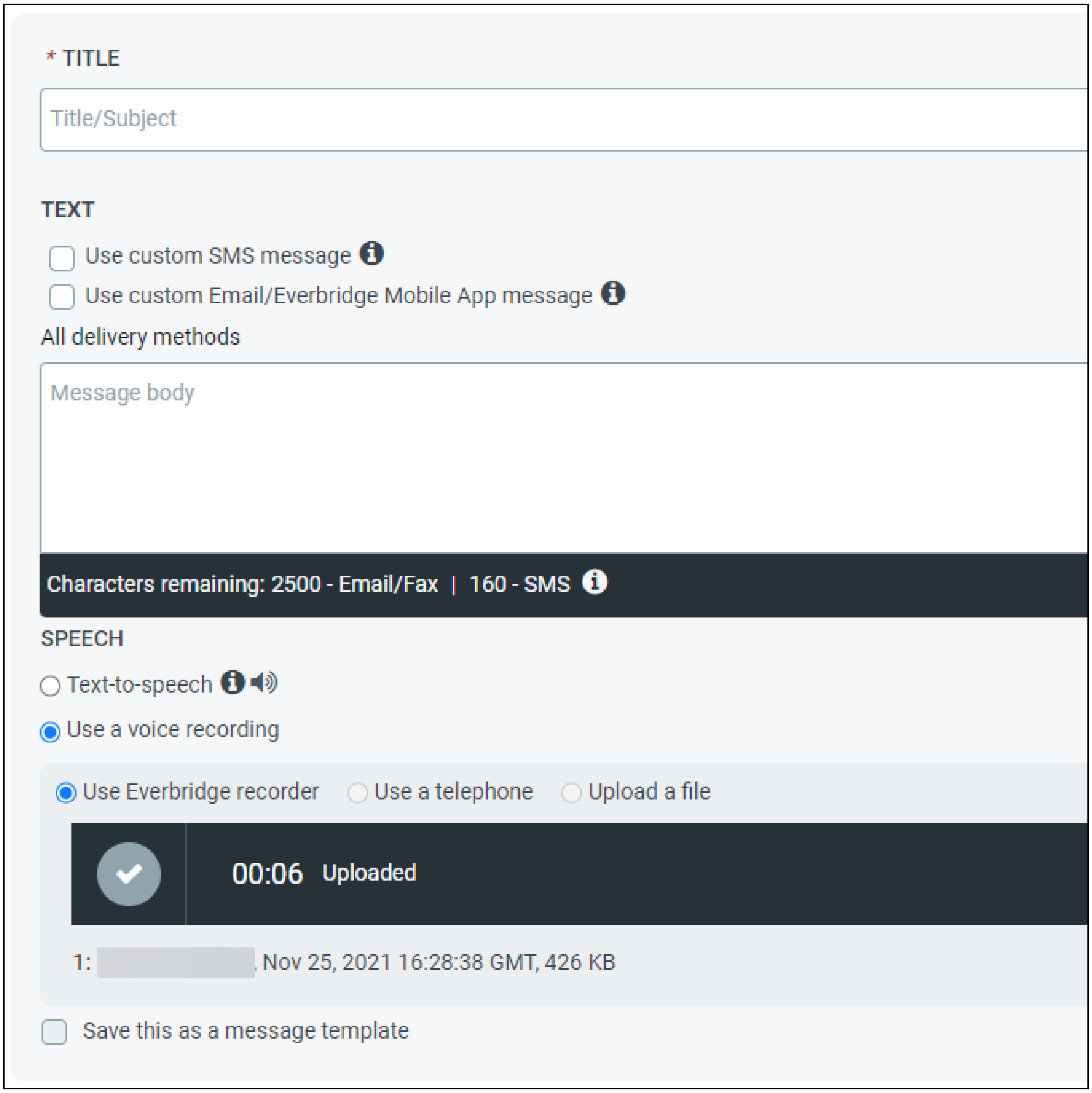
To preview your custom Email, Everbridge Mobile App message:

1. After you enter your custom message, click the **Preview** tool to see how it will appear.
2. Click **Close** when done.

Add a Voice Recording

To add a new voice recording using a computer microphone:

1. From the **Message Templates** subtab, click **New Message Template**. The **Add Message Template** page appears.
2. Type a title for this message.
3. Type the Body of the message. When you send this message to a text path like email or SMS, this is the message text that is sent. If you are only going to deliver this message over voice paths, the body text is recommended, but not required.
4. Select the **Use a Voice Recording** check box.
5. Select **Use Everbridge recorder**.
6. Click the red circle and record the message to be played on the voice paths. If a Camera and Microphone Access dialog appears, click **Allow**.
7. Begin speaking into your microphone. Your recording must be less than five minutes in length.
8. Click the green circle when you are done. You see your recording listed with your name, date, time stamp, and size.

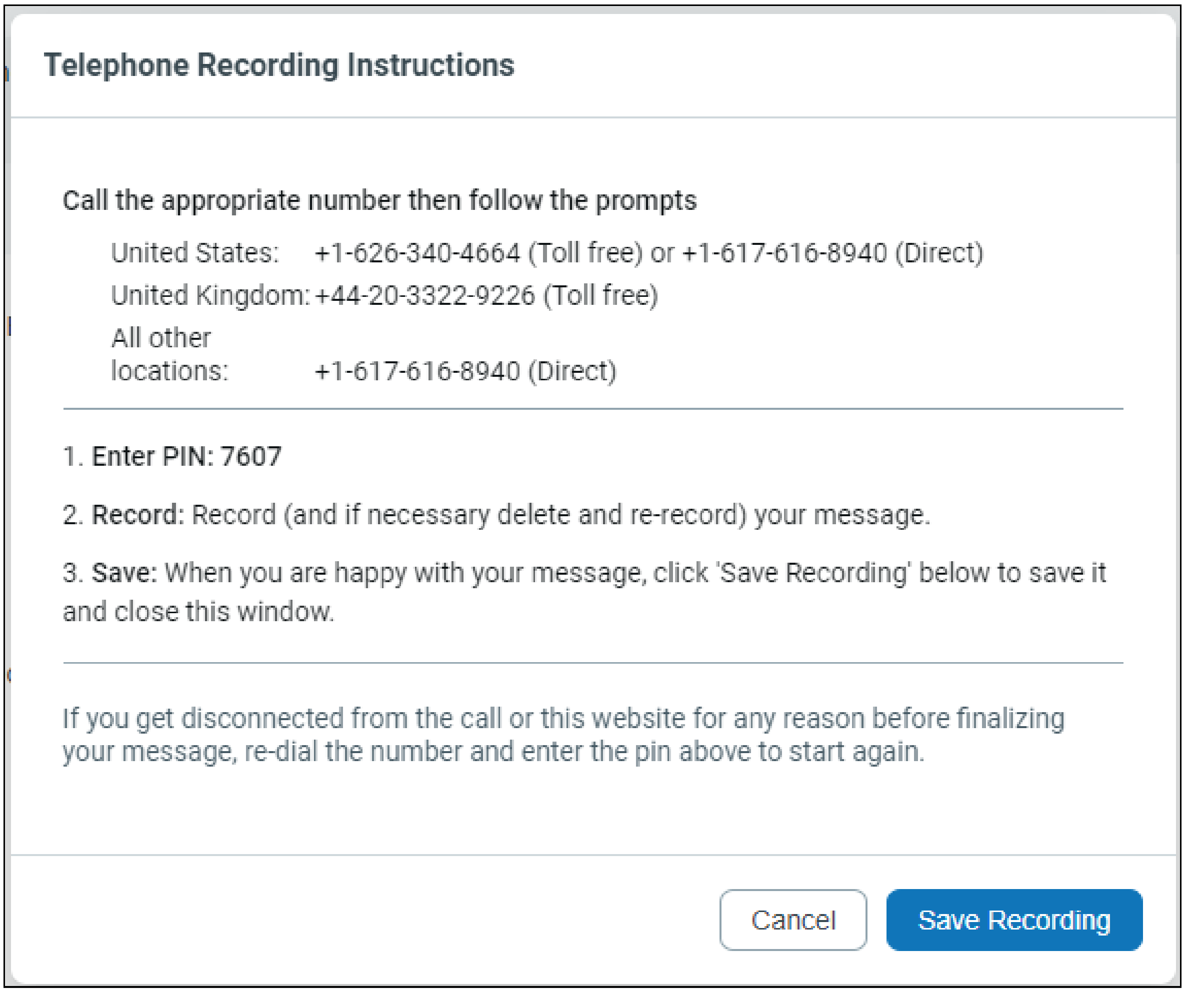


9. To listen to your recording, click the **Audio** icon next to the **Trash Bin**.
10. If you are dissatisfied with your recording, record it again by repeating Steps 4 through 9.
11. Optionally, assign the template to a Category to make it easier to find in the list. Select from the menu or type the Category name directly in the text box.
12. Click **Save**. The template is on the **Message Templates** list and ready to be used in a Notification as a Voice message.

To add a new voice recording using a landline telephone:

1. From the **Message Templates** subtab, click **Add**. The **Add Message Template** page appears.
2. Type a title for this message.

3. Type the Body of the message. When you send this message to a text path like email or SMS, this is the message text that is sent. If you are only going to deliver this message over voice paths, the body text is recommended, but not required.
4. Select the **Include a Voice Recording** checkbox.
5. Select **Use a telephone**.
6. Click **Open recording instructions**. The **Telephone Recording Instructions** will appear.



7. Follow the instructions to record your message and click **Done**. If you are using a poll, set up your poll first, then record to allow for poll responses over the phone.
8. Optionally, assign the template to a Category to make it easier to find in the list. Select from the menu or type the Category name directly in the text box.
9. Click **Save**. The template is on the Message Templates list and ready to be used in a Notification as a Voice message.

To upload a message:

1. From the **Message Templates** subtab, click **Add**. The Add Message Template page appears.
2. Type a title for this message.
3. Type the Body of the message.
4. Under Speech, select:
    - **Text-to-Speech**: When you send this message to a text path like email or SMS, this is the message text that is sent. If you send this message to a voice path like a phone, a text-to-speech engine reads this message to the contact.
    - **Use a Voice Recording**: For voice recordings, make sure the file you want to upload matches the technical specifications for a file. (See the specifications below.) Everbridge uses the following file format for delivering the audio message: 8K Hz 8 bit mono mu-Law, or uncompressed PCM WAV Everbridge can also convert the following file formats:
        - 8K Hz 8 bit PCM
        - 8K Hz 16 bit PCM
        - 8K Hz 4 bit ADPCM
        - 8K Hz GSM 06.10
        - 8K Hz mu-Law
        - 11K Hz 8 bit PCM
        - 11K Hz 16 bit PCM
        - 11K Hz 4 bit ADPCM
        - 11K Hz GSM 06.10
        - 11k Hz mu-Law
5. Click **Upload a file**.
6. Select the file to upload.

    NOTE: The file cannot exceed 2.4 MB; otherwise, you must reduce the file size and upload it again.

    When the progress bar is full, the file has been uploaded. If you need to change the file, click the Trash Bin.
7. Optionally, assign the template to a Category to make it quicker to find in the list. Select from the menu or type the Category name directly in the text box.
8. Click **Save**. The template is on the Message Templates list and ready to be used in a Notification as a Voice message.

Publishing Options

Everbridge Suite offers several options for sending messages to a gateway. This allows wide distribution of important information to contacts.

> **NOTE:** Account Administrators do not have publishing options.

Select your desired **Publishing Options.** You see the publishing options your Organization has configured. When sending any publishing option, the **Title**, **Text**, **Select Contacts**, **Delivery Methods**, and **Information** fields cannot be empty.

- **Everbridge Web Widget** — This Notification is published to the Organization's designated website for the duration specified.
- **Everbridge Desktop Alerts** — This Notification is sent to the Organization's recipients' desktops for the duration specified.
  - Recipients must be configured with the Desktop Alert client. Templates are pre-configured for Desktop Alerting (that is, these templates are not Everbridge message templates or Everbridge incident templates).
- **Everbridge Network** — This Notification is published to the Public Everbridge Network or Private Network group if configured. Optionally, you can use a shape to specify the impacted area to your network.
- **Alertus** — Provides a way for personnel to relay important emergency alerts through Alertus, an Everbridge Partner providing desktop alerts, alert beacons, and digital signage. Select the check box corresponding to your Alertus profile in **Settings > Publishing Options > Alertus**, then select the username or URL from the menu.
- **Web Posting** — To initiate Notifications to partner systems or client-side web sites, you can provide one or more URLs.
  - Optionally, provide a corresponding username and password for each URL
- **Social Media** — Post your Notifications to Twitter and/or Facebook accounts. Select the linked account(s) from the menus.
  - Optionally, for Twitter, select the **Link tweet to a web page** check box. Your tweet links directly to a web page that contains your message Title and Body (with Rich Text Formatting applied if applicable) as well as attachments.
    - Since Twitter messages are limited to 280 characters, Everbridge truncates the Body text to allow for a URL to a web page and an image if specified. Truncation rules are as follows:

    - If a web link is included, your tweet is truncated to 256 characters.
    - If a web link and an image are included, your tweet is truncated to 232 characters.
- **Audio Bulletin Board** — The contacts can listen to messages on the Audio Bulletin Board.
    - **Audio Bulletin Board Basic**—Select the Audio Source and the Expiration time: no expiration, 1-30 days, or 1-24 hours.
    - To retrieve an audio message, see the *Audio Bulletin Board* Knowledge Base article in the Everbridge Support Center. The person retrieving an audio message must know your Organization ID and have a valid phone number.
    - **Audio Bulletin Board Premium**—In addition to the Basic selections above, also select the Bulletin Board name from the menu.
- **CAP Channels** — To include CAP RSS in your message, select CAP RSS on the message form. Notice a CAP RSS column appears at the right-hand side of the fields. The gray bullets indicate the applicable fields to the CAP RSS channel. Fill in the fields, as needed.
    - Your CAP RSS form in Incident Management excludes the Polygon field.
    - Optionally, save the CAP RSS Notification as a Notification template. Later, you can launch the Notification from the template. For detailed information on the other CAP channels, see IPAWS Overview.

Google Public Alerts

Google Public Alerts is an online Notification service owned by Google.org that sends safety alerts to Australia, Brazil, Canada, Colombia, Indonesia, Japan, Mexico, Philippines, and Taiwan.

The Google event names are provided in the following table. You may or may not see all the categories shown next. It depends on which ones have been enabled for your Organization.

Category	Event name
CBRNE (Chemical, Biological, Radiological, Nuclear, and Explosives)	Bioterrorism Attack
	Chemical Emergency
	High-Yield Explosive Attack
	High-Yield Explosive Threat
	Mass Casualties

	Nuclear Attack
	Radiation Emergency
Environmental	Acid Raid
	Air Pollution
	Noise Pollution
	Soil Contamination
	Toxic Waste
	Water Pollution
Fire	Forest Fire
	Wildfire
	Industrial Fire
	Rescue Operation
	Structure Fire
Geophysical	Avalanche
	Geomagnetic Storm
	Landslide
	Mudslide
	Radio Blackouts
	Solar Radiation Storm
	Volcanic Eruption
Health	Boil Order
	Foodborne Disease Outbreak

	Influenza Epidemic
	Virus or Other Contagious Disease Outbreak
Infrastructure	Buildings and Equipment
	Gas Leak
	Power Outage
	Telecommunications Emergency
	Utility Emergency
	Water Control Facilities
	Public Safety Power Shutoff (PSPS)
Meteorological	Blizzard Warning
	High Wind Warning
	Severe Thunderstorm Warning
	Winter Storm Warning
Rescue	Air-Sea Search and Rescue
	Ground Search and Rescue
	Urban Search and Rescue
	Mountain Rescue
Public Safety	Attempted Child Abduction
	Debris Removal
	Power Outage
	Road Closure
	Severe Weather Warning

	Evacuate Immediately
Security	Amber Alert
	Missing Child
	Police Activity
	Attempted Child Abduction
	Attempted Kidnapping
	Criminal Activity
	Kidnapping
	Ongoing Investigation
	Silver Alert
	Suspect Wanted
	Wanted Person
	Traffic Emergency
Transportation	Road Closure
	Snow Emergency
	Train Derailment
	Travel Emergency
	Travel Warning
	Vehicle Accident

Notification Escalations

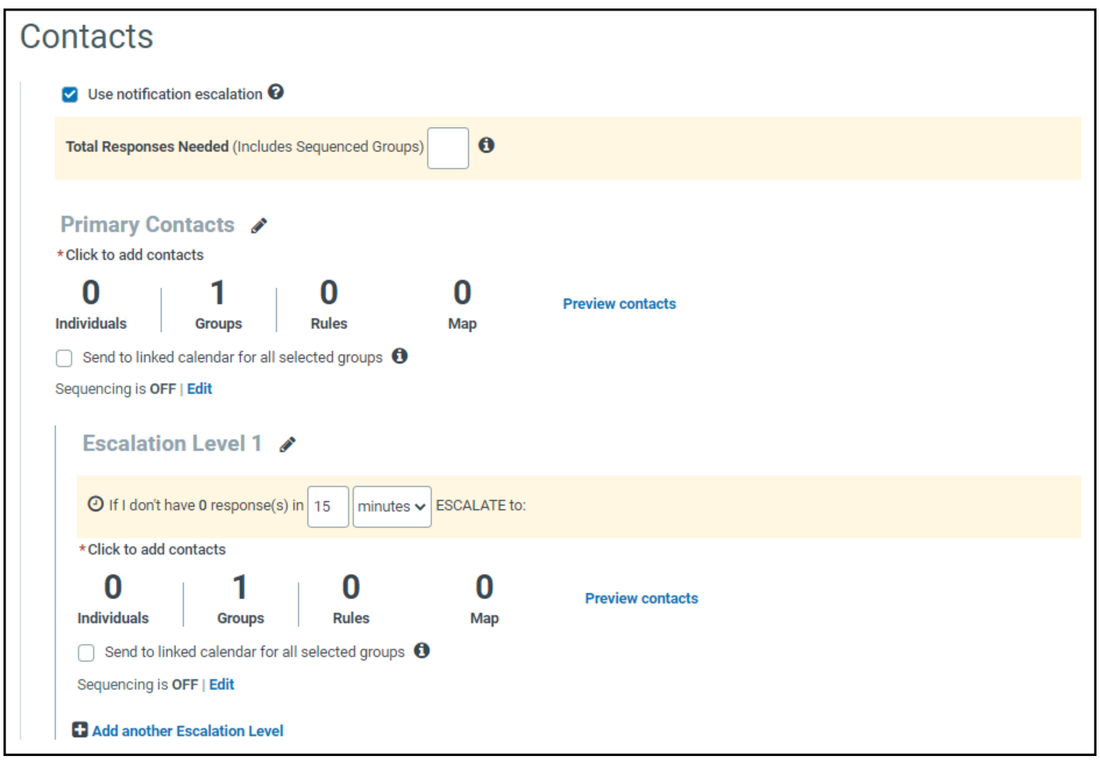
You can add escalations to your Notification if you want to contact recipients in a specific order. You can define a primary set of contacts and an unlimited number of escalation levels. You also configure the number of required responses and the escalation wait time before the application escalates to the next set of contacts. When the application receives the required number of responses to the Notification, the escalation stops.

To use Notification escalations:

1. If available and needed, optionally, select the **Use Notification escalation** check box. Otherwise, skip to Settings.

   > **NOTE:** Escalations can be used in the following message types: **Standard**, **Polling**, and **Conference**. The same message type and settings are used for all escalations in a Notification. For example, each escalation level has the same Broadcast Duration. It is feasible that the broadcast duration of the escalations could overlap.

   Two contact levels are displayed by default. The **Primary Contacts** level is the first Notification before triggering escalations.



2. In **Total Responses Needed**, type the number, which cannot be zero, of required responses needed from the primary contacts before escalating the Notification beyond the Primary Contacts. This is a required field.
    - If you are using Notification escalations, the **Total Responses Needed** include Sequenced Groups. For example, if the **Responses Needed** is 1 from both the **Edit Sequenced Group Settings** dialog and the **Total Responses Needed** (includes Sequenced Groups) in the **Select Contacts** panel, and a contact responds, the Sequenced Group and the Notification Escalation stop sending as soon as a contact from the Sequenced Group responds.
    - If the **Responses Needed** from the **Edit Sequenced Group Settings** dialog is 1 and the **Total Responses Needed** (includes Sequenced Groups) in the Select Contacts panel is 2, and a contact responds, the Sequenced Group stops, but the Notification escalates until it gets the second response.
    - If you are using Notification escalations and the **Polling** message type, the application escalates to the next level if all the responses to a polling Notification in the current escalation level are not the response the message sender wants to monitor. An unreachable contact is considered a "No" response.
3. Use the steps outlined in Add Contacts to Notifications to enter your Primary Contacts.
4. In the **Escalation Level 1** pane, type the specified time you want to escalate to another set of contacts if you do not have the expected number of responses from the **Primary Contact** level. For **Minutes**, the minimum allowed number is 1 and the maximum is 1440. For **Hours**, the minimum allowed is 1 and the maximum is 24. Then, select **Minutes** or **Hours** from the menu.

    > **NOTE:** If you enter a number less than 15 minutes, note that the time starts once the Notification is sent. This escalation may be triggered before all confirmations are received from the previous Notification depending on the number of contacts, the delivery methods, and confirmation requests in the previous Notification.

5. Use the steps outlined in Use Sequenced Groups to enter your Escalation Level contacts.
6. Click **Add another Escalation Level** to add another escalation. When you click the link, the number of the Escalation Level increments by one. You can add as many escalations as you need. Repeat step 4 through step 6, as needed.
7. Optionally, rename the levels by clicking the Pencil icon next to the name, typing its new label, and clicking **Edit**. For example, you can rename **Primary Contacts** to **Select Primary On-Call**.

Add Contacts to Notifications

This section of the Notification is where you add the contacts who are to receive the message.

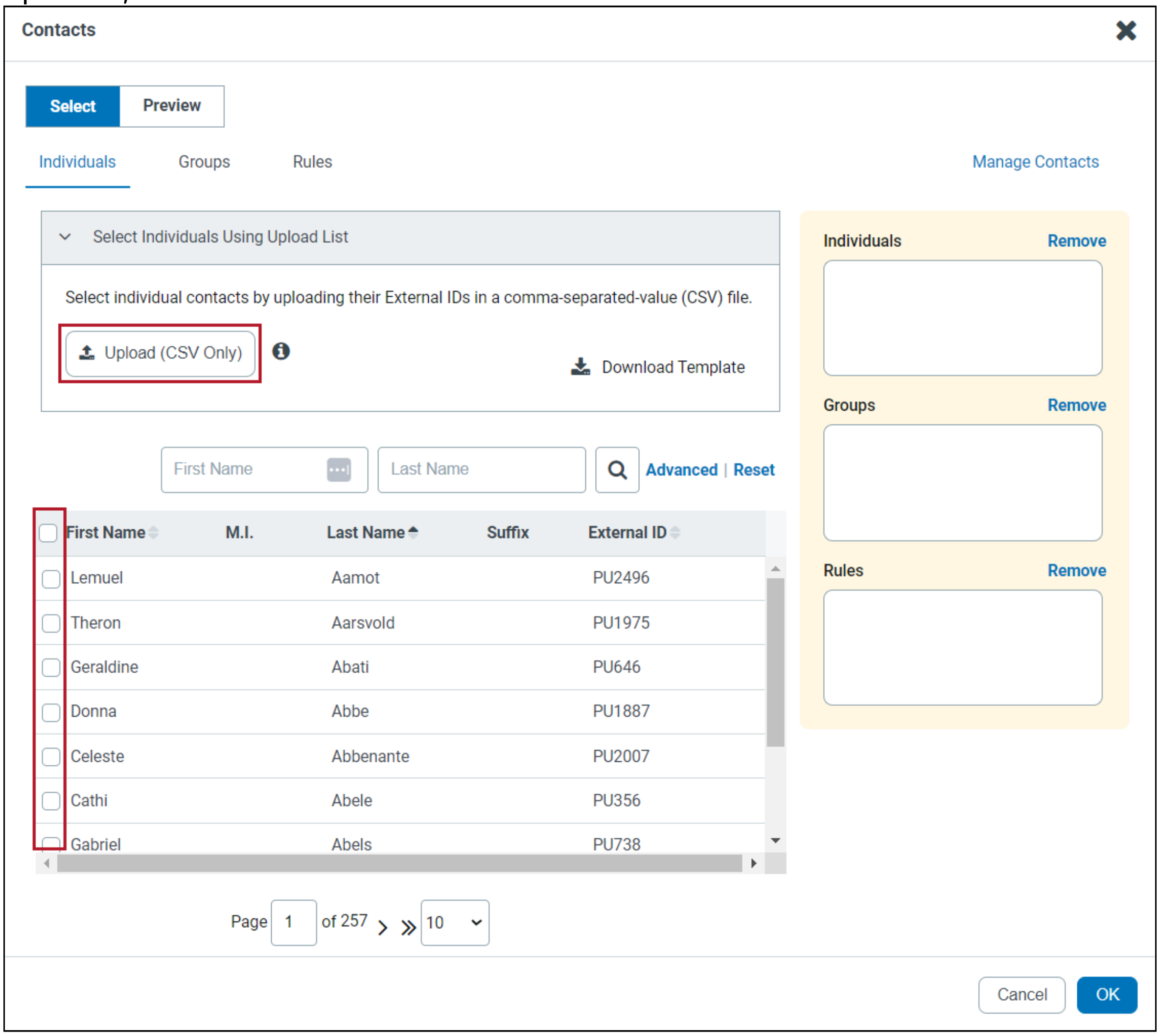
Individuals, Groups, or Rules

To select contacts by individuals, groups, or rules:

Individuals

1. To select individuals, click **Individuals**. The **Select Contacts** page appears.
2. Select the check box of the desired contact names. You can search by first and last names as well. The individuals appear in the right-hand panel.
3. If many contacts need to be selected in bulk, uploading a CSV file with the contacts' External IDs is a great way to save time. The CSV file can contain

up to 15,000 records.



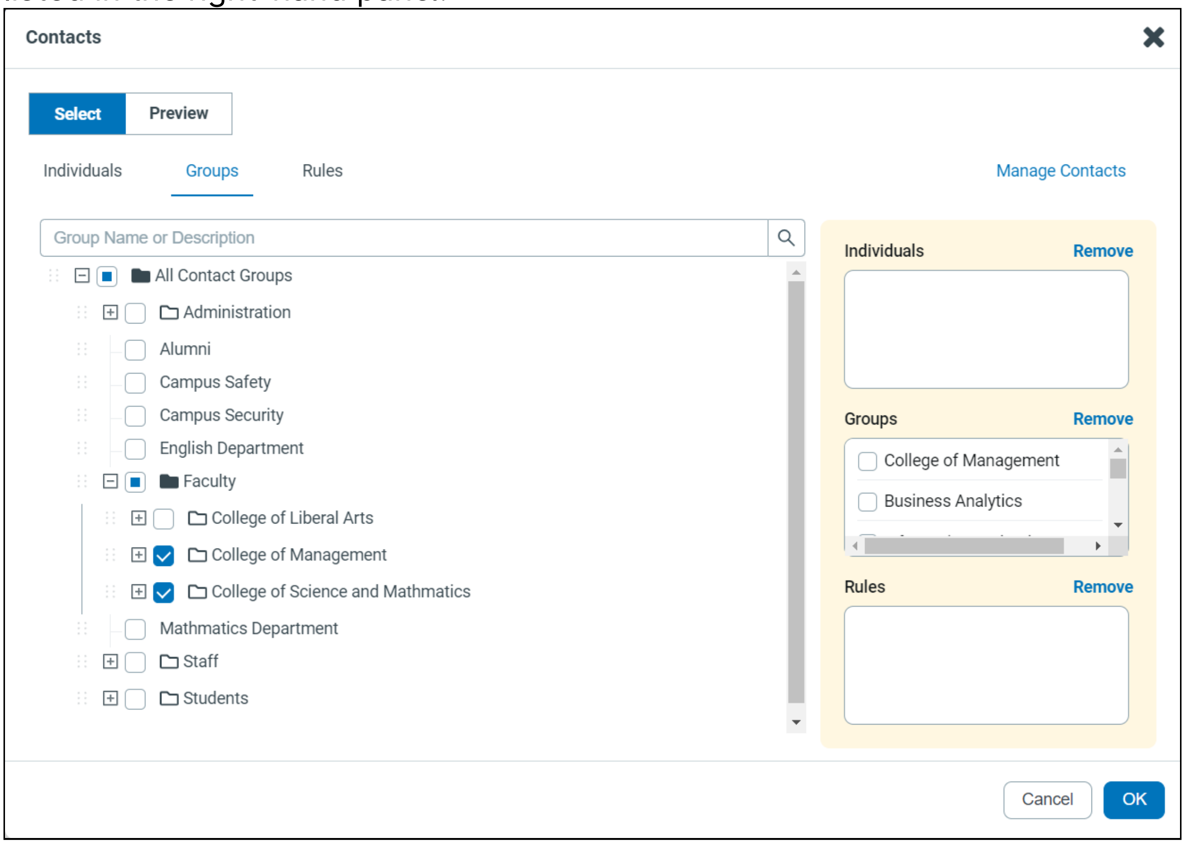
4. Once the desired contacts have been selected, click **OK**. The selection will now be reflected in the **Contacts** modal on the previous screen.

Groups

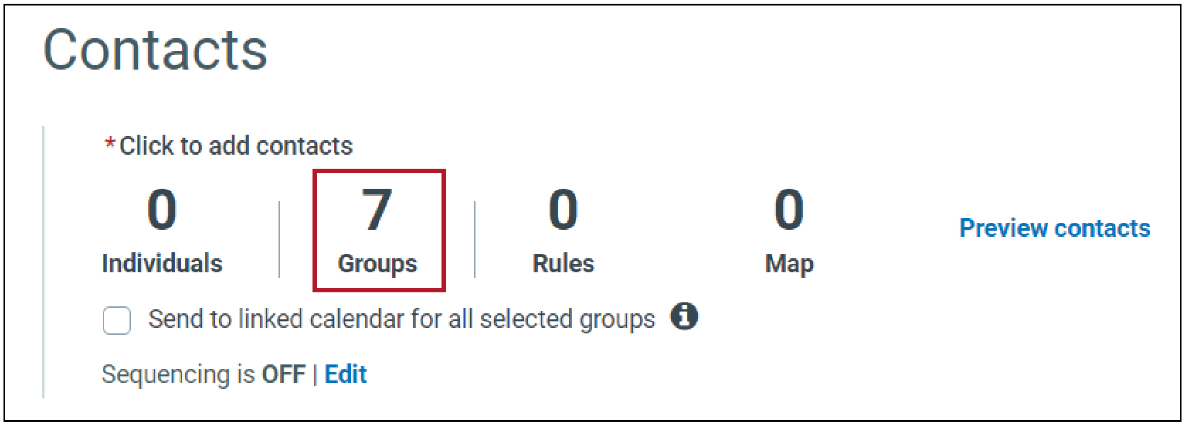
1. To select contacts in a group, from the **Select Contacts** page, select the **Groups** subtab. (See Create Groups.) The **Select Groups** page appears.

> **NOTE:** If your Organization has enabled **Sequenced Groups**, you can take advantage of Sequenced Groups (where your contacts are sent a Notification, in order, until a specified number of contacts has replied). For more information about using Sequenced Groups in Notifications, see Use Sequenced Groups.

2. One by one, select the desired group names (which could be nested). You can search by Group Name or group description as well. The groups are listed in the right-hand panel.

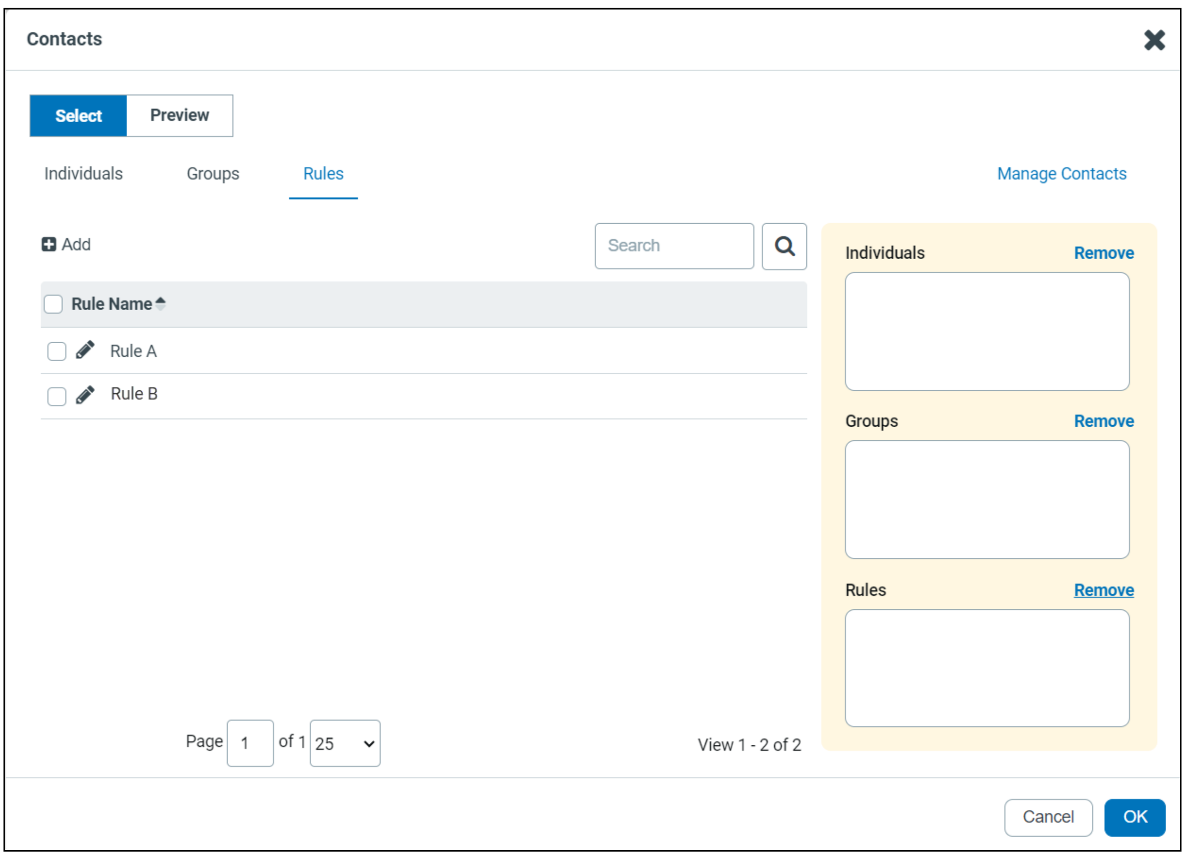


3. After choosing the desired groups, click **OK**. The additions will now be reflected in the **Contacts** modal.



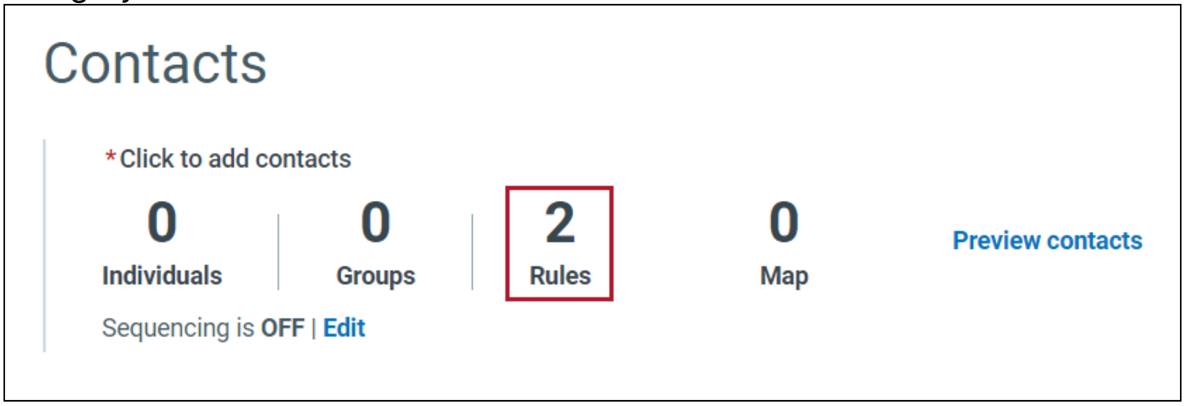
Rules

1. To select Rules, from the **Select Contacts** page, select the **Rules** subtab. (See Create Rules.) The Rules dialog appears from which you can search for your rule or choose multiple rules by selecting the desired check boxes.



2. Select the rules you want to use in this template. The rules are listed in the right-hand panel.

3. After you select contacts, click **OK**. You will see the count for each contact category.



When the group selection includes a Sequenced Group, the following line appears under the selected contacts: **Selections include # Sequenced Group | Sequencing is OFF | Edit**.

- Select the **Edit** link at the end of the display field. From the **Sequencing** field, toggle sequencing ON.
- As needed, change the **Wait Time** (the default is 5 minutes) and set the **Default Responses Needed** for dynamic contacts. In addition, optionally change the **Responses Needed** (the default is 1).
- Under the **Group Name**, you see how the Shift name was added - either manually or via [Rule Name]. See also Understanding How Sequenced Groups Work in Rules.

Use Sequenced Groups

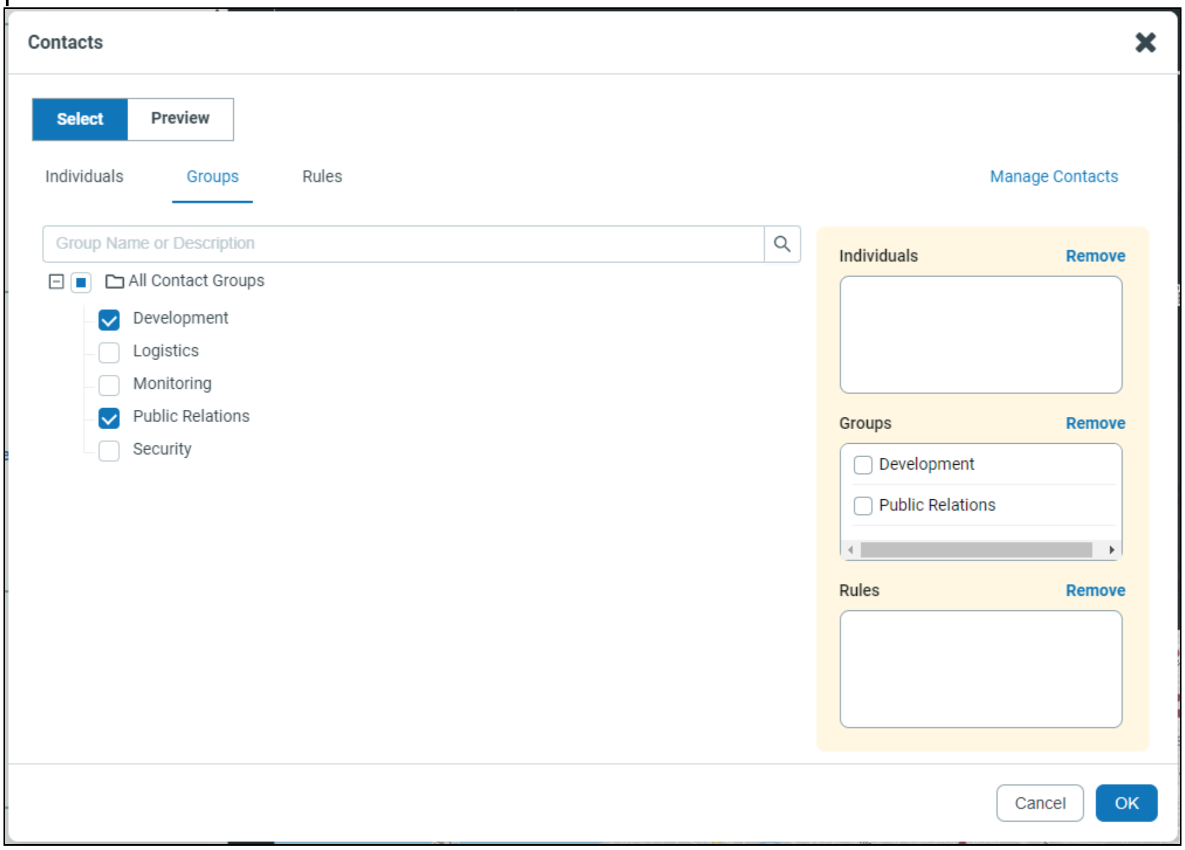
NOTE: If your Organization has enabled Sequenced Groups, your contacts are sent a Notification, in order, until a specified number of contacts has replied.

To use sequenced groups in your Notification:

1. To select groups, from the **Select Contacts** page, select the **Groups** subtab. (To learn about Groups, see Create Groups.) The **Select Groups** page appears. In the following example, only the **Administrators** group is a Sequenced Group.

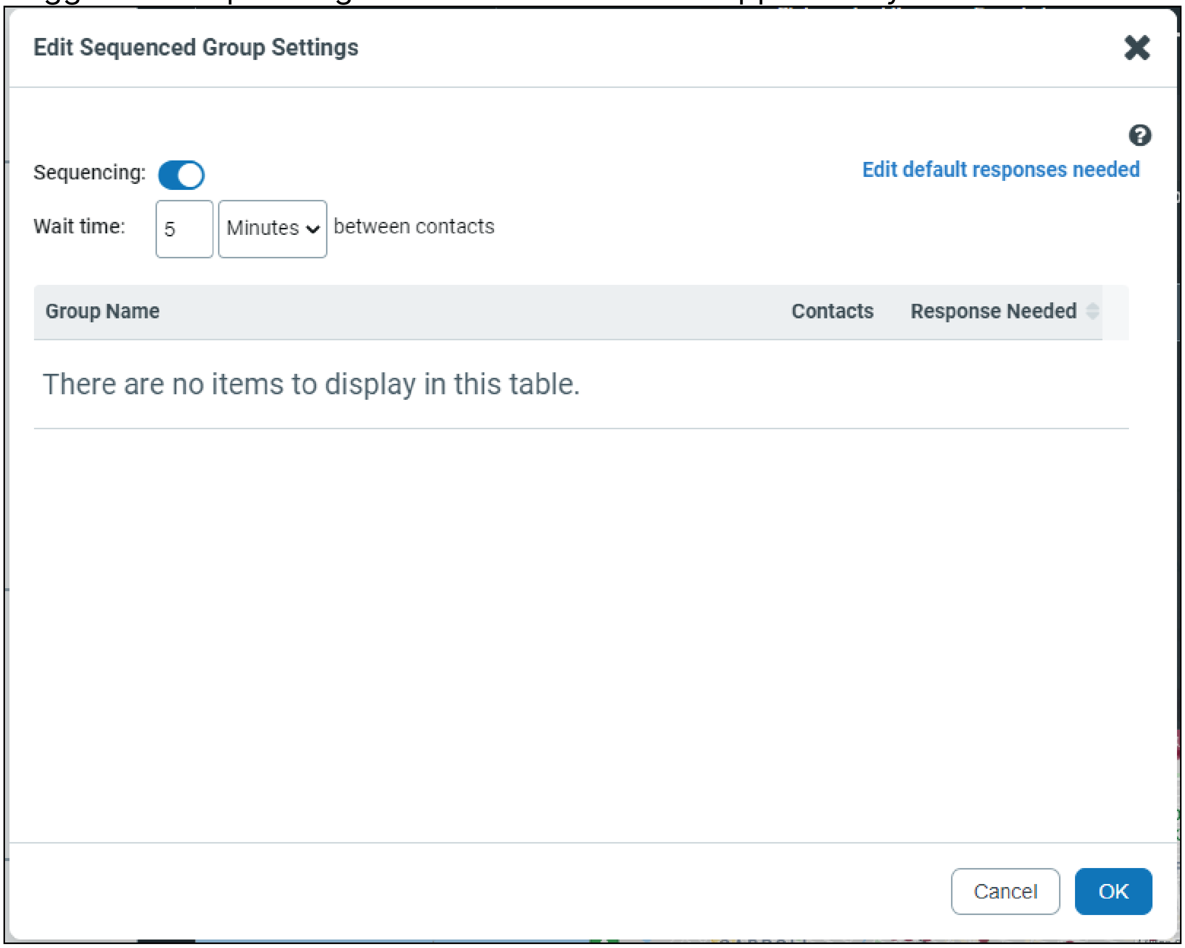
   Sequenced Groups are indicated by the **Sequenced Group** icon (silhouettes and arrow). The order of the contacts in the Sequenced Group is the order in which they will be contacted. If there are two Sequenced Groups, for example, contact #1 from each group is notified in parallel, then after the listed wait time, contact #2 from each group is sent the Notification, and so forth. When the number of replies is met, no other contacts are notified.

2. Select the desired group names (which could be nested). You can search by Group Name or Description as well. The groups are listed in the right-hand panel.



3. Click **OK**. The **Select Contacts** section of the Notification lets you know the number of Sequenced Groups and if Sequencing is OFF/ON. In order to use Sequenced Groups, you must turn ON Sequencing.Click **Edit**. **The Edit Sequenced Group Settings** dialog is displayed.

4. Toggle the Sequencing to ON. Additional fields appear for you to fill in.



Depending on when this Notification is sent, some Sequenced Groups not listed here now may be included. This could be because:

- You are using a Calendar/Shift in a Rule, and the timing results in staff being available later (for example, On Staff = Now);
- A Group has sequencing turned on later. This default value applies to Sequenced Groups not seen here now. For those displayed in the dialog, you can enter a separate value for each.

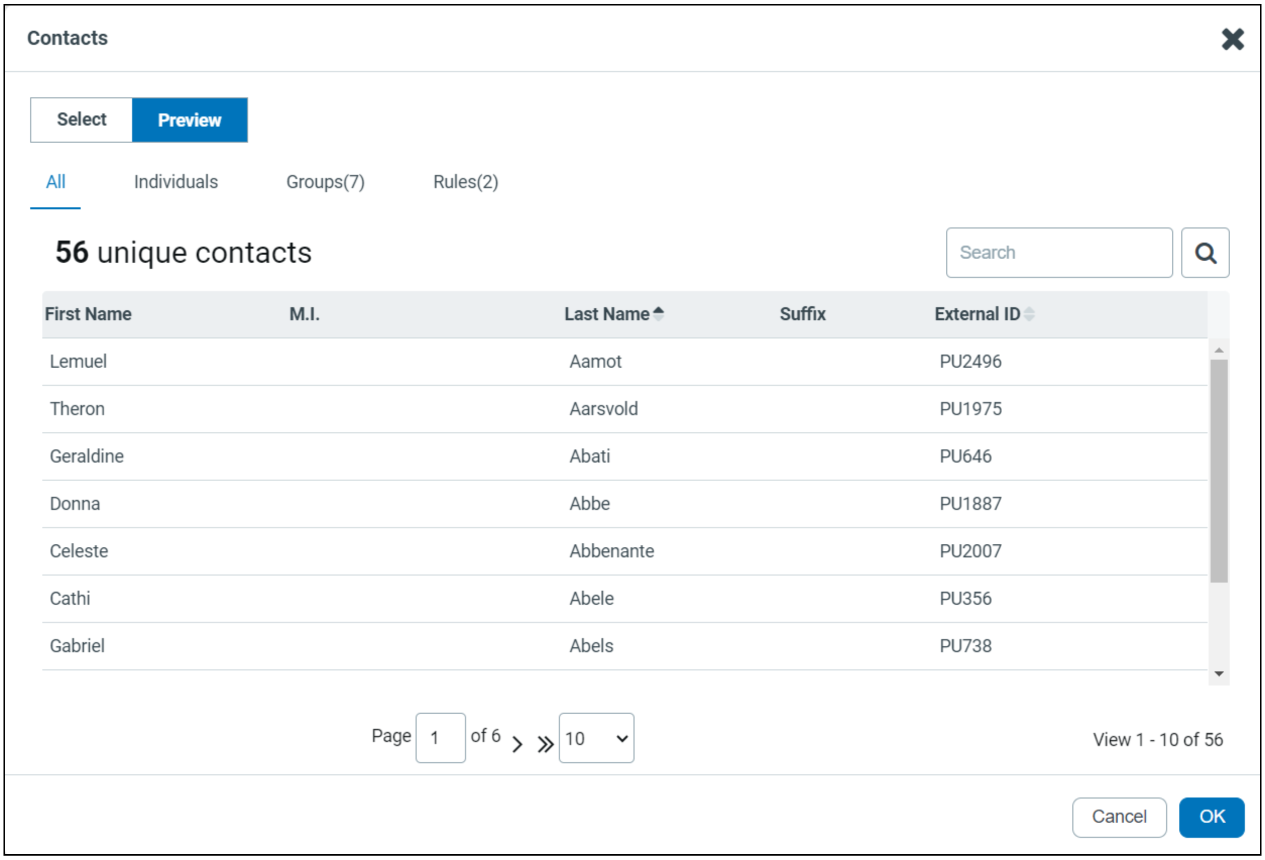
5. In the **Wait Time** field, enter a number in minutes or hours (from the drop-down list) between contacts. (The default wait time is 5 minutes.)
6. In the **Default Responses Needed** field, set this number so that you do not need to change it each time in the template. Setting this number can also be used for groups where Sequencing is turned off, then on again. For example, if you set up a rule that uses the Calendar filter with On Shift set to Now, the contacts returned would be different each time depending on the time of day.
7. In the **Responses Needed** column, enter the number of responses needed before the Notification ends. The default is 1 response.

> **NOTE:** If you are using Notification escalation, the Total Responses Needed include Sequenced Groups. For example, if the **Responses Needed** is 1 from both the **Edit Sequenced Group Settings** dialog and the **Total Responses Needed** in the **Select Contacts** panel, and a contact responds, the Sequenced Group and the Notification Escalation stop sending as soon as a contact from the Sequenced Group responds. If the **Responses Needed** from the **Edit Sequenced Group Settings** dialog is 1 and the **Total Responses Needed** in the Select Contacts panel is 2, and a contact responds, the Sequenced Group stops, but the Notification escalates until it gets the second response.

8. Click **OK**.
9. To select a rule that includes a sequenced group, see Understanding How Sequenced Groups Work in Rules.

Preview Contacts

To preview your contacts, click **Preview Contacts.** From the **All** subtab, you will see the names of all the contacts you have selected, whether as Individuals, from a group, a rule, or from the map. When previewing from a group, select the group name from the menu to see the individuals in that group. Or, select **Preview** from each subtab to see the specific contacts you have selected.



Selecting **Preview Contacts** after selecting contacts from the map, you can also select a location: **Static**, **Last Known**, or **Expected**.

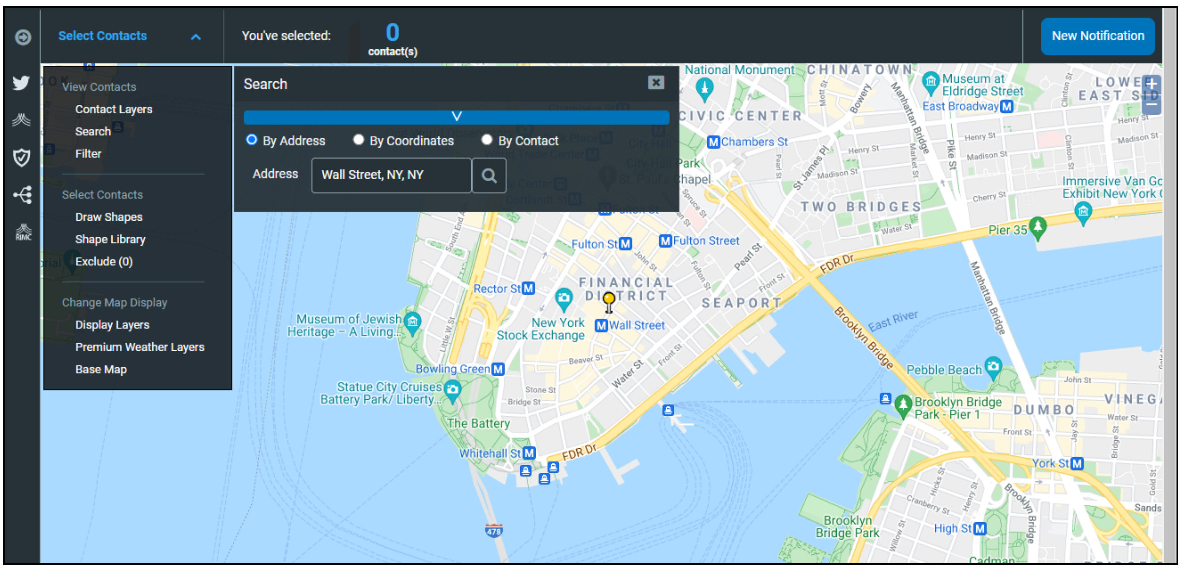
Adding Contacts in Universe Tab to Notifications

By selecting contacts from the **Universe** Map, you can add contacts who have an address near the location of the Notification event.

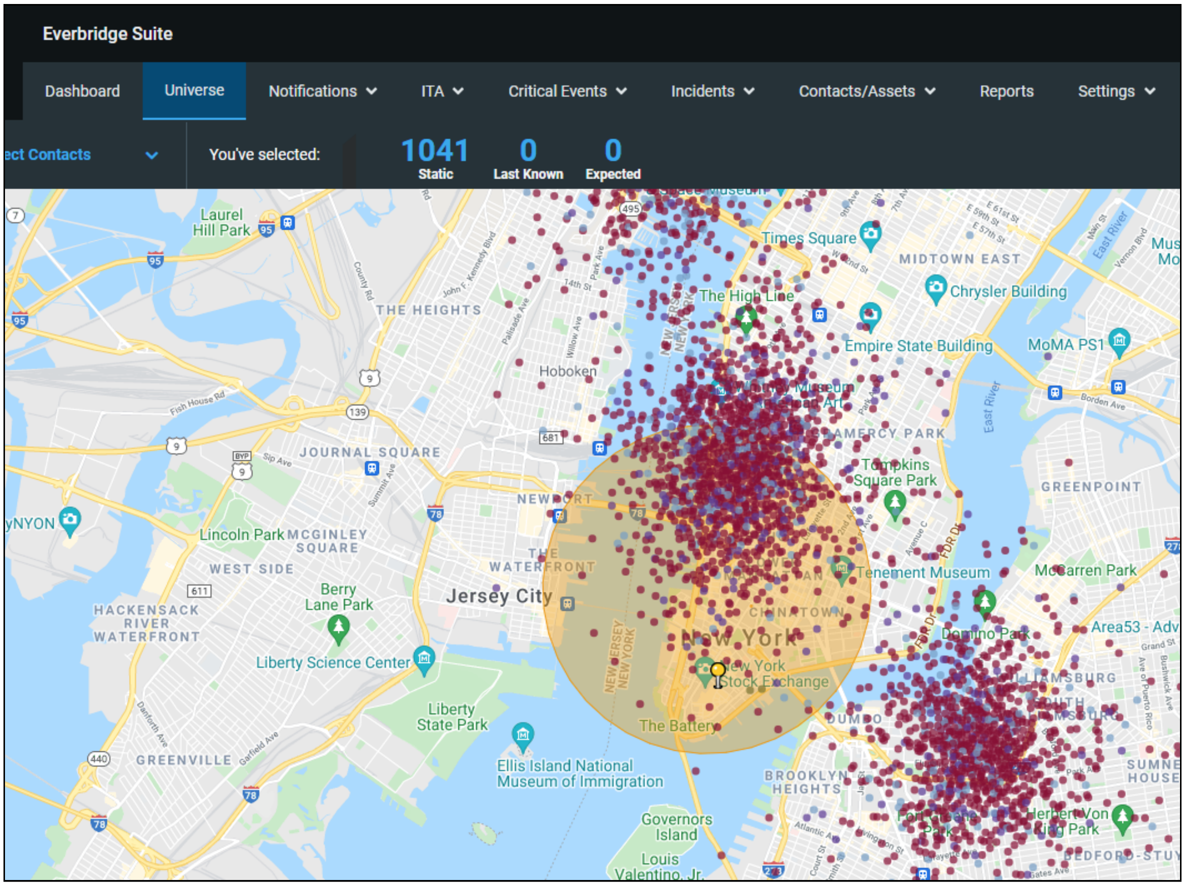
There are many ways to use the map to select contacts. For example, you can draw a circle around the location that includes the contacts in the database who have an address in the circle.

To start drawing the circle:

1. From the **Select Contacts** menu, select **Search**, and type an address that will be the center of the circle. In this example, it is the address of the Wall Street location.

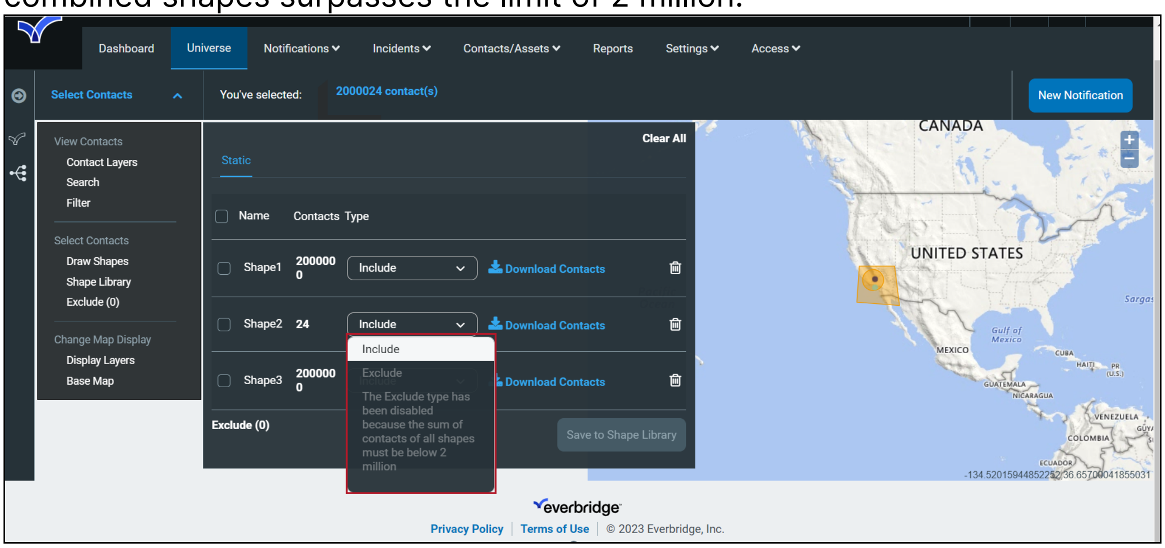


2. Click the **Search** (magnifying glass) icon to the right of the address you just typed.
3. Select the radio button of the address you want to use.
4. Set a marker on the map with a radius (in this example, a 1000-foot radius), and click **Show on map**.
5. To close the Search overlay, click the Close (X) button. The contacts within your shape have been selected.



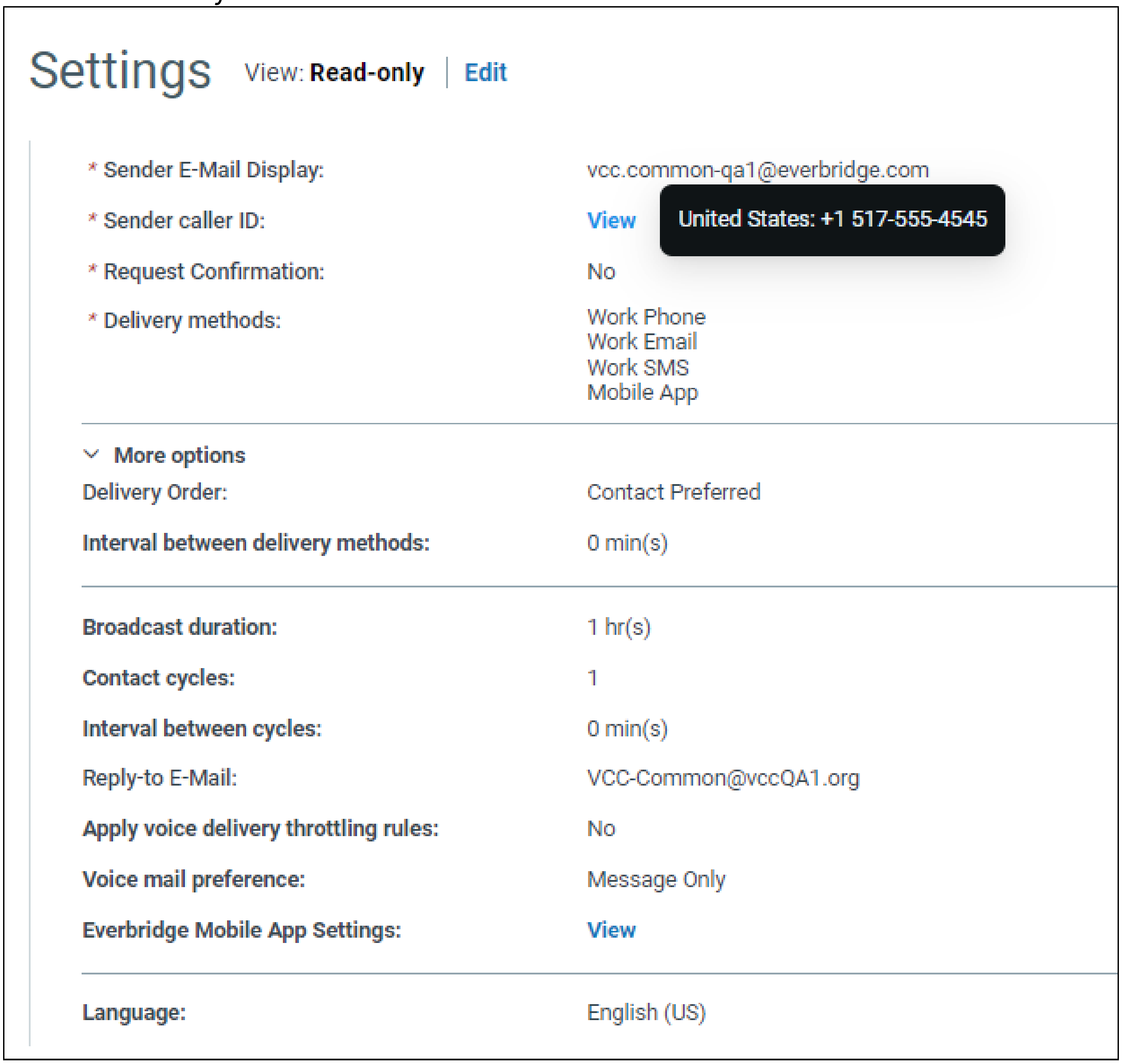
6. Click **Select** to return to the **Notification** page.

NOTE: The **Exclude** option will be disabled if the sum of all contacts from combined shapes surpasses the limit of 2 million.



Notification Settings

Under the **Settings** heading, you can view your delivery settings. These are the default values set by your Organization Administrators for how the Notification will be delivered to your contacts.



Review Notification Settings

By default, the Notification settings are displayed in **Read-only mode.** If a setting has a **View** link, hover the mouse over the link to see the details.

Edit Notification Settings

If your Organization Administrator grants you permission, you can edit the Notification's delivery settings. This allows you to tailor a Notification's delivery settings to the contacts' needs. To edit the Notification settings:

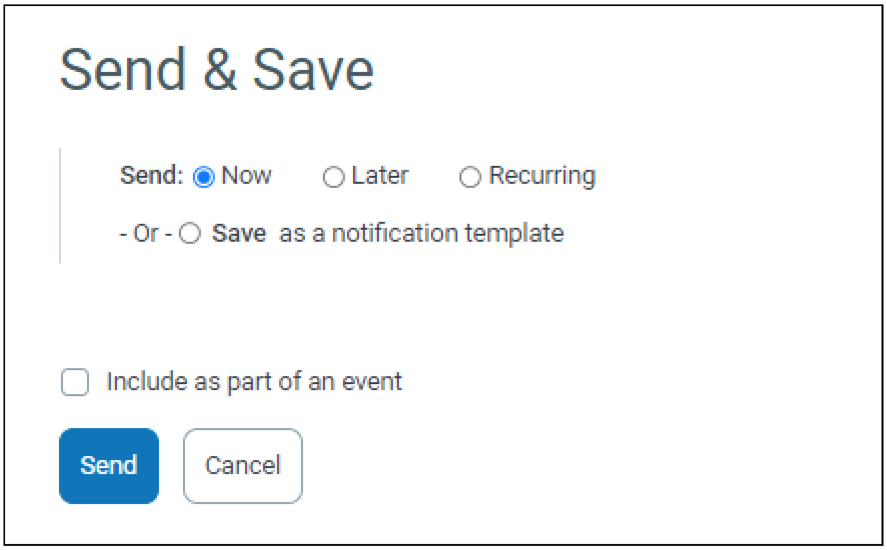
1. Click **Edit**.
2. Scroll to see all the settings.
3. Locate each of the settings that you want to change. As an example, select **Request Confirmation** to give the contacts the ability to confirm receipt of the message.
    - Languages — You can replace English (US) with one of the following languages:

Language	
Arabic	Japanese
Bengali*	Korean
Chinese (Simplified)	Norwegian
Danish	Polish
Dutch	Portuguese (Portugal)
English (UK)	Russian
English (US)	Spanish (Europe)
Finnish	Spanish (Latin America)
French	Swedish
German	Thai
Greek	Urdu*
Haitian Creole	Vietnamese*
Indonesian	Welsh
Italian	Yiddish*

    - Text-to-speech is not supported in the languages marked with an asterisk (*).
4. Click **Read-only** to close the settings.

Send and Save Notification

In the **Send & Save** section, you can decide when to send Notifications. You can also decide to save it as a template for later use.



Sending Notification Options

Options for sending a Notification include:

- **Now** — Send the Notification immediately.
- **Later** — Schedule the Notification to automatically launch at a later date and time. Click the **Calendar** icon, then select the future date and time for the Notification.
- **Recurring** — Configure how often to send the Notification. Select the Time Zone from the drop-down list, then click the Calendar icon to select the date ranges and click the Clock icon to select the time.

By selecting the **Include as part of an event** checkbox, you can add this Notification to an event. If you associate the Notification with an event, then you can view the event and see the history of the Notifications, all in one place. Select an existing event from the menu, or create a new event by typing a new event name into the text field. See Events.

Save Notification as a Template

You can save a Notification as a template so it is ready for you to send when you need it.

- You can save it in a Category to make it easy for you to find when you want to send it. Select one of your previous category names from the **Category** menu or type a new category name directly into the text field.
- Additionally, you can save the Notification Template with a Template ID. This allows you to launch your Notification by phone when you have no access to the Internet or Wi-Fi. To do this, type up to 20 characters in the **Template ID** text field. You can <u>only</u> use numbers, and they must be greater than zero.

Notification Events

There may be several Notifications as the result of a single event. For example, a storm may require warning notices and specific evacuation or preparation Notifications. A chemical spill might require an evacuation message, a Notification to Hazardous Materials responders, a status update, and an all-clear message. By using an event name, you can group the Notifications for the same event in your Organization.

When Notifications are assigned to an event, it makes it possible to track multiple Notifications that were all part of the same event or Incident, follow the progression over time, and analyze the results of an event in a single report.

To add a Notification to an event, while you are configuring the Notification, select the **Include as part of an event** check box at the bottom of the **Add Notification** or **Edit Notification** page, then either select a previously used event name from the menu or type a new event name in the text box.

From the **Active/History** subtab, you can see the Notifications that are part of a specific event. Click the Event Name from the **Active/History** subtab to launch the Event Analysis page.

To view an event report, see Event Analysis.

Create Message Templates

When you are sending a Notification, you must provide the message or body of text. You can select from existing messages, type the text of the message, or upload a voice recording from your desktop. Any method gets your message to your contacts, but it is a best practice to use existing messages.

Tailoring Your Message Body

Whenever possible, plan and record the message in advance, while you are not under stress to send the Notification. This allows you to provide a higher-quality message.

Create a customized distinct message for each device to which you will send the message. Include the following four items:

1. Source
2. Event
3. Action to take
4. Where to find details

To make sure that your SMS text message is passed through the carrier without error, keep the following guidelines in mind when typing the message:

- Only use characters that you find on a standard keyboard.
- Do not paste text from a word processing application or a web page that may add special formatting characters, even if they are invisible.

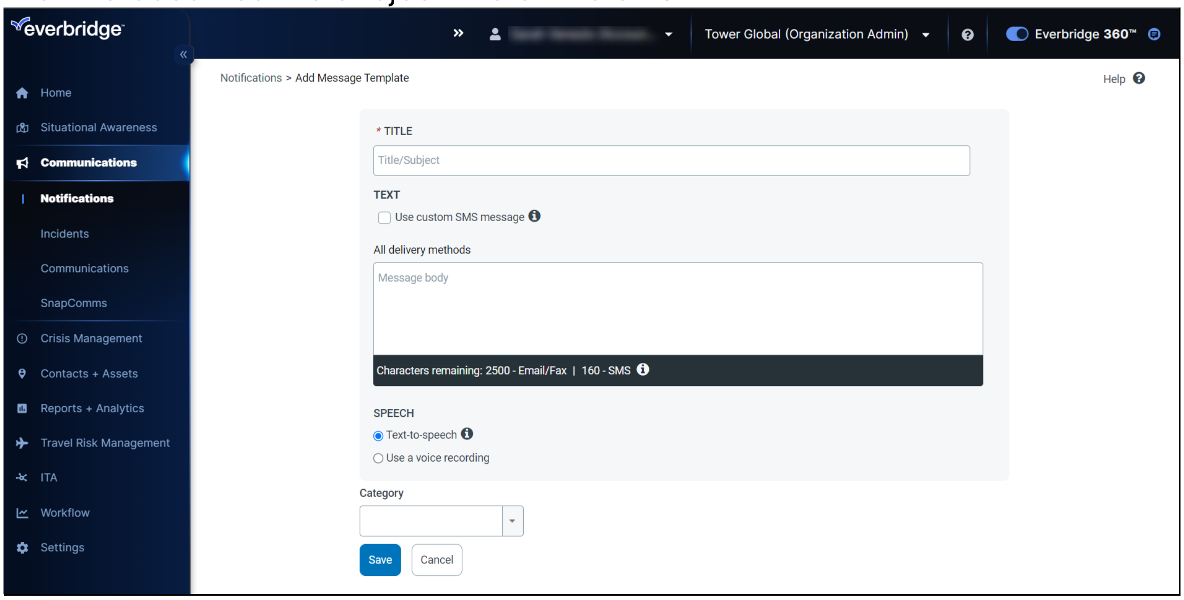
Avoid special characters, such as an ampersand (&) or percent sign (%).

- If you use the message in a Notification that includes voice devices, but do not include a voice recording, the system can use text-to-speech to add the voice message. Make sure that the text you entered can be properly converted by the text-to-speech engine. That is, be careful of abbreviations, acronyms, and words that may not be clear. If you are adding this message in advance, send a test Notification to yourself to make sure the output is clear.

TIP: For further details about text-to-speech, contact your Everbridge implementation representative.

To add a new text message template:

1. From the **Message Templates** subtab, click **Add**. The Add Message Template page appears.
2. Type a title for this message. If this message is sent by email, fax, or SMS, the title becomes the subject line of the email.



3. Type the Body of the message.
    a. For **SMS**, keeping under 100 characters
        i. **Source**: Short Sender Name
        ii. **Call to Action**: "Shelter in Place, Avoid X area"
        iii. **Hazard Description**: Reference where to find additional details
    b. For **Email** and **Everbridge Mobile App**, resulting in separate email and Everbridge Mobile App messages
        i. **Source**: Custom branding and name
        ii. **Call to Action**: "Shelter in Place, Avoid X area"
        iii. **Hazard Description**: Reference where to find additional details
        iv. **Additional Details**: With links or Rich Text Formatting
        v. **Attach Resources**
    c. For **Phone Calls**, where the message is between 30-40 seconds, but no more than 1 minute.
        i. **Source**: Actual human voice whenever possible
        ii. **Call to Action**: "Shelter in Place, Avoid X area"
        iii. **Hazard Description**: Reference where to find additional details
4. Under **Speech**, select:
    a. **Text-to-Speech**: When you send this message to a text path like email or SMS, this is the message text that is sent. If you send this message to a voice path like a phone, a text-to-speech engine reads this message to the contact.

b. **Use a Voice Recording**: For voice recordings, make sure the file you want to upload matches the technical specifications for a file. (See the specifications on-page.) Everbridge uses the following file format for delivering the audio message: 8K Hz 8 bit mono mu-Law, or uncompressed PCM WAV. Everbridge can also convert the following file formats:
   i. –8K Hz 8 bit PCM
   ii. –8K Hz 16 bit PCM
   iii. –8K Hz 4 bit ADPCM
   iv. –8K Hz GSM 06.10
   v. –8K Hz mu-Law
   vi. –11K Hz 8 bit PCM
   vii. –11K Hz 16 bit PCM
   viii. –11K Hz 4 bit ADPCM
   ix. –11K Hz GSM 06.10
   x. –11k Hz mu-Law

5. Optionally, assign the message template to a **Category** to make it quicker to find in the list. Select from the drop-down list or type the Category name directly in the text box.
6. Click **Save**. The template is on the **Message Templates** list and ready to be used in a Notification as a Text message.

Maintaining Your Message Templates

From the **Message Templates** subtab, you can search using the Message Template name or Category name. To clear the search, delete the search term, and click **Search** again.

You can sort the list by any of the columns. Click a column heading on which to sort.

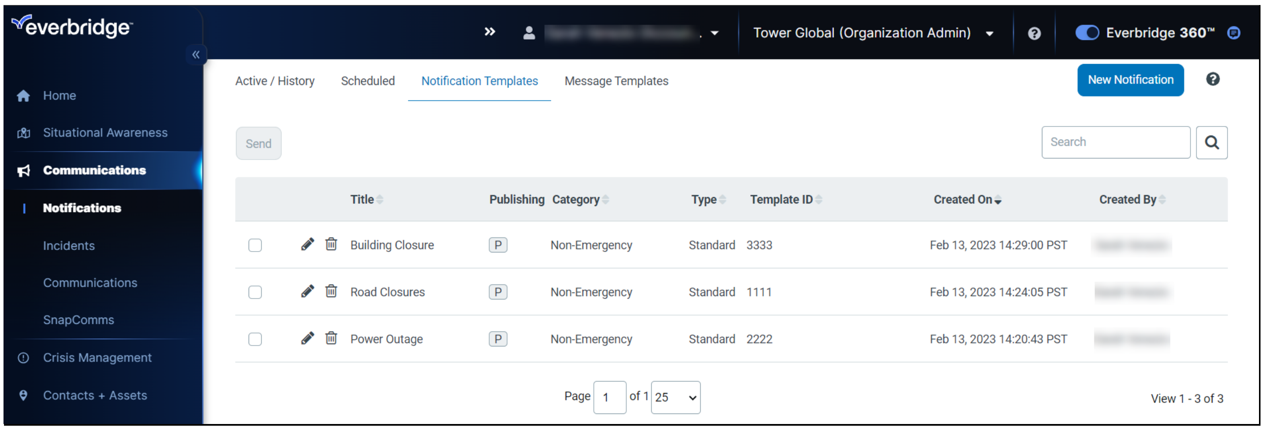
Use the Page Controls at the bottom of the page to view the records. Use the drop-down list to set the number of records to display on each page. Step through the pages using the page controls (First Page, Previous Page, Next Page, Last Page).

To edit a message template, select the **Pencil** icon in its row. Make your changes to the template, then click **Save**.

To remove a message template from the list, select the Trash Bin in its row. Confirm the deletion.

Use Notification Templates

The **Notification Templates** subtab contains the Notifications that you predefined and pre-filled while planning for emergencies and other events ahead of time. From this list, you can select the template to which to add additional information before sending or the template that is already predefined and ready to be sent immediately.



Once you have configured a Notification, you can save it as a template, including the:

- message
- contacts who are to receive the message
- settings for the Notification

From the **Notification Templates** subtab, you can launch a new Notification and see your Organization's Notification templates. You can also add a new Notification template from this page. An Organization can have an unlimited number of Notification templates.

The fields on the Notification Templates subtab are described in the following table:

Field or Area	Description
Search	Use a string that is from the Name column. This search feature uses the "contains" condition. For example, to find all templates with the name "Office", you could type the full word or the partial word, `office` or `off`. When you click the Search (magnifying glass) icon, the application finds all templates whose names include "Office" or "off".
Check box	To select an individual template.

Pencil icon	Click the Pencil icon in the row of the template to edit. The Edit Notification Template appears. The fields are pre-filled and you need only modify the necessary fields.
Delete	Click the Trash Bin in the row of the template to delete. Use this button to permanently remove the selected template from your Notification Templates subtab.
Title	The name of the template as your operators will see it in their list of Notifications. If the Notification is a high-priority Notification, a red exclamation icon precedes the title. If an Information triangle precedes the Title, the user role under which this template was created has been deleted. Click to open this template, then Save to update the role and Send.
Publishing	If you used a Publishing Option, a "P" icon appears in the row of the Notification. Hover your mouse over the "P" to see which publishing option: Everbridge Web Widget, Everbridge Desktop Alerts, Everbridge Network, Alertus, Web Posting, Social Media, Nixle Community Subscribers, Nixle Event Subscriptions, CAP Channels, Member Portal, Google Public Alerts, or Audio Bulletin Board.
Category	Displays the name of the category or folder to which you assigned your template. You are not required to place a template in a category. If there is more than one category already in your library, click the Down arrow to either add your template to a category or change the category for the template. If you select a different category, your template is moved. If you no longer want your template in a category, select "No Category".
Type	The message type: Standard, Polling, or Conference Bridge.
Template ID	The template ID (maximum of 20 digits) assigned to this Notification template.
Created On	The time stamp when the Notification template was added.
Created By	The full name of the person who added the template.

From the **Notification Templates** subtab, you can view or edit an existing template by selecting the **Pencil** icon in the row of the desired template. Optionally, include the Notification as part of an event, then click **Send**.

Whose Permissions are Used When Sending a Notification Template?

A. If the user selects the Notification template from the list on the Notification Templates page and clicks **SEND** at the top of the page, then the application uses the permissions scope of the authoring role.
B. If the user opens the Notification template and clicks **SEND** at the bottom of the form, then the application uses the permissions scope for the user's role.

To save a scheduled or recurring Notification as a Notification Template, select the Pencil icon in the row of the desired Notification. The **Edit scheduled/recurring** page appears. Scroll to the bottom of the page. In the **Send & Save** panel, select the **Now** radio button. Then select the radio button: **Save as a Notification template**, optionally enter a Category and/or Template ID, then click **Save**.

> **NOTE:** If a role is allowed to create templates, then others in that role can use that template. For example, Dispatchers can see/use only templates created by other Dispatchers. However, if your Organization has five different Dispatcher roles, then each will see only the templates for their specific role and not the templates for the other four Dispatcher roles. Only Mass Notification Operators are 'assigned' templates.

Schedule Notification Template

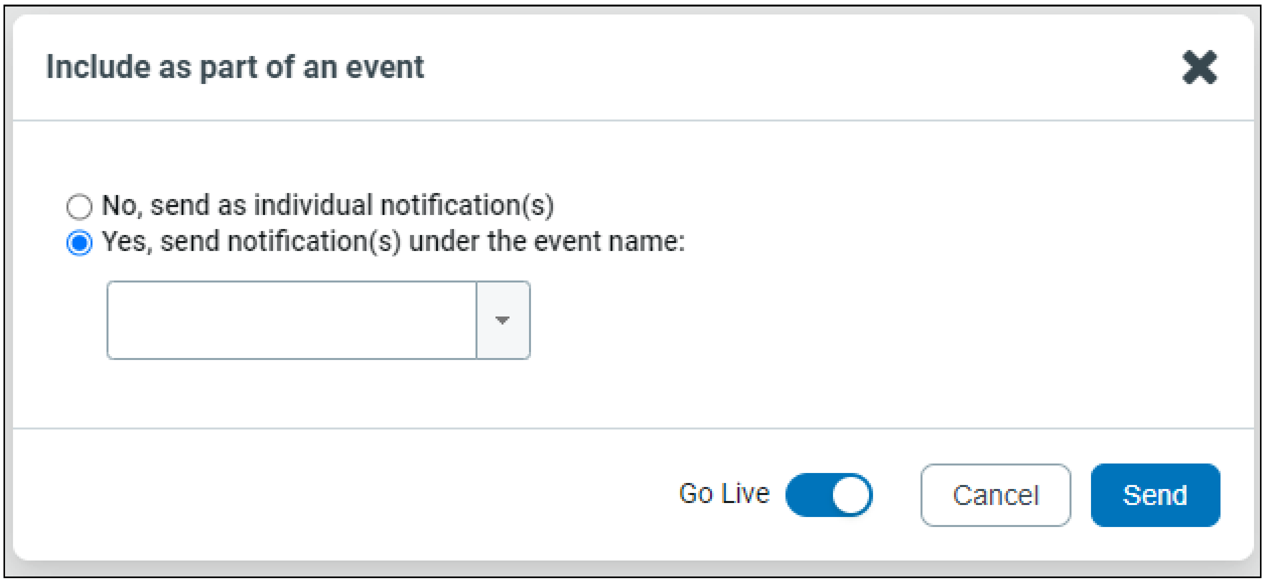
The **Scheduled** subtab contains the Notifications that you predefined and pre-filled while planning for emergencies and other events ahead of time. From this list, you can select the template that has been scheduled to be released on a specific date or the recurring (or repeating) Notification.

Under **Sched/Recurrence**, for scheduled Notifications, you can see the date and time of scheduled Notifications. For Recurring Notifications, hover the mouse to see the start and end dates, how often the Notification will repeat, and the number of days.

Send Notification Templates

To send a Notification template:

1. From the **Notification Templates** subtab, select the checkbox for each Notification to send.
2. Click **Send**.
3. Select whether to add the Notification to an event. For more information, see Notification Events.
4. If Simulation Mode is enabled, you can toggle "Go Live" on or off. A simulated Notification is when "Go Live" is toggled off.
5. Click **Send.**

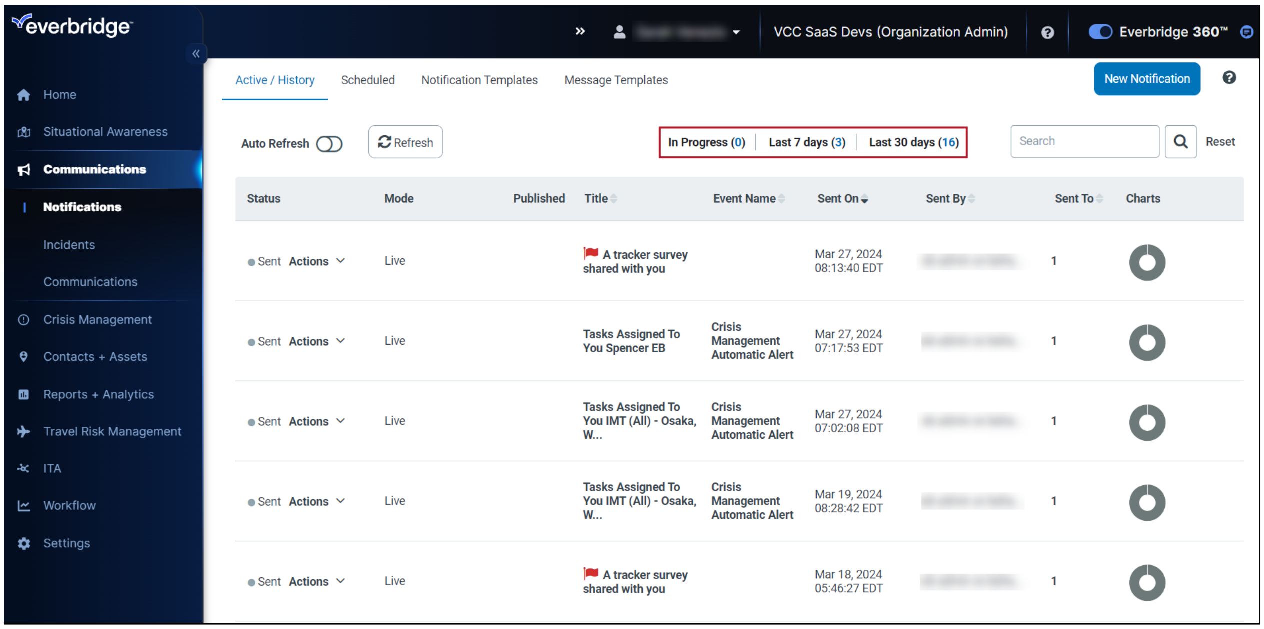


Update and Monitor Notifications

After sending your Notification, you can monitor the results and status of the Notification. From the Active/History subtab, you can see how many Notifications:

- are currently active
- have been sent in the last 7 days
- have been sent in the last 30 days

Click the number in the Notifications according to the view you want to see.



The fields on the Active/History subtab are described in the following table:

Field or Area	Description
Search	Copy/paste the desired Notification ID or enter a string from the Title column. This search feature uses the “contains” condition. For example, to find all Notifications with the name “Office”, you could type the full word or the partial word, Office or off. When you click the Search (magnifying glass) icon, the application finds all Notifications whose names include “Office” or “off”. To clear the search, delete the search term, and click Search again.
Status	Indicates the status: Active (a green icon), Sent (a gray check mark), or Stopped (a red “X”).
Actions	The Actions drop-down menu offers the actions that you can perform: Stop (if Active), Rebroadcast Notifications, and Send Follow-Up Notifications. (These actions are also available from the Notification Details page.)

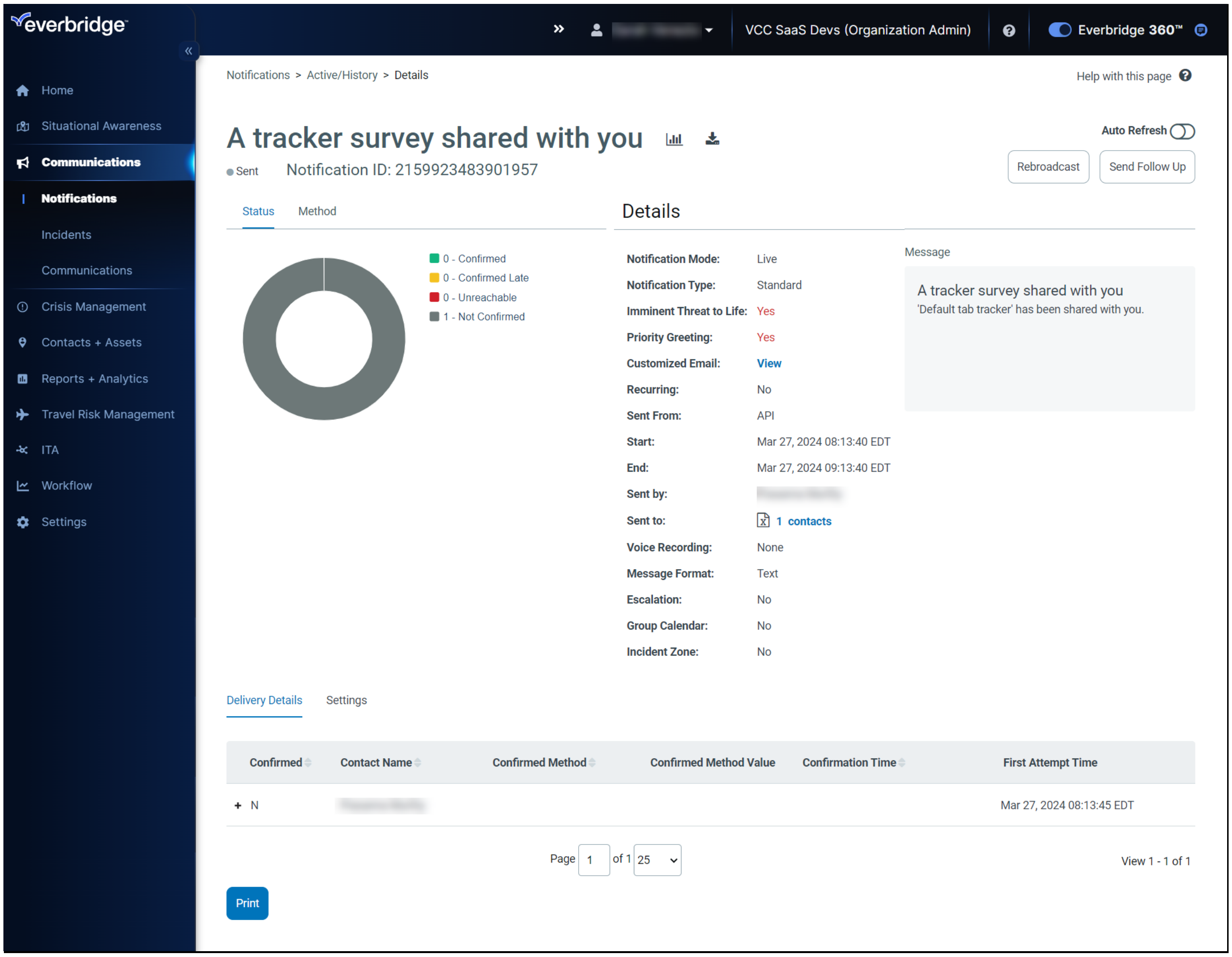
	An Up arrow indicates the Notification has escalations. This Up arrow replaces the Actions drop-down menu. If an Incident Zone, you can choose from: Stop (if Active), Send Follow Up, and Extend Incident Zone. Extend Incident Zone allows you to add more time to the Incident zone.
Mode	Indicates the mode: Live or Simulation.
Published	If you used a Publishing Option, a “P” icon appears in the row of the Notification. Hover your mouse over the “P” to see which publishing option: Everbridge Web Widget, Everbridge Desktop Alerts, Everbridge Network, Alertus, Web Posting, Social Media, Nixle Community Subscribers, Nixle Event Subscriptions, CAP Channels, Member Portal, or Audio Bulletin Board.
Title	The name of the Notification. Clicking the title opens the Notification Details page for that Notification.
Event Name	The name of the event of which your Notification is a part. Clicking an event name launches the Event Summary.
Sent On	When the Notification was sent.
Sent By	The full name of the user who sent the Notification.
Sent To	Shows the number of contacts sent the Notification. Click the link to see the names of the contacts, the attempt times, path types, paths, if the contact confirmed, the time of the confirmation, call results, and location. This report is a Microsoft Excel spreadsheet that you can optionally rename and save to your desktop. NOTE: The Call Results for an email are either “Sent” or “Not Delivered - Bounced Email”. When you see “Not Delivered - Bounced Email”, investigate the email addresses to learn why the email was not delivered. Resend or rebroadcast after fixing the issue.
Charts	Hover the mouse to see a quick view of the number of contacts confirmed, confirmed late, unreachable, and not confirmed. Click the pie chart for a larger view. Hover the mouse over the chart to see the percentages. From the larger view, you can also print the chart or save as a PNG or JPEG image, a PDF document, or a SVG vector image.

The Notifications are listed in order of their Send date; the most recent at the top of the list. You can sort the list by any of the columns. Click a column heading on which to sort. Click the column heading again to reverse the sort order.

Use the **Page Controls** at the bottom of the page to view the records. Use the drop-down list to set the number of records to display on each page. Step through the pages using the page controls (First Page, Previous Page, Next Page, Last Page).

Notification Details

In **Notification Details**, Everbridge Suite automatically groups all the Notifications for an event into a single view and a single report. This way, your Organization can review the Notifications and other artifacts, in chronological order.



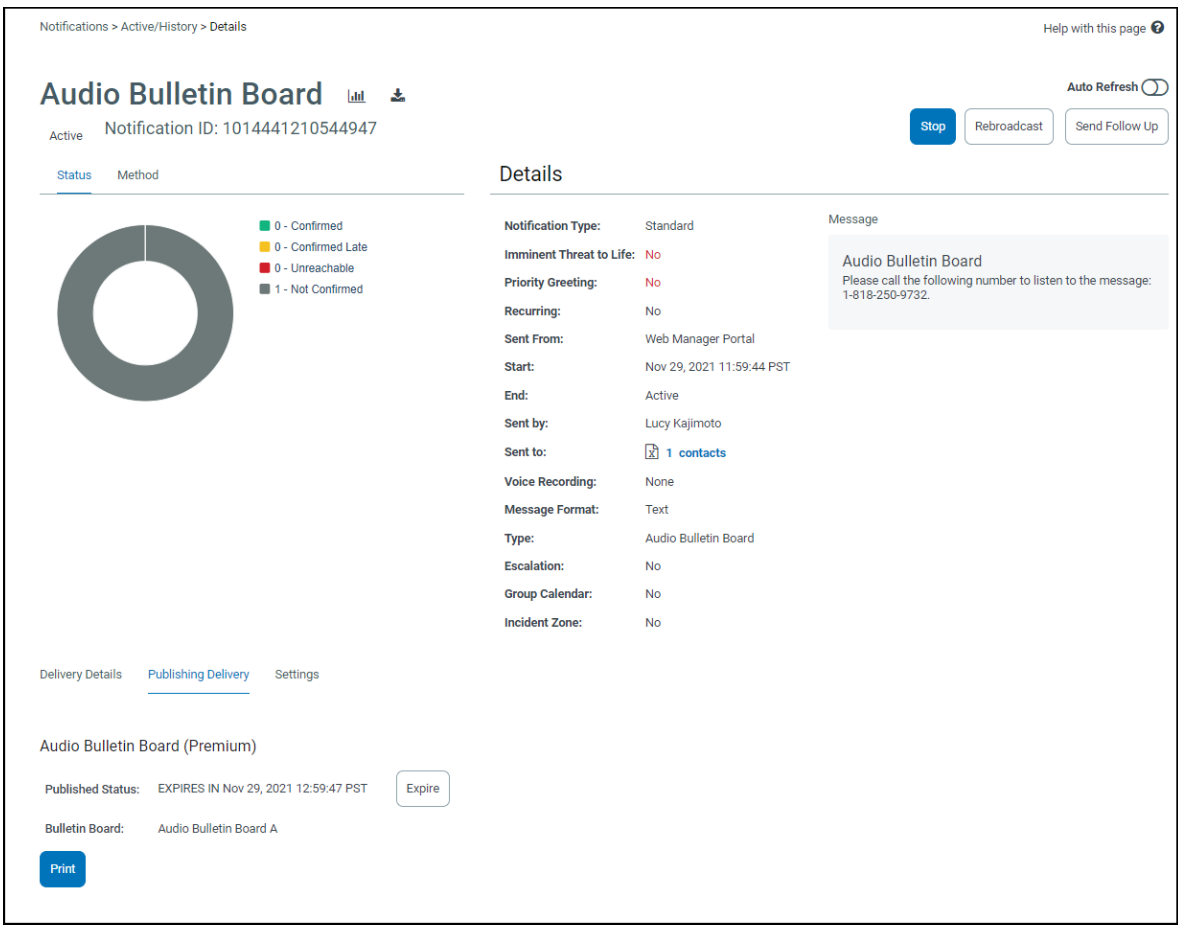
In addition, clicking the **Detailed Notification Analysis** icon ( ) next to the Notification title displays the Quick Report where you do not need to access the report from the **Reports** tab. You can also download a zip folder that includes a Comma-Separated Values (CSV) file of contacts who were sent the Notification, the Notification details, Notification attachments, voice files, shape files, and so forth.

On the **Notification Details** page, click **Download** next to the Notification name to get a compressed folder containing all relevant information (detailed HTML report, attachments, Map area shapes files, images, voice file, delivery detail CSV file, and so forth) about the Notification. On downloading any CSV-formatted file, Everbridge Suite screens the data before downloading to your local system. If there is any suspicious content, such as strings that start with = + - @ “ (except when - and + are followed by a number), then the CSV-formatted file is downloaded as a TXT file type during the download.

The **Settings** subtab displays the contact and Notification settings of this Notification.

The **Notification Details** page for the Audio Bulletin Board publishing option shows the **Publishing Delivery** subtab.

- For a **Basic Audio Bulletin Board**, if the publishing option has expired, the **Published Status** shows **Expired**, and the expiration time.
- For a **Premium Audio Bulletin Board**, if the publishing option has expired, the **Published Status** shows **Expired**, the expiration time, and the audio bulletin board name.



Also for a Premium Audio Bulletin Board, if the publishing option has not expired, you can optionally remove a message by clicking **Expire**. Once removed, callers will no longer have access to the message.

In the **Notification Details** page regarding a Member Portal Notification, note the **Publishing Delivery** tab, which shows the Member Portal web page as active. You can deactivate it by clicking **Deactivate**.

In the **Notification Details** page using a Group Calendar, also note the **Group Calendar** column at the bottom right-hand side of the **Delivery Details** subtab. It shows the calendar name linked to the group.

In the **Notification Details** page using a public Incident Zone, the Notification Duration and Contact Cycles are updated.

If any Publishing Options are used, then the **Publishing Delivery** subtab displays that information.

The **CAP Channel** publishing option displays in its own **CAP Channel Delivery Detail** subtab.

To view Notification details, click its title from the **Active/History** list. The following table describes the fields.

Field Name	Description
Escalation Summary	If the check box: Use Notification escalation was selected, in the upper left-hand corner of the Details page, you see the Escalation Summary. You see each escalation level. When you select an escalation, the Status subtab displays the corresponding chart.
Status and Name	Under the Escalation Summary, if there, you can immediately see the Notification name and its status.
Action buttons	Depending on the status, action buttons are provided for quick access. If the status is Active, you see a Stop button. You also see a Rebroadcast and Send Follow Up button if the status is not Stopped.
ID	If you need to contact Everbridge about this Notification, you must provide this ID number.
Notification Type	Standard, Polling, or Conference.
Priority	Yes = High Priority.
Recurring	Yes = Recurring.
Start	Date and time messages began broadcasting.
End	Date and time messages stopped broadcasting. If the Notification ran its duration, you see the corresponding times in the Start and End fields. If the Notification was stopped by a sender, the End time would be before the length of the duration.

Sent by	Message sender's name.
Sent/Stopped on	Date and time sent or stopped. If stopped, you see the name of the person who stopped the Notification.
Voice Recording	The type of voice recording, if any.
Message Format	The format of the message, such as Text.
Event	Event name with which this Notification is associated, if any.
Attach Files	Names of any attached files sent to email, fax, or Everbridge recipients.
Conference Bridge	If used, the name, numbers, and access code of the conference bridge.
Message Title and Message	The message that was sent. If the message contained a recorded voice file, there is a link to the file. You can click the link to listen to the message.
Status	By default, the Results Chart shows confirmation status: Confirmed, Not Confirmed, Confirmed Late, and Unreachable. The pie chart shows the percentage of contacts in each of the statuses. From Active/History, hover the mouse over the chart to view the percentage of contacts in each status. You can also chart confirmations by delivery path. Use this to find the delivery paths that your contacts actually used to receive and confirm the message.
Delivery Details	To find out about individual contacts, click this tab. From this page, you can see information for each contact selected to receive the Notification. For all contacts, you can see if they confirmed receiving the message and the time they confirmed. By default, the list is displayed in alphabetical order by the Contact Name. You can change the sort by clicking a column heading. To see an individual's details, click the Plus (+) sign in the row next to the specified name; click the Minus (-) sign in the row next to the specified name to close the individual's details. This is where you see the history of each attempt to reach each contact and the results of each attempt.
Settings	The Settings show the contacts, groups, and rules used in this Notifications, as well as any contact polygons. The Notification settings section shows the key settings used to send the Notification.

Print	Click Print to print this report for distribution or archival purposes.

Filtering Notification Details

There are many ways to filter Notification data into reports. You can filter data:

- From the Notifications tab by clicking a Notification title to see all reporting options in the Notification Details.
- From the Reports tab by selecting quick reports. See Create Notification Quick Reports.

On the left-hand side of your Notification details, there is a pie chart.

For Standard type:

1. To view details on the status of your contacts' responses, click the **Status** subtab.
    - To download a CSV file of contacts of a certain status type, click the **Status** type in the list next to the pie chart.
    - The CSV file contains Notification details for each contact with the specified **Status** type.

      For example, to view the contact details of contacts who are unreachable, click "**4 - Unreachable**" in the **Status** list. The CSV file automatically downloads to your device, containing the four unreachable contacts.

      Everbridge recommends you review your unreachable contacts after a Notification to ensure they receive future Notifications.
2. To view details on which Delivery Method(s) contacts are using to respond, click the **Method** subtab (next to Status).
    - To download a CSV file of contacts who responded through a certain Delivery Method, click the **Delivery Method** in the list next to the pie chart.
    - The CSV file contains Notification details for each contact who responded through the specified Delivery Method.

      For example, to view details of who responded through the Everbridge Mobile App, click **Everbridge App** in the **Delivery Method** list. The CSV file automatically downloads to your device.

For Polling type:

1. To view details on the status of your contacts' responses or the poll response they selected, click the **Answers** subtab.
    - For status type:

    - To download a CSV file of contacts of a certain status type, click the **Status** type in the list next to the pie chart.
    - The CSV file contains Notification details for each contact with the specified **Status** type.

      For example, to view the contact details of contacts who are unreachable, click **4 - Unreachable** in the **Status** type. The CSV file automatically downloads to your device, containing the four unreachable contacts.
  - For poll responses:
    - To download a CSV file of contacts who responded with a certain poll response, click the poll response in the list next to the pie chart.
    - The CSV file contains Notification details for each contact who responded with the specified poll response.
2. To view all responses, click **Table View.**
3. To view details on which Delivery Method(s) contacts are using to respond, select the **Method** subtab (next to **Answers**).
    a. To download a CSV file of contacts who responded through a certain Delivery Method, click the **Delivery Method** in the list next to the pie chart.
    b. The CSV file contains Notification details for each contact who responded through the specified Delivery Method.

       For example, to view details of who responded through the Everbridge Mobile App, click **Everbridge App** in the Delivery Method list. The CSV file automatically downloads to your device.

On the right-hand side of your Notification details, there is an option to download a CSV file of Notification Details for every contact to whom the Notification was sent. The CSV file contains every attempt to reach every contact on every delivery method selected for the Notification.

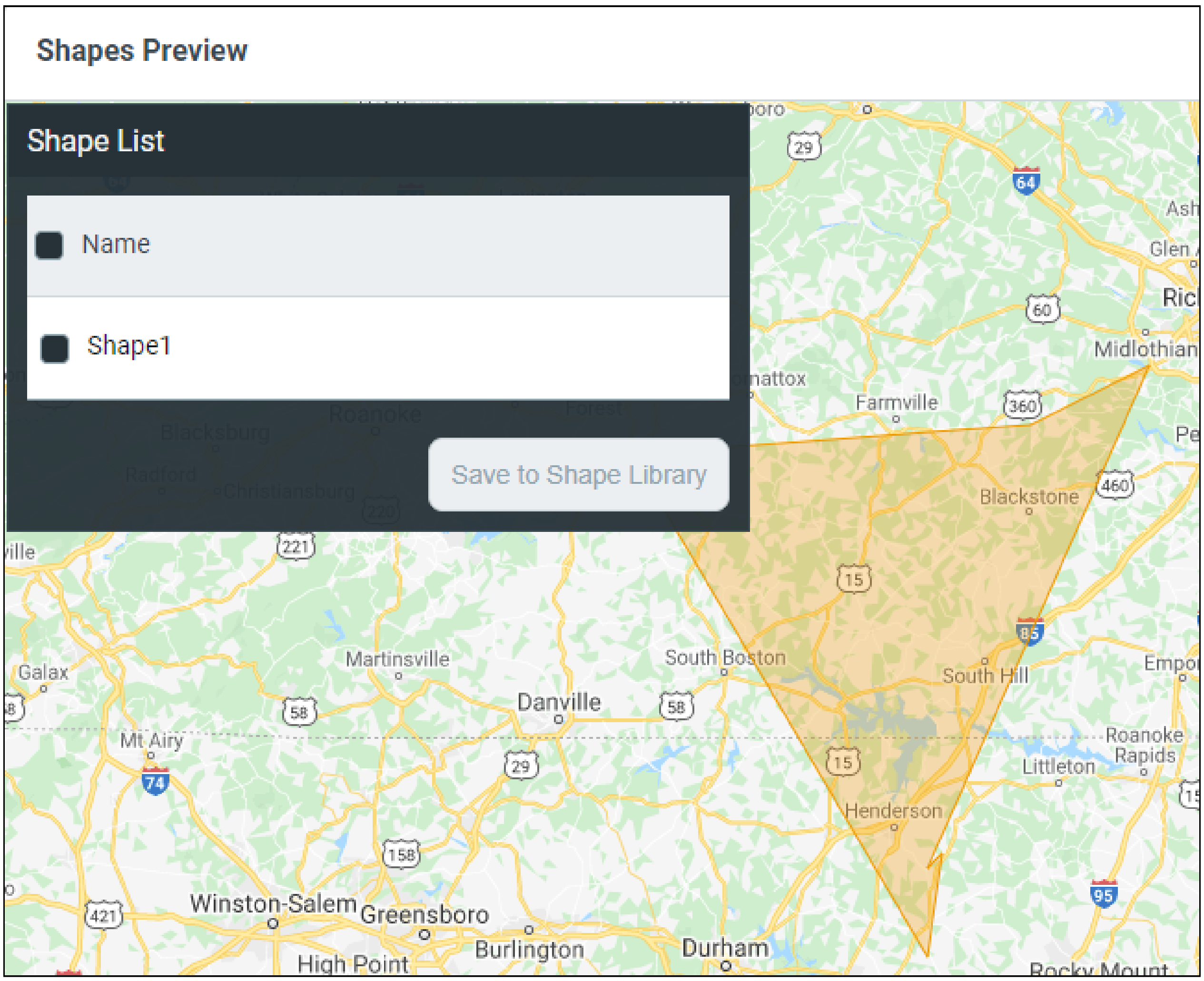
To view Notification details for every contact, click the value next to **Sent to:** to view the data in a CSV file.

This report is helpful to understand why a message is not delivered to a contact. For example, in the CSV file there is a column for **Call Result**. If the value is **Not Delivered -- Duplicate Path** or **Not Delivered -- No Associated Device**, that indicates a need to update contact data.

Saving Polygons to the Shape Library

If you have drawn a polygon when adding Contacts from the Notification using the map, the **Notification Details** page displays the shape. On the **Settings** subtab of **Notification Details**, click **Expand** (in the upper right-hand corner of the polygon), to expand the polygon. The **Shapes Preview** is displayed, where you can save one or more shapes to the **Shape Library**.

From the **Shape List**, select one or more shape options and click **Save to the Shape Library**.



Provide a **Name** and optionally select a **Folder** from the drop-down list, then click **Save**. You are returned to the **Notification Details**.

When you access the **Shape Library** from the **Universe** tab, your saved shapes are there.

Event Summary Reports

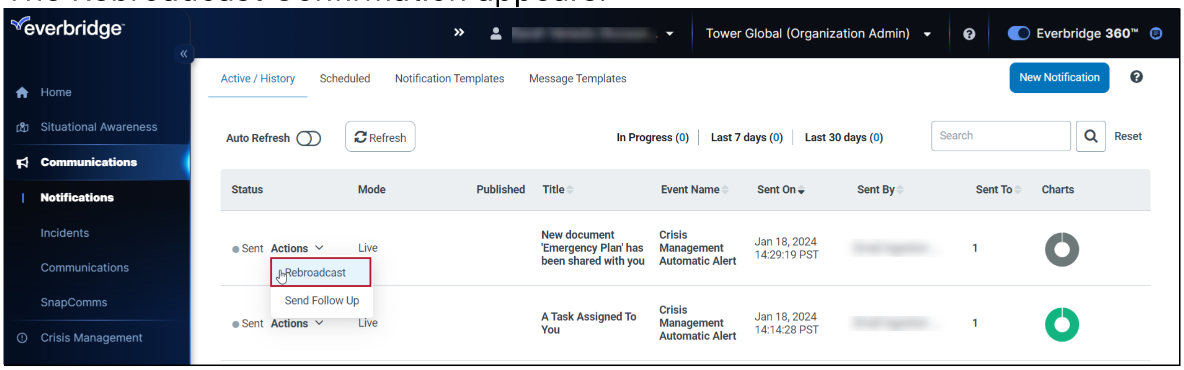
To view the Notifications that are associated with an event, look at the Notifications history from the **Active/History** subtab. For each Notification, you see the event name associated with it next to the Notification title, if any.

To view an Event Report, see Event Analysis.

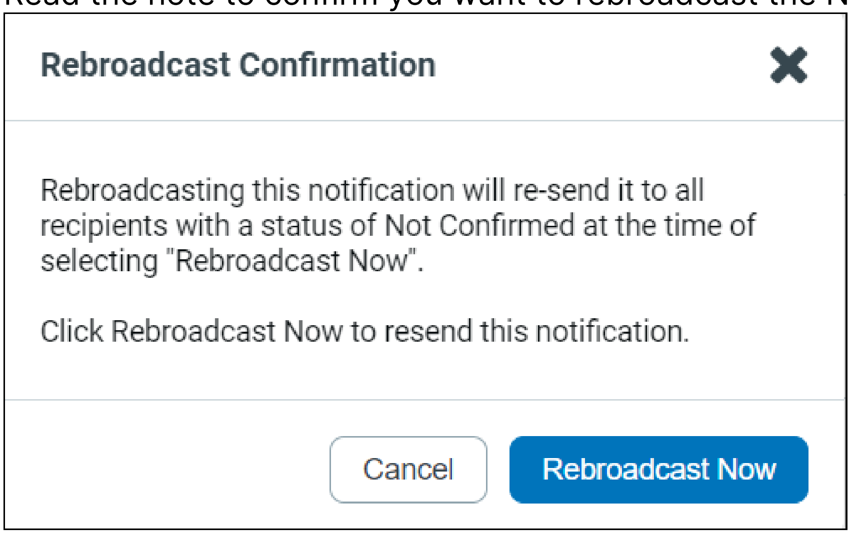
Rebroadcast Notifications

A rebroadcast resends the original message to contacts who have not yet confirmed receiving it. That is, the rebroadcast action resends the desired Notification to only those contacts who have a confirmation status of **Not Confirmed** at the time the rebroadcast is initiated.

1. From the **Notifications** tab or the **Notification Details** page, click **Rebroadcast**. The Rebroadcast Confirmation appears.



2. Read the note to confirm you want to rebroadcast the Notification.

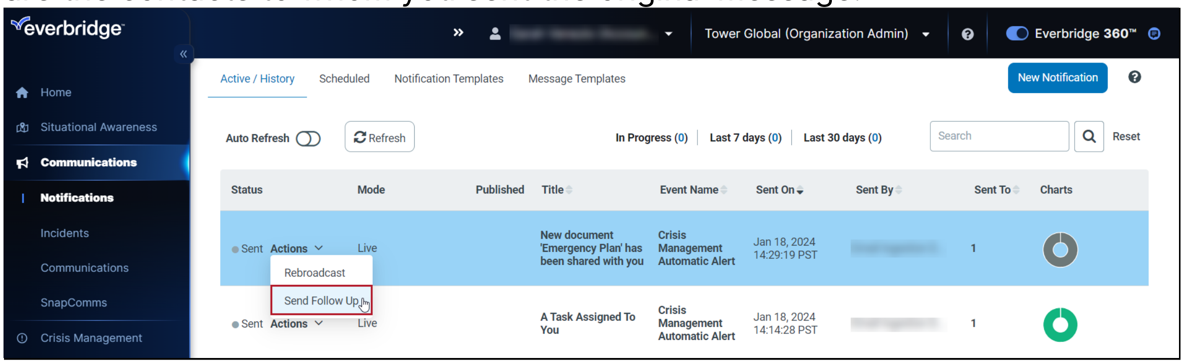


3. Click **Rebroadcast Now**.

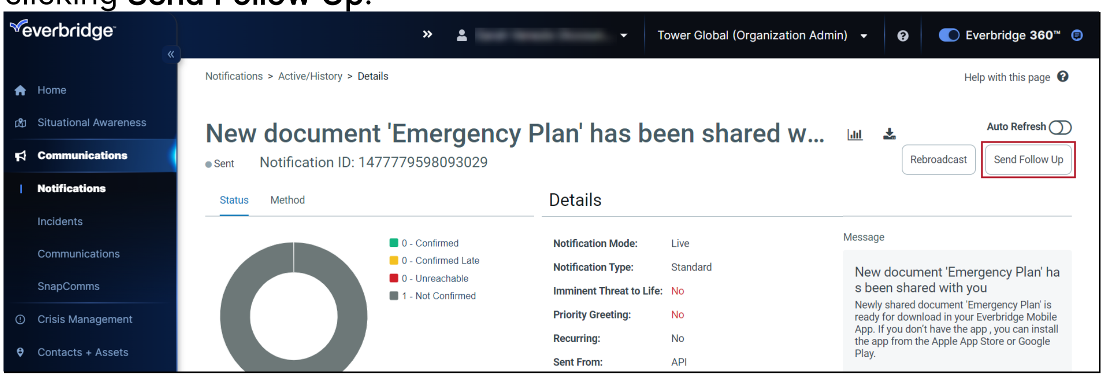
Send Follow-Up Notifications

To send a Follow-Up:

1. From the **Active/History** page, click the **Actions** dropdown next to a Notification Status, and then **Send Follow Up**. The targets of this Notification are the contacts to whom you sent the original message.

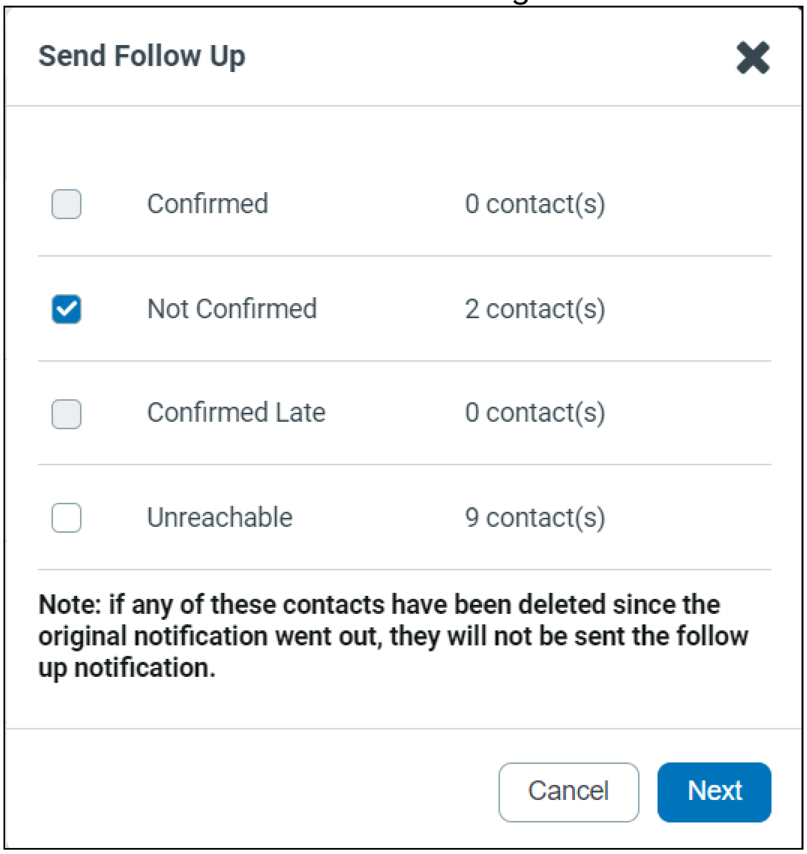


   - This can also be performed from the **Notification Details** page by clicking **Send Follow Up**.



2. Select the checkboxes corresponding to the people who should get the follow-up message: **Confirmed**, **Confirmed Late**, **Unreachable**, and **Not Confirmed**. For example, you will want to select all checkboxes if everyone

should receive an **All Clear** message.



3. Click **Next**. The original Notification is displayed. You can change this in full or partially by adding a few words to the title. Using the example above, you could add **Cancelled** to the title and a sentence at the end of the body: **This warning has been cancelled**.
4. If there is an uploaded Voice for the original message, delete it by selecting the **Trash Bin** and record your updated message. Or, you can allow text-to-speech to be generated instead of recording or uploading an updated follow-up voice message.
5. Review and edit the **Settings**, as needed.
6. Click **Send**.

To send a Follow-Up for Nixle:

1. From the **Notification Details** page, click **Send Follow Up**. The targets of this Notification are the contacts to whom you sent the original message.
2. Select the check boxes corresponding to the people who should get the follow-up message: **Confirmed**, **Confirmed Late**, **Unreachable**, and **Not Confirmed**. For example, you will want to select all checkboxes if everyone should receive an **All Clear** message.
3. Click **Next**. The original Notification is displayed. You can change this in full or partially by adding a few words to the title. Using the example above, you

could add **Cancelled** to the title and a sentence at the end of the body: **This warning has been cancelled**.

4. Select the **Alert Status** check box.
5. Send the Follow-Up only for the latest updated Notification.

> **NOTE:** You cannot send the Follow-Up for Cancelled/Expired/ Deactivated Nixle Notifications.

Stop Notifications

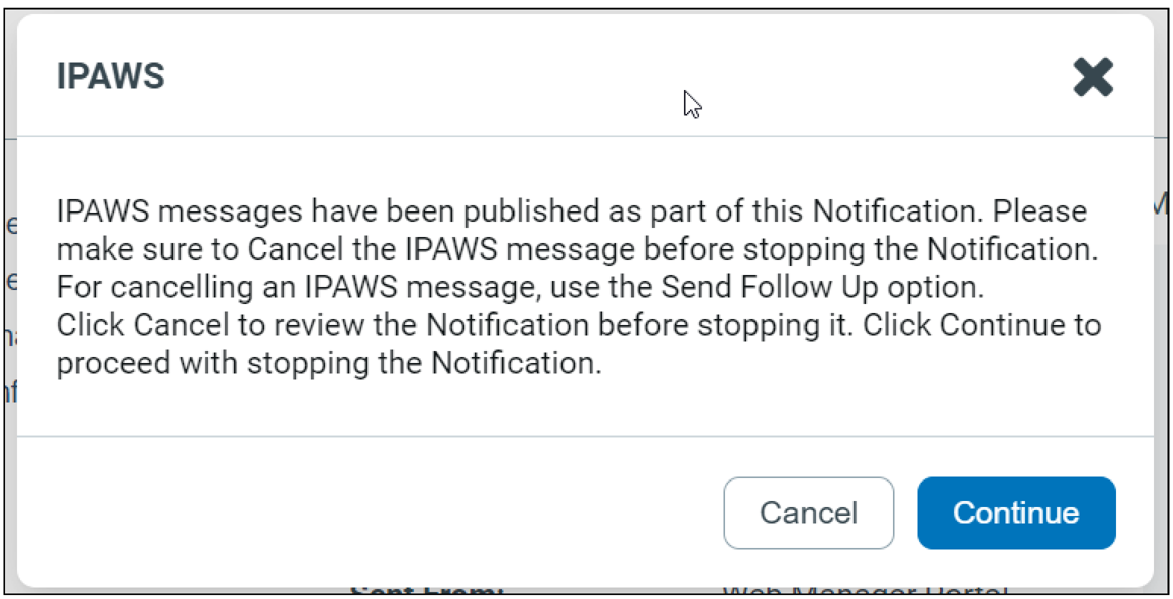
When you send a Notification, you can stop it if needed:

1. From the **Active/History** page, click the **Actions** drop-down menu next to the Notification to be stopped.
2. Select **Stop**.
3. After confirming the stop, the Notification status changes to **Stopped**.

Stopping IPAWS Notifications

The process for stopping an IPAWS Notification is slightly different in that it requires the IPAWS message to first be canceled before the Notification can be stopped. For more details, Send Cancel or Update for IPAWS Message

If a user tries to stop an IPAWS Notification before first canceling the IPAWS message, they'll see the following reminder:



Setting Up to Launch by Phone

You can send a notification by phone (that is, landline phone, VoIP phone, mobile phone) even when you have no access to the Internet or Wi-Fi. The notification can be a standard notification, a polling notification, or a conference notification. The recipients can be in the same or different country as the sender and have devices in multiple countries.

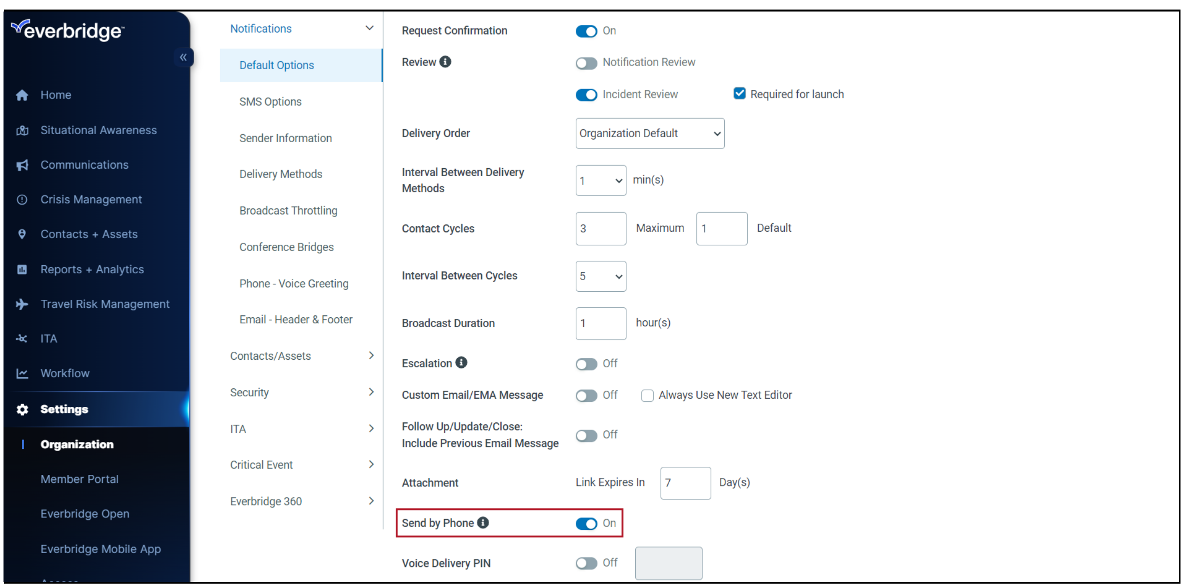
In order to use this feature, set up the following items in Everbridge Suite:

- Add a numeric username and password to your user profile (see Setting Up to Launch by Phone,).
- Add a custom Organization ID (see Adding a Custom Organization ID).
- Add one or more Notification Templates and Incident Templates, and assign a custom Template ID to the desired templates. (see Setting Up Your Notification Template).

Enabling the Access by Phone Feature

To select the notification type in Notification Default Options:

1. From the **Settings** tab, select the **Organization** subtab.
2. Select **Notifications** > **Default Options**. The Default Options page is displayed.

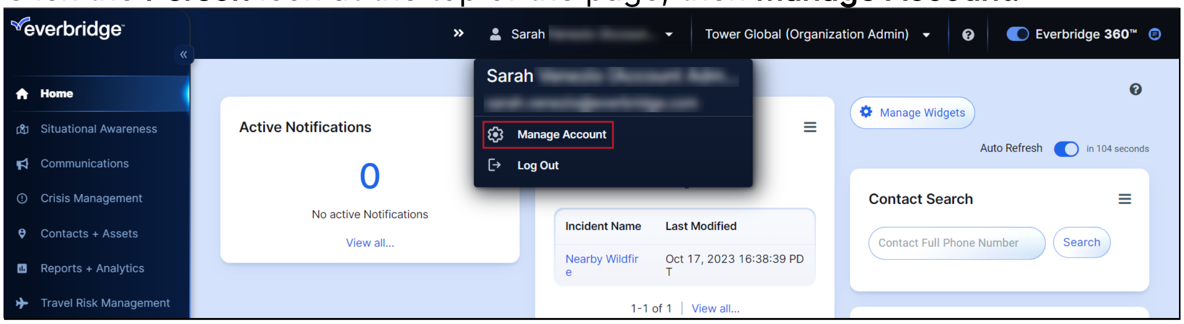


3. From the **General** subtab, toggle on **Send by Phone**.
4. From the **Incidents** subtab, toggle on **Send by Phone**, which applies only to Notifications associated with an Incident.
5. Click **Save**.

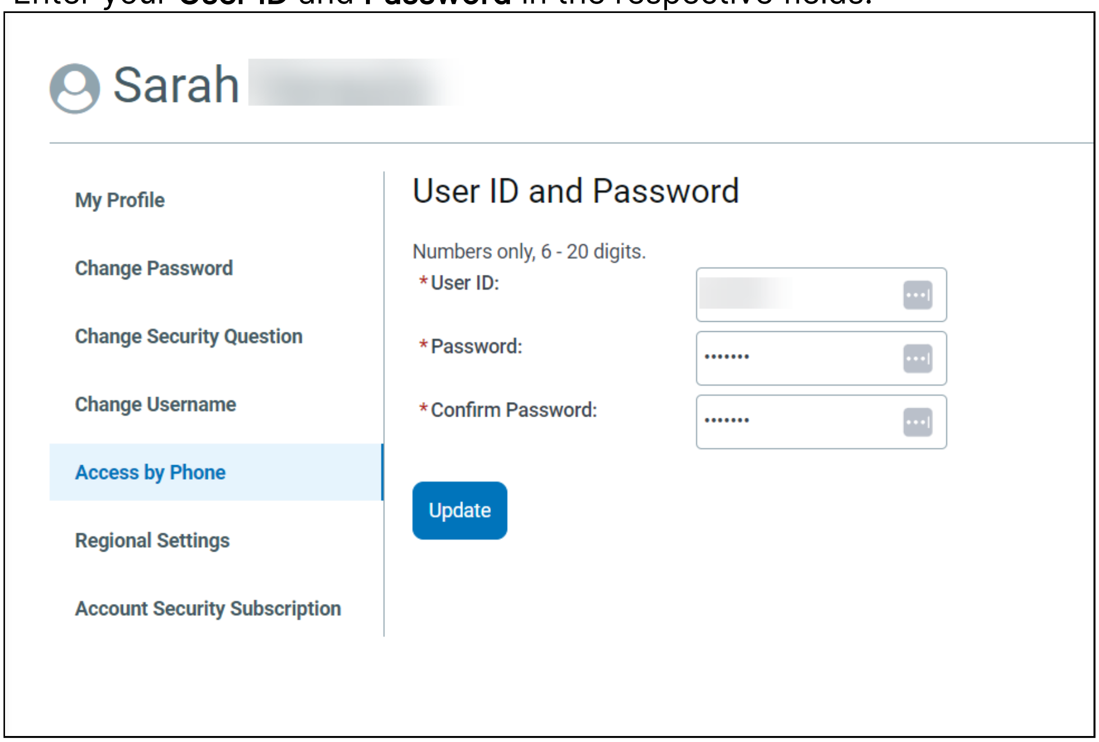
Adding a Username and Password to Your User Profile

To be able to launch Notifications by phone:

1. Login to Everbridge Suite.
2. Click the **Person** icon at the top of the page, then **Manage Account.**



3. Your user profile is displayed. Select **Access by Phone** from the left-hand panel.
4. Enter your **User ID** and **Password** in the respective fields.



- The User ID and Password must be numeric, but the fields cannot be identical. For example, if the User ID is “991100”, then the value in the Password field cannot also be “991100”.
  - The fields can only contain digits 0-9, but cannot start with zero (0).
  - The values cannot contain all the same digits (such as all “1”, as in 111111).
- The values cannot be any of the following and the reverse of any of them: 123456, 1234567, 12345678, 123456789, 1234567890.

- Minimum length: 6 digits
- Maximum length: 20 digits
- The values cannot be empty.
- The values cannot contain spaces (no leading spaces, no spaces between digits, and no trailing spaces).
- The values cannot contain any non-alphabetic special characters or alphabetic characters.

5. Click **Save**.

Adding a Custom Organization ID

To assign a custom Organization ID:

1. From the **Settings** tab, select the **Organization** subtab. The Organization Details page is displayed.
2. In the **Custom Organization ID** field, enter up to 10 digits. This optional Organization ID is needed to access certain premium features.
3. Click **Save**.

Setting Up Your Notification Template

To assign a Template ID to your Notification Template:

1. At the **Send & Save** pane, select **Save as a Notification template**.
2. Optionally, enter an **Event** name to make it quicker to find when you want to send the Notification template. Select one of your previous Event names from the drop-down list or enter a new event name directly into the text box.
3. Enter a **Template ID** using up to 20 digits, not starting with zero (0). This allows you to launch your Notification by phone when you have no access to the Internet or Wi-Fi.

Launching a Notification by Phone

When you cannot access the Internet or Wi-Fi, you can still launch Notifications if you have set them up.Ensure you set up yourNotification template IDs and Organization in the rare case you must broadcast without access to the Internet or -.

To launch a Notification by phone:

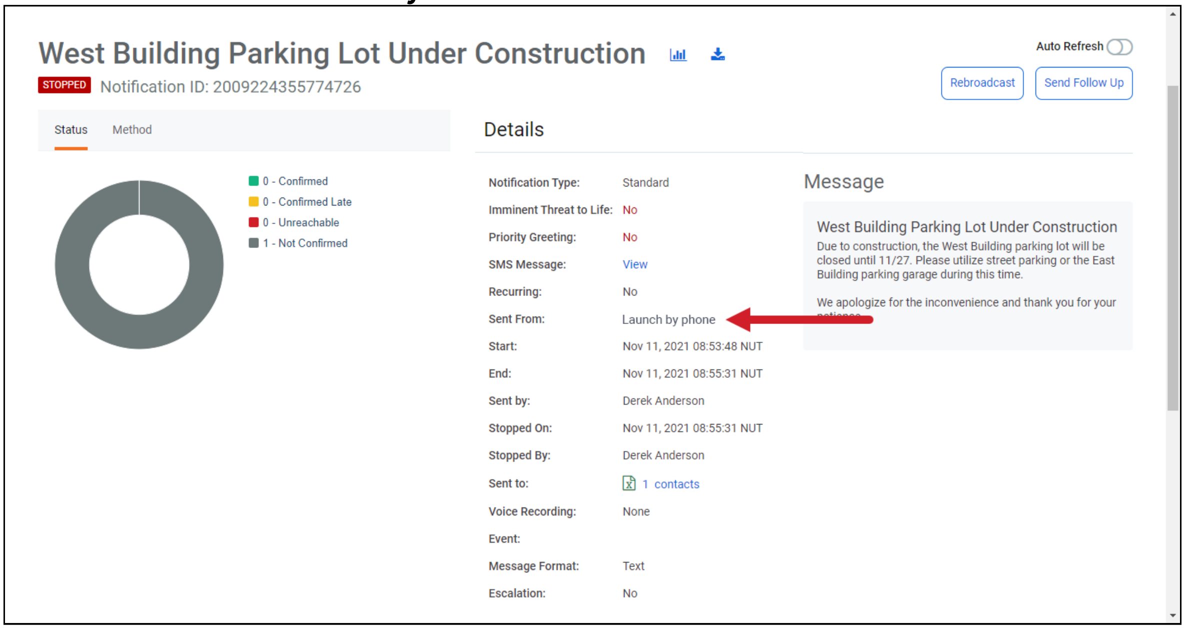
1. Using your phone, dial the respective phone number from the following table:

Description	Number
Global Direct Phone	+1 857-444-0443
Canada Toll-Free	800-971-5015
Puerto Rico Toll-Free	800-971-5015
United Kingdom Toll-Free	0800-088-5445
United States Toll-Free	800-971-5015
United States Virgin Islands Toll-Free	800-971-5015

   You will hear: “Welcome to the Message Center, powered by Everbridge.”

2. Follow the on-phone instructions, as shown next.
3. Enter your custom **Organization ID** if asked.
4. If you have multiple Notifications, enter the **Template ID** number and press # (or press * to hear a list of all the template IDs).
5. Press **1** to confirm your Notification Template ID or follow the instructions to hear a list of Template IDs. Each Notification was set up in **Notifications > Send & Save > Save as a Notification Template**.
6. Press **1** to send your Notification now.
7. Hang up when instructed.

8. Log in to Everbridge Suite to see the **Active/History**. The Notification Details show **Sent From: Launch by Phone**.



IPAWS Overview

IPAWS (Integrated Public Alert and Warning System) is a planned multi-agency emergency public warning system in the United States, hosted by FEMA.
The IPAWS channels are available to state, local, and public agencies (collectively referred to as alerting authorities) with valid Collaborative Operating Group (COG) identifiers. Alerting authorities can send messages to the public via mobile phones, radio, and television. For more information regarding the FEMA IPAWS program, visit the FEMA IPAWS website.

IPAWS Message Channels

IMPORTANT: These channels are only available if they are configured for your Organization.

IPAWS allows authorized alerting authorities to send messages to multiple channels:

- **Wireless Emergency Message**—A public warning system that sends geographically-targeted text message alerts to mobile devices. WEA was previously known as CMAS (Commercial Mobile Alert System).
- **Emergency Alert System**—A public warning system used by federal, state, and local authorities to deliver important emergency information, such as AMBER alerts and weather information targeted to specific areas, through broadcast, cable, satellite, and wireline providers.
- **Non-Weather Emergency Message**—A public warning system for federal, state, and local authorities to issue localized EAS messages for non-weather related Incidents. NWEM utilizes the NOAA Weather Radio Network to disseminate alerts over local television and radio stations.

  NOTE: As of the publishing date of this guide, until further notice, NWEM is not a FEMA-supported channel. For more information, contact FEMA.

- **Common Alerting Protocol (CAP) Exchange**—CAP Exchange, also known as COG-to-COG, is a private channel of the public warning system that sends targeted messages to other alerting authorities using their COG IDs.

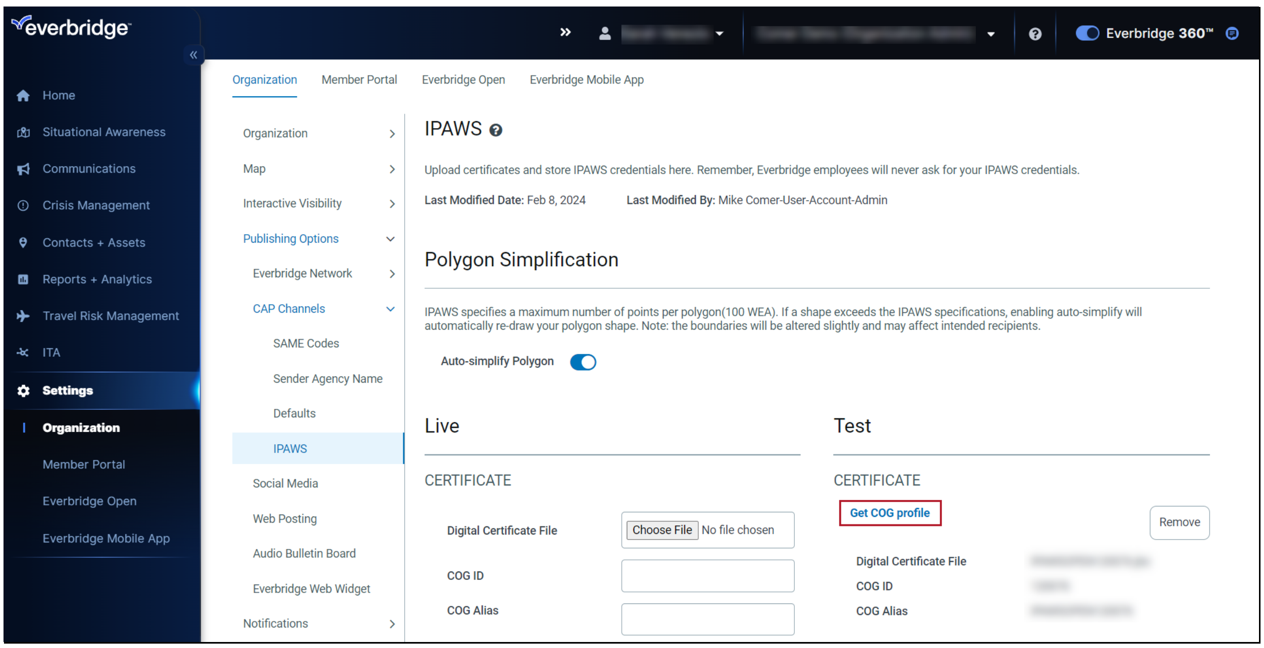
For more information, see IPAWS Message Channels.

Authorized Notification Senders

An Alerting Authority must be authorized by FEMA to send messages through IPAWS. For more information about becoming an Alerting Authority in IPAWS, visit the FEMA IPAWS website.

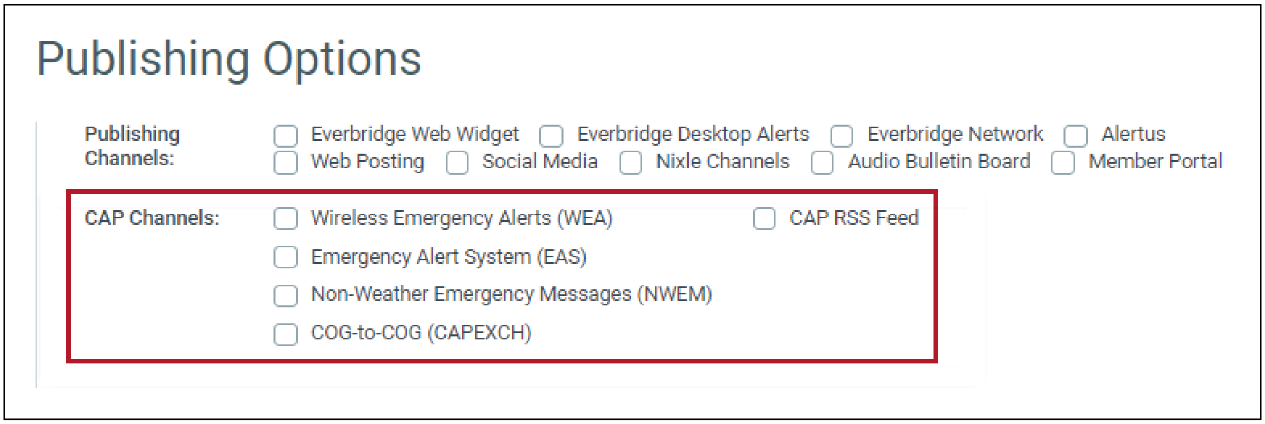
Getting Your COG Information

You can view your COG information, including permissions and authorized channels, by retrieving your detailed COG profile from IPAWS. This can be done by selecting the **Get COG Profile** link on the Certificate page and entering your **Private Key** and **Keystore** credentials.



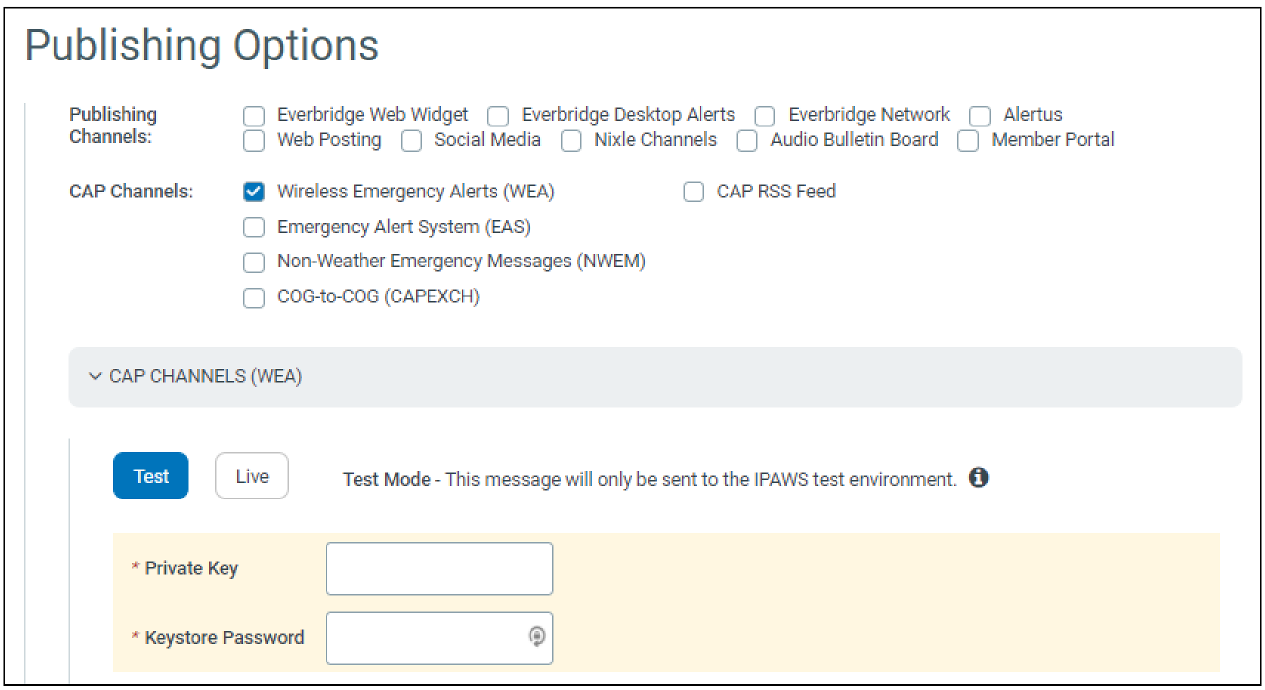
IPAWS as a Publishing Option

The Everbridge Notification tool allows Organizations to send messages to IPAWS when the feature is enabled as a Publishing Option.

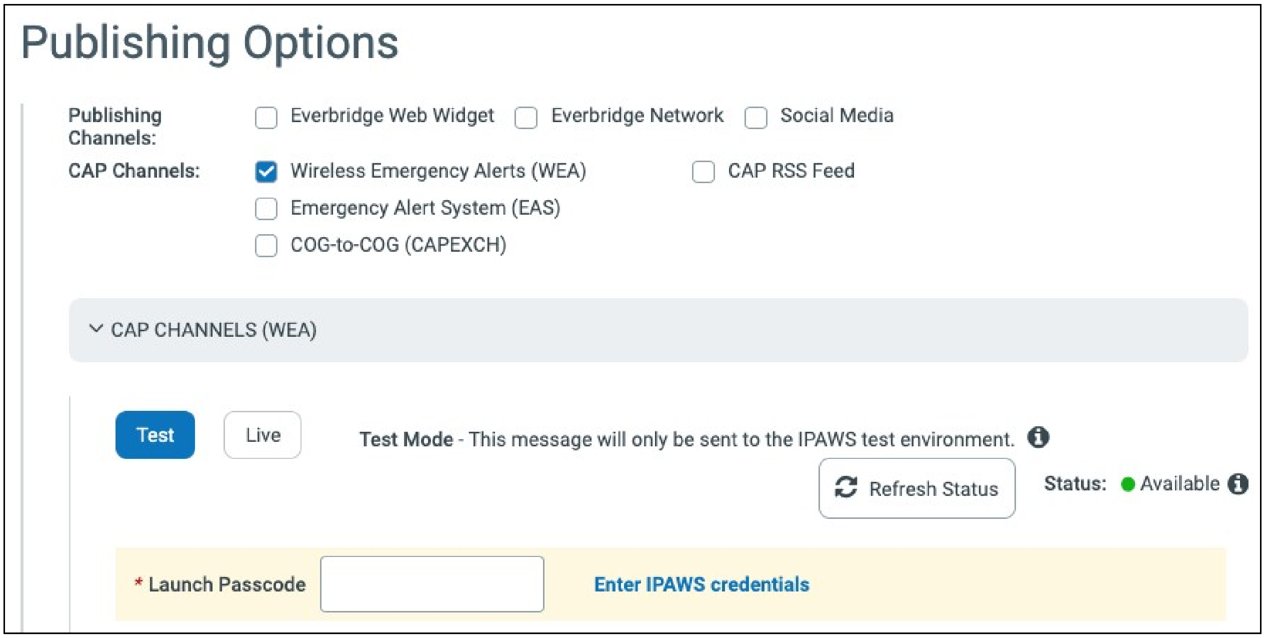


LIVE or TEST Environment

The IPAWS feature in Everbridge Suite allows you to send messages to the public (LIVE) or to the IPAWS JITC Test environment (TEST). These environments can be selected upon sending the message on the Notification form.

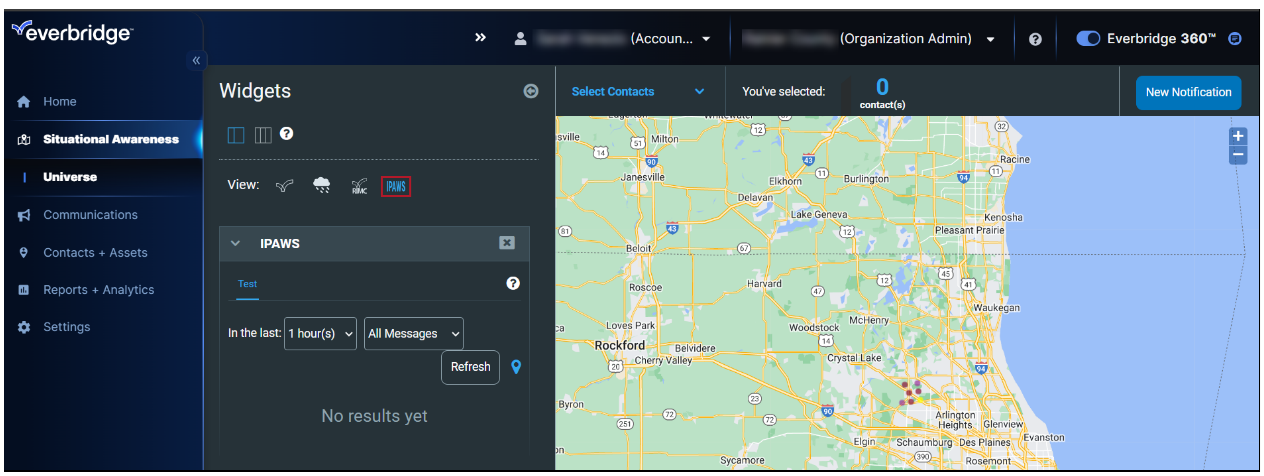


If you set your Live and/or Test Credentials in **Settings** > **Publishing Options** > **IPAWS**, you only need to enter the Launch Passcode.



Retrieving Messages Sent to Your COG ID

You can retrieve IPAWS messages sent to your COG ID or published to the IPAWS PUBLIC channel. This can be accessed from the **Universe** tab.



IPAWS Prerequisites

NOTE: If you do not see IPAWS on the left-hand navigation pane, contact your Everbridge Account Manager.

Permissions

Everbridge offers various levels of permissions for IPAWS access:

Role	IPAWS Settings	Send IPAWS Message
Account Administrator	Has access	Has access
Organization Administrator	Has access	Has access
Group Manager	No access	Has access
Dispatcher	No access	Has access

Digital Certificate and Keys from FEMA

FEMA issues required credentials to access IPAWS. You need the following information to set up IPAWS in your Organization:

- **COG ID** - Unique Collaborative Operating Group Identifier
- **Digital Certificate** - JKS file to load into the system
- **Keys** - Consisting of a Private Key and Keystore for sending messages

User Training

Everbridge offers online training courses as well as an Everbridge IPAWS Certification program for sending IPAWS messages in Everbridge Suite. Your Organization can access this training material through Everbridge University.

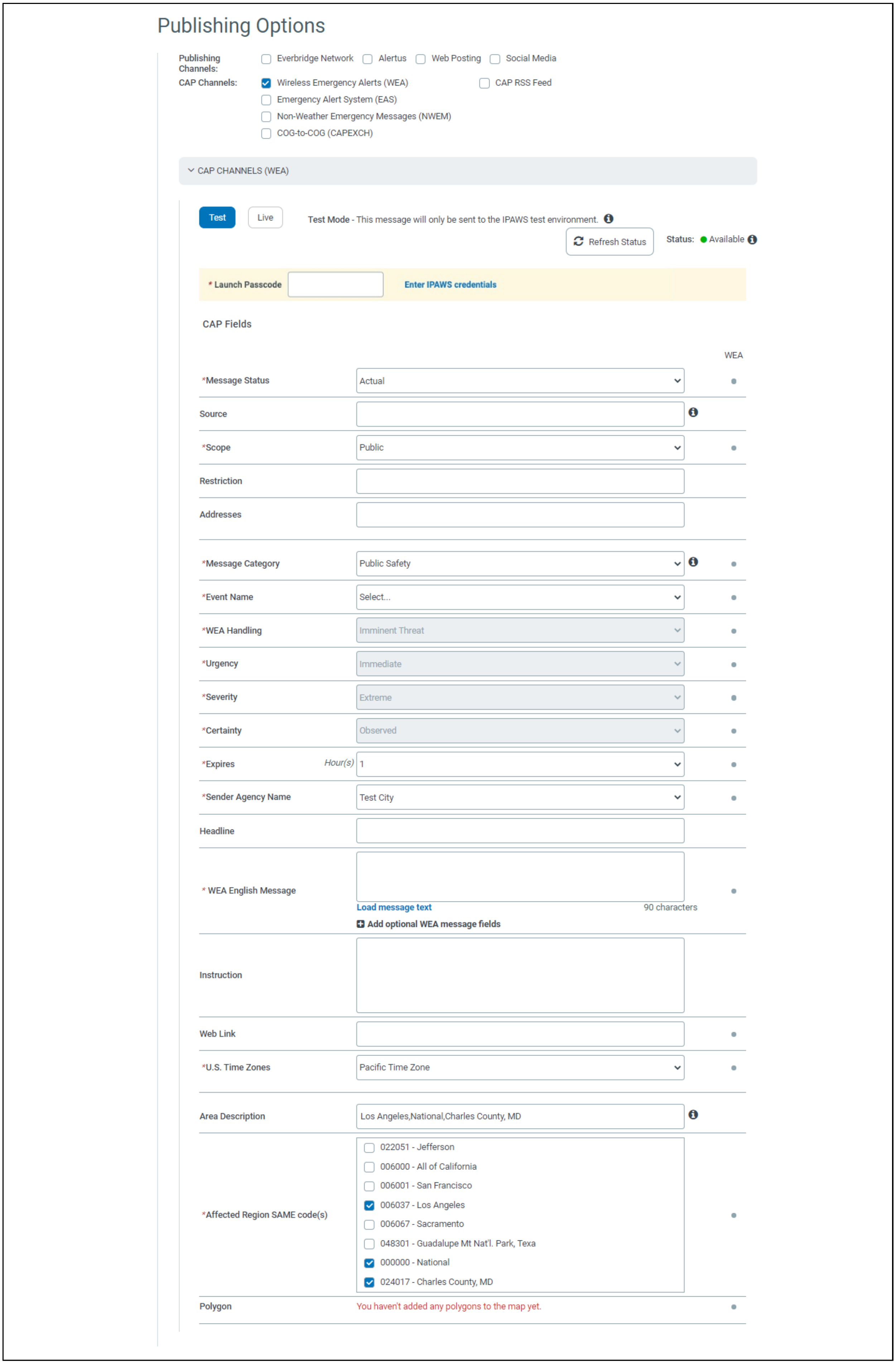
IPAWS Message Channels

If you do not see the expected IPAWS channels enabled on the Notification form under **Publishing Options**, take a screenshot of your COG Profile and contact Technical Support.

Sending a WEA Message

To include WEA as a CAP channel in your message, select **Wireless Emergency Alerts (WEA)** on the message form. A **WEA** column appears at the right-hand side of the fields. The gray bullets indicate the applicable fields to the WEA channel.

If your IPAWS credentials are stored in **Organization Settings**, then the **Event Name** drop-down on the Notification/IC Template/IC launch pages automatically displays only the Event Names your agency is authorized to use.



Publishing Options

Publishing Channels: Everbridge Network | Alertus | Web Posting | Social Media

CAP Channels:
- [x] Wireless Emergency Alerts (WEA)
- [ ] CAP RSS Feed
- [ ] Emergency Alert System (EAS)
- [ ] Non-Weather Emergency Messages (NWEM)
- [ ] COG-to-COG (CAPEXCH)

CAP CHANNELS (WEA)

Test | Live

Test Mode - This message will only be sent to the IPAWS test environment.

Refresh Status

Status: Available

* **Launch Passcode** | **Enter IPAWS credentials**

CAP Fields

		WEA
*Message Status	Actual	•
Source		
*Scope	Public	•
Restriction		
Addresses		
*Message Category	Public Safety	•
*Event Name	Select...	•
*WEA Handling	Imminent Threat	•
*Urgency	Immediate	•
*Severity	Extreme	•
*Certainty	Observed	•
*Expires	Hour(s) 1	•
*Sender Agency Name	Test City	•
Headline		
* WEA English Message	Load message text — 90 characters Add optional WEA message fields	•
Instruction		
Web Link		•
*U.S. Time Zones	Pacific Time Zone	•
Area Description	Los Angeles,National,Charles County, MD	
*Affected Region SAME code(s)	[ ] 022051 - Jefferson [ ] 006000 - All of California [ ] 006001 - San Francisco [x] 006037 - Los Angeles [ ] 006067 - Sacramento [ ] 048301 - Guadalupe Mt Nat'l. Park, Texa [x] 000000 - National [x] 024017 - Charles County, MD	•
Polygon	You haven't added any polygons to the map yet.	•

The **WEA English Message** field is required (90 characters). If needed, you can add optional WEA message fields. Under the **WEA English Message**, click **Add optional WEA message fields**.

- WEA English Message—Optional - 360 characters.
- WEA Spanish Message—Optional - 90 characters
- WEA Spanish Message—Optional - 360 characters

A WEA Handling Code will be passed to FEMA for IPAWS WEA cancellations.

WEA Auto-Simplfy Polygons

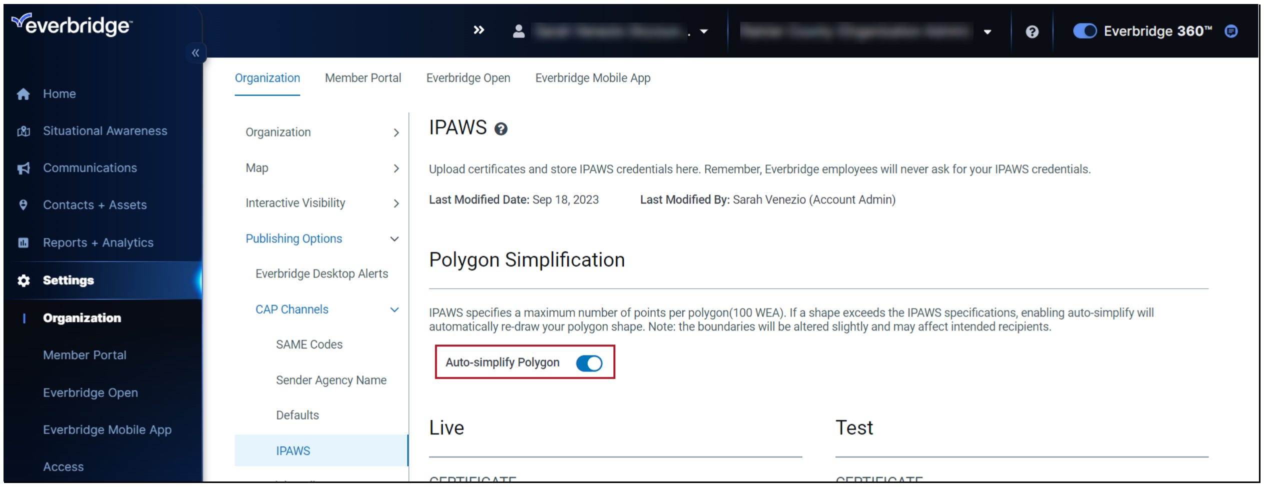
IPAWS specifies a maximum number of points per polygon (100 for WEA). If a shape exceeds the IPAWS specifications, auto-simplify will automatically redraw your polygon shape. This prevents the sender from needing to manually readjust the shape themselves.

Auto-Simplify can work in two different ways, depending on an Organization's preferences:

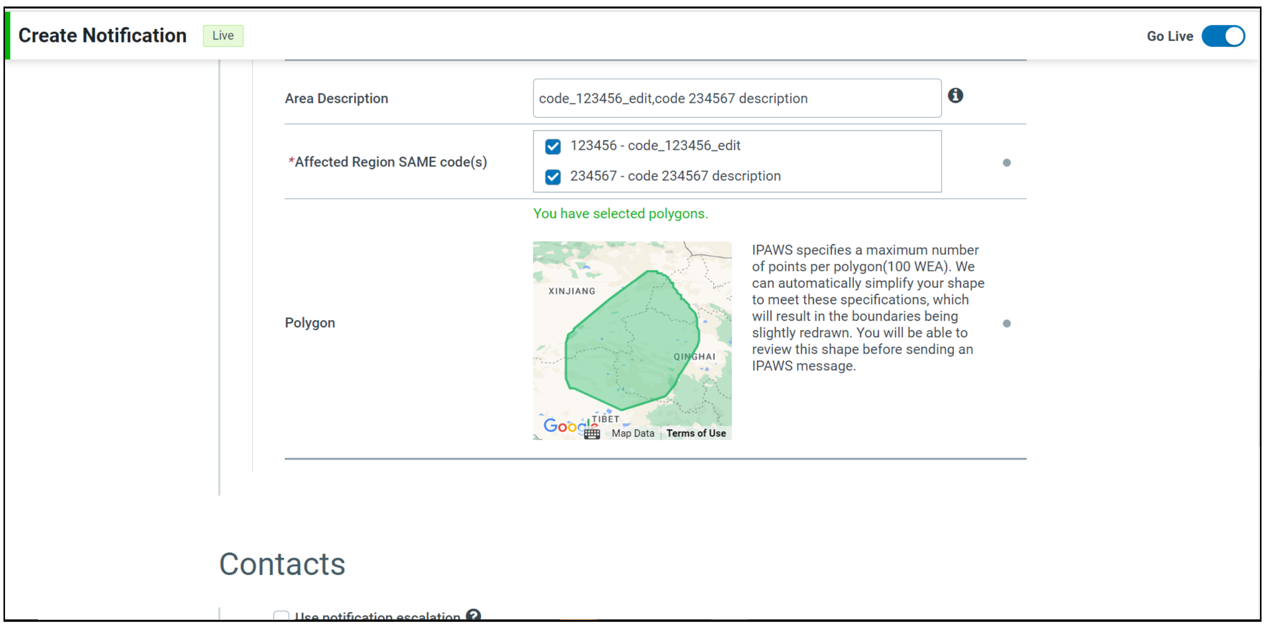
- **Enable Auto-Simplify in Settings**, which will automatically simplify shapes that exceed 100 points.
- **Disable Auto-Simplify in Settings**, which will require users to manually click the **Auto-Simplify** button for simplification to occur.

> **IMPORTANT:** The boundaries will be altered slightly, which may affect the intended recipients.

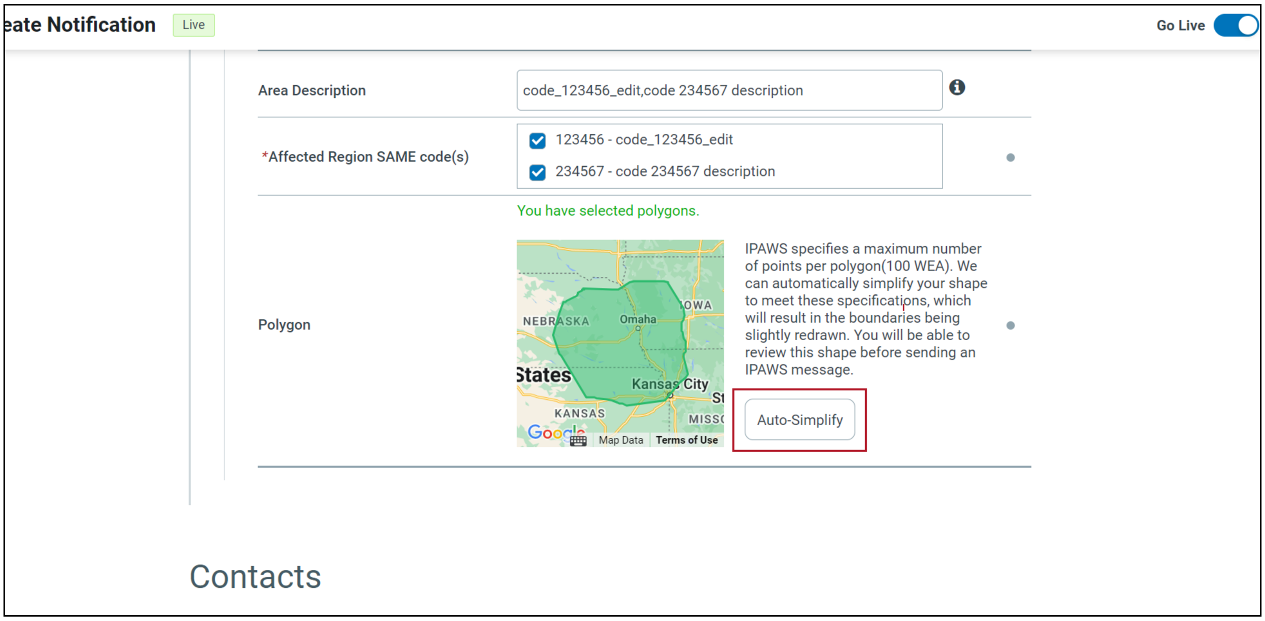
Auto-Simplify Polygons can be enabled by an Administrator under **Settings** > **Organization** > **Publishing Options** > **CAP Channels** > **IPAWS**.



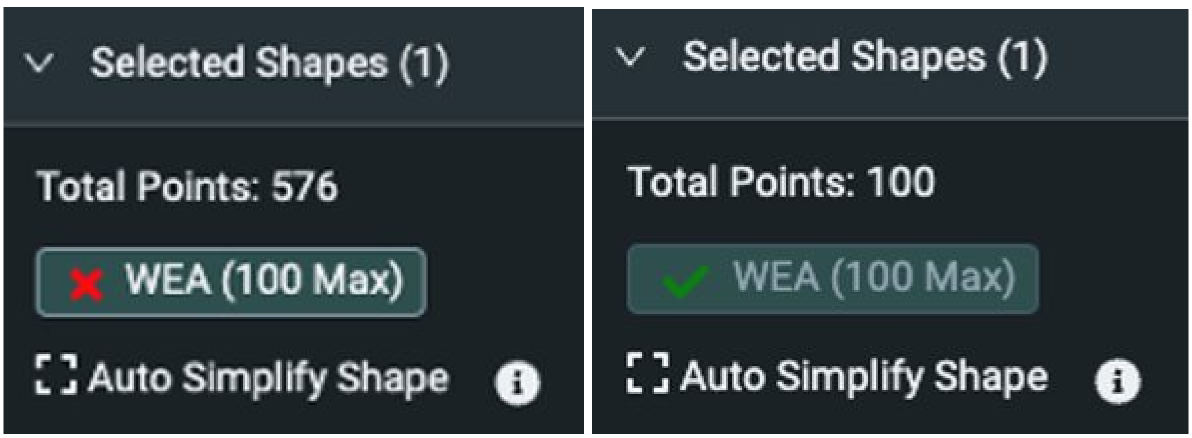
If **enabled** in Settings, any shapes that exceed the 100-point limit will automatically be simplified. Users won't see the Auto-Simplify button on the IPAWS form.



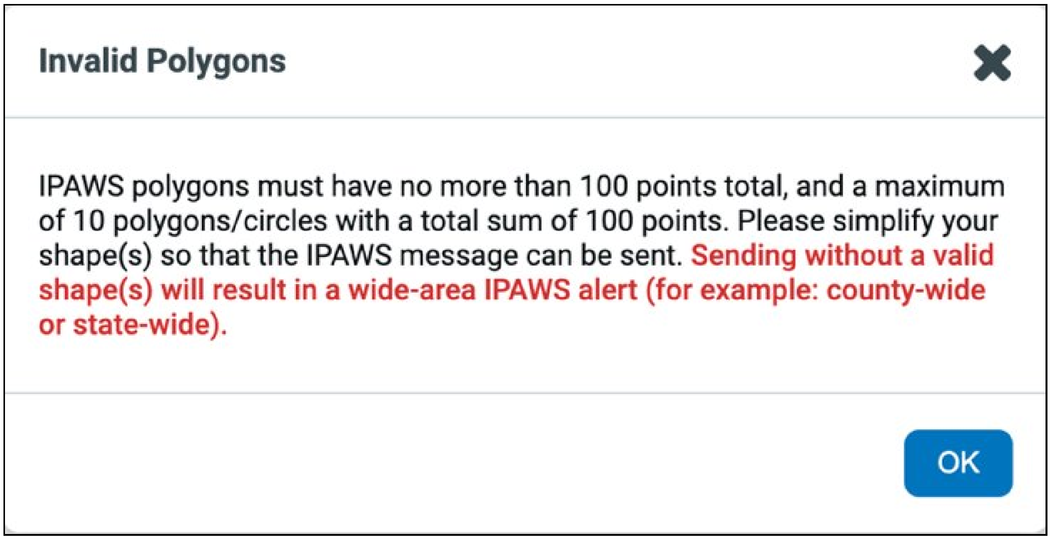
If Auto-Simplify Polygons is **disabled** in Settings, then users will see the **Auto-Simplify** button in the **Polygon** section of the IPAWS form, which will need to be clicked in order to simplify the polygon.



Clicking **WEA (100 Max)** on the Map will automatically redraw the shape to conform to the point limit:



If a WEA message exceeds the 100-point limit when the Auto-Simplify Polygon setting is disabled, but the user still attempts to send it, the following warning will appear and the message will not be sent:

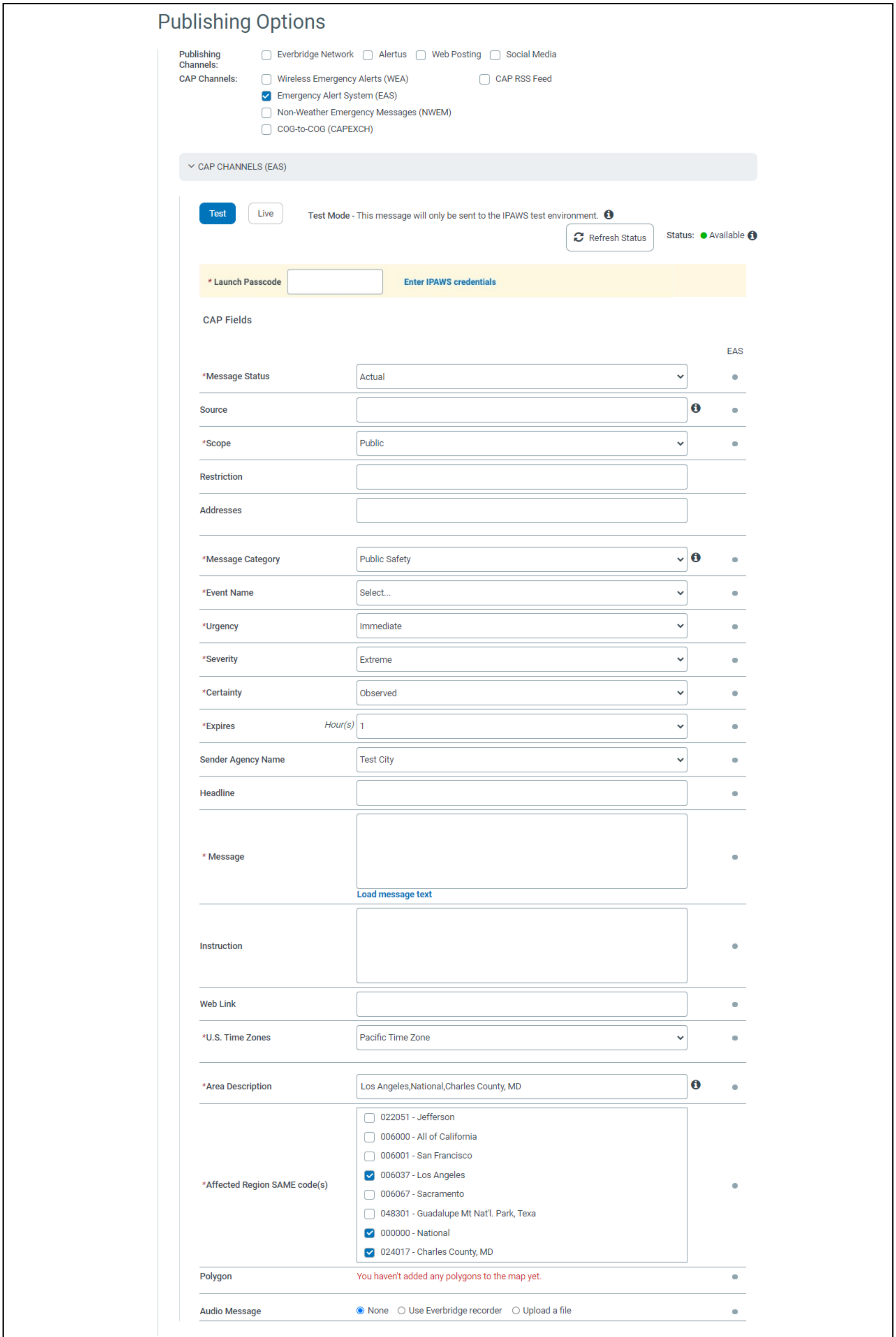


> **NOTE:** An IPAWS WEA message cannot be sent until it falls below the 100-point maximum.

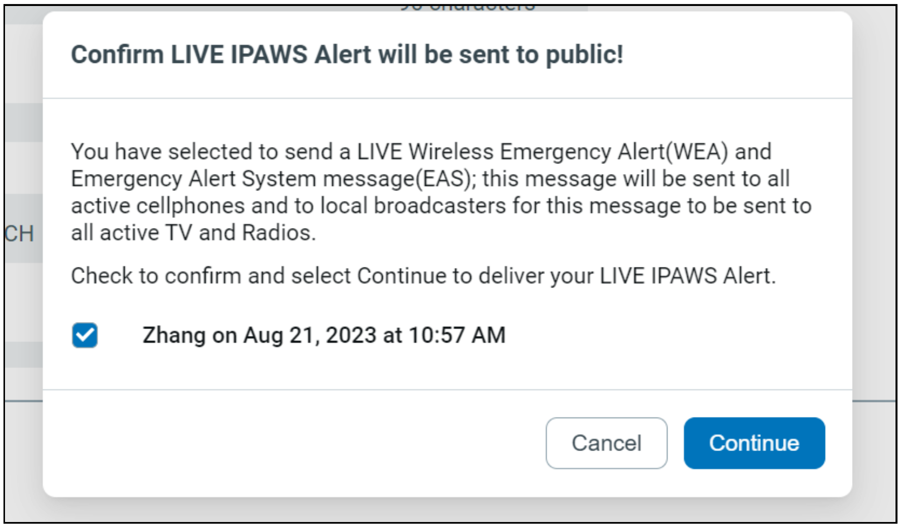
Sending an EAS Message

Select **Emergency Alert System** (EAS) on the message form to include EAS as a CAP channel. An **EAS** column appears on the right-hand side of the fields. The gray bullets indicate the applicable fields to the EAS channel.

If your IPAWS credentials are stored in **Organization Settings**, then the **Event Name** drop-down on the **Notification**, **IC Template,** or **IC launch** pages automatically display only the Event Names your agency is authorized to use.


Publishing Options
Publishing Channels:
Everbridge Network
Alertus
Web Posting
Social Media
CAP Channels:
Wireless Emergency Alerts (WEA)
CAP RSS Feed
Emergency Alert System (EAS)
Non-Weather Emergency Messages (NWEM)
COG-to-COG (CAPEXCH)
CAP CHANNELS (EAS)
Test
Live
Test Mode - This message will only be sent to the IPAWS test environment.
Refresh Status
Status: Available
* Launch Passcode
Enter IPAWS credentials
CAP Fields
EAS
*Message Status
Actual
Source
*Scope
Public
Restriction
Addresses
*Message Category
Public Safety
*Event Name
Select...
*Urgency
Immediate
*Severity
Extreme
*Certainty
Observed
*Expires
Hour(s)
1
Sender Agency Name
Test City
Headline
* Message
Load message text
Instruction
Web Link
*U.S. Time Zones
Pacific Time Zone
*Area Description
Los Angeles,National,Charles County, MD
*Affected Region SAME code(s)
022051 - Jefferson
006000 - All of California
006001 - San Francisco
006037 - Los Angeles
006067 - Sacramento
048301 - Guadalupe Mt Nat'l. Park, Texa
000000 - National
024017 - Charles County, MD
Polygon
You haven't added any polygons to the map yet.
Audio Message
None
Use Everbridge recorder
Upload a file

NOTE: The following confirmation modal will appear when selecting either the **EAS** or **WEA** publishing options, reminding the user that these selections will result in a **LIVE IPAWS Alert**:



Sending a Non-Weather Emergency Message (NWEM)

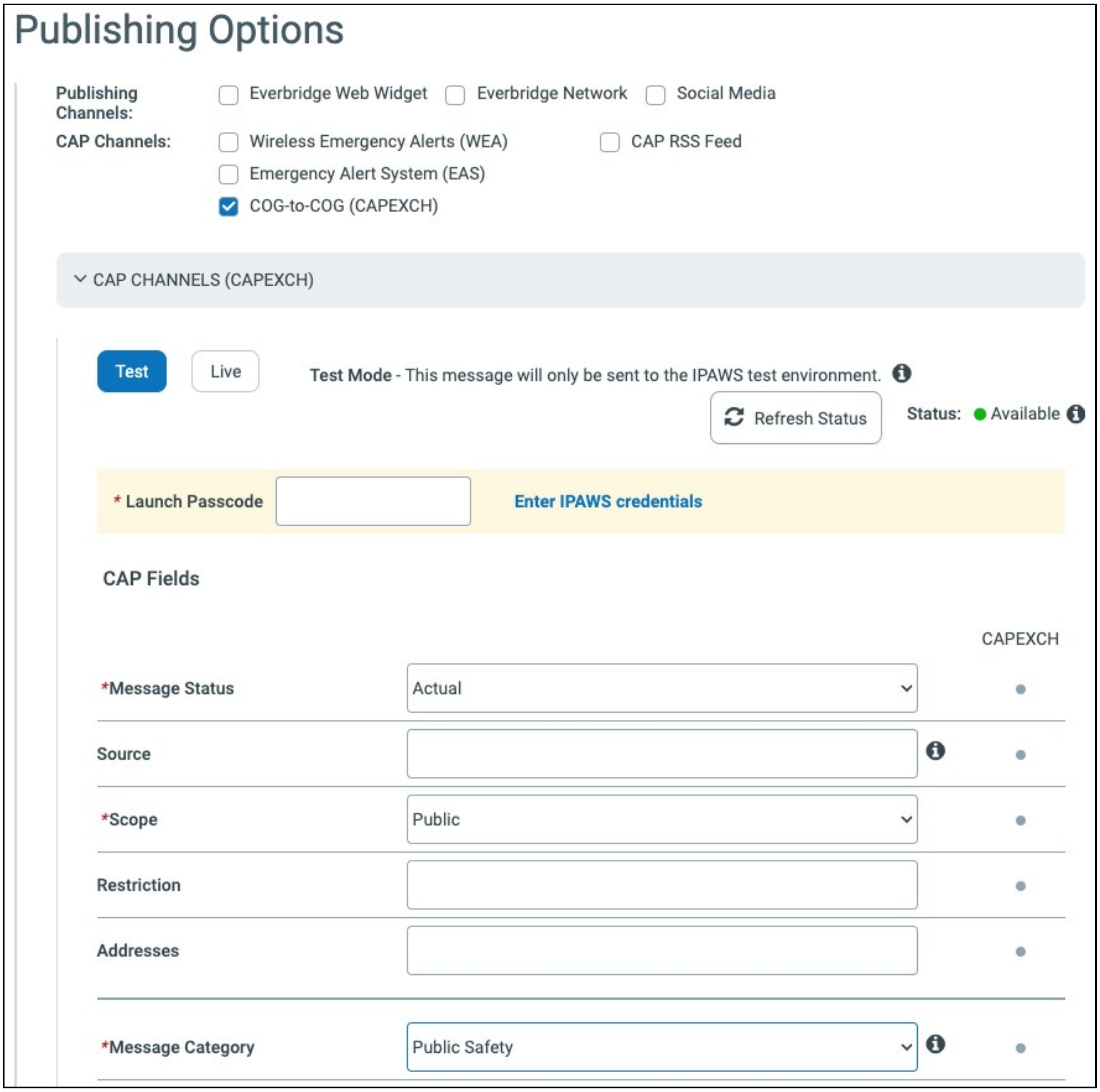
To include NWEM as an IPAWS channel in your message, select **Non-Weather Emergency Messages (NWEM)** on the message form. An **NWEM** column appears at the right-hand side of the fields. The gray bullets indicate the applicable fields to the NWEM channel.

If your IPAWS credentials are stored in **Organization Settings**, then the **Event Name** drop-down on the **Notification**, **IC Template,** or **IC launch** pages automatically display only the Event Names your agency is authorized to use.

Sending a COG-to-COG (CAPEXCH) Message

To send a message via IPAWS to one or more alerting authorities, include COG-to-COG as an IPAWS channel in your message by selecting **COG-to-COG (CAPEXCH)** on the message form. A **CAPEXCH** column appears on the right-hand side of the fields. The gray bullets indicate the applicable fields to the COG-to-COG channel.

If your IPAWS credentials are stored in **Organization Settings**, then the **Event Name** drop-down on the **Notification**, **IC Template,** or **IC launch** pages automatically display only the Event Names your agency is authorized to use.


Publishing Options
Publishing Channels:
Everbridge Web Widget
Everbridge Network
Social Media
CAP Channels:
Wireless Emergency Alerts (WEA)
CAP RSS Feed
Emergency Alert System (EAS)
COG-to-COG (CAPEXCH)
CAP CHANNELS (CAPEXCH)
Test
Live
Test Mode - This message will only be sent to the IPAWS test environment.
Refresh Status
Status: Available
* Launch Passcode
Enter IPAWS credentials
CAP Fields
CAPEXCH
*Message Status
Actual
Source
*Scope
Public
Restriction
Addresses
*Message Category
Public Safety

Testing Your Integration with JITC

Sending an IPAWS test message is an efficient way to ensure that your Organization's settings are properly integrated with your IPAWS credentials. IPAWS test messages are sent only to the IPAWS test environment; however, if contacts are selected for an IPAWS test message, the message will be sent to them as well. To avoid confusion, **contacts from your Organization should not be selected when sending IPAWS test messages**.

> **NOTE:** For more comprehensive testing, coordinate with FEMA JITC to view your messages in an end-to-end testing environment.

Setting Up a Test Message to JITC

To send an IPAWS test message:

1. Log in to the Manager Portal and select the desired Organization from the upper left-hand corner.
2. Select the **Notifications** tab from the top of the page.
3. Click **New Notification**.
4. Create the test message as desired.
5. Select the desired IPAWS channel or channels from the Publishing Options pane. Test mode is selected by default.

   > **NOTE:** To ensure the message is sent to JITC, the **Message Status** field must be set to **Actual**.

6. Enter the required information and any optional information as needed.
   a. **Polygons**—Select **Map** from the **Select Contacts** pane. From the **Select Contacts** drop-down menu, either draw or select a shape that covers the affected area, and then choose **Select** from the upper right-hand corner of the map. The Polygon field now displays: "You have selected polygons".

      > **NOTE:** Display contact layers so that contacts are not included in your test message.

   b. **Attachments**—If you have included an attachment as part of your Notification, you can optionally include this in your IPAWS message. Select to display **All Fields**. Click the Attachments to include in your IPAWS message.

7. Complete the remainder of the test message and then click **Send**.

For a comprehensive review on sending IPAWS messages, view the following course in Everbridge University: Sending a Notification with IPAWS.

Send Cancel or Update for IPAWS Message

From **Incidents**, send updates or cancel an existing IPAWS message using the **Update IPAWS Message** or **Cancel IPAWS Message** actions, or via **Send Follow-Up**.

From **Notifications**, send updates or cancel an IPAWS message by using **Send Follow-Up**.

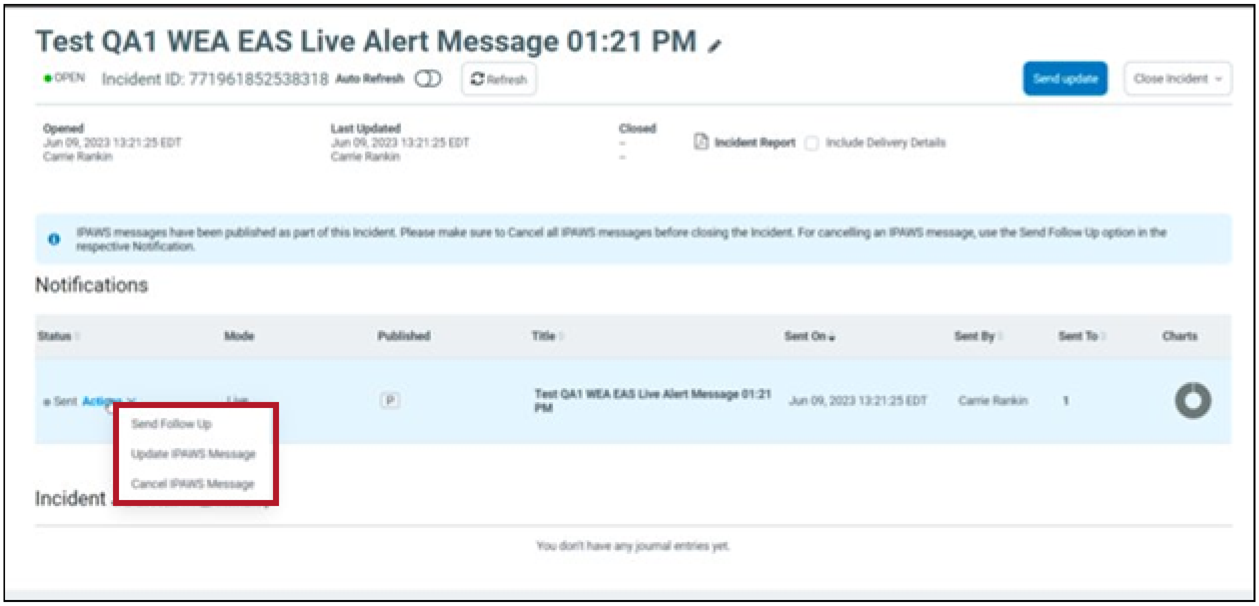
> **IMPORTANT:** For the **Send Follow-Up** method, remember to set valid polygon shape(s) for your WEA message, as needed. The polygon(s) from the original IPAWS message will **not** be automatically applied. Sending without a valid shape(s) will result in a wide-area IPAWS alert (for example: county-wide or state-wide).
>
> When using the **Update IPAWS Message** or **Cancel IPAWS Message** option on the **Incident Details** page to update or cancel an IPAWS message, the polygon(s) from the original IPAWS message will be automatically applied.

Incident Details Actions

Incidents that launched a Notification will have two additional options to choose from in the Actions dropdown menu on the Incident Details page:

1. **Update IPAWS Message**
2. **Cancel IPAWS Message**

Clicking these will route you to the **Update IPAWS Message** page or **Cancel IPAWS Message** page, and either **Update** or **Cancel** will be prepended in the **Message Type** field depending on your choice. Follow the remaining steps in the processes outlined below.



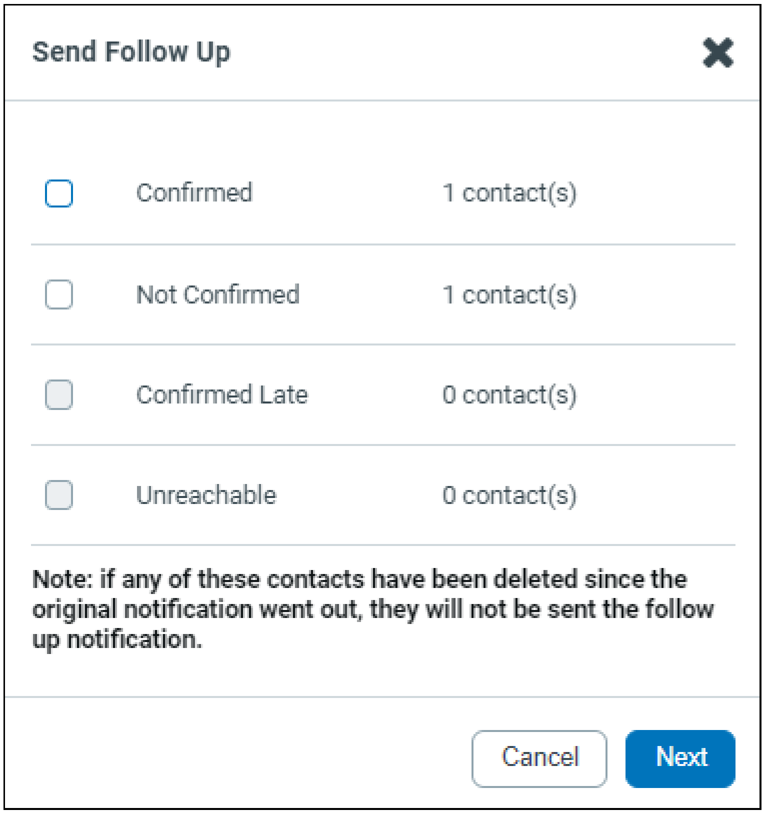
NOTE: Aside from the Message Type, the **Update IPAWS Message** action uses the same IPAWS message defined in the **Update** phase of the template, while the **Cancel IPAWS Message** action will use the IPAWS message defined in the **Close** phase of the template.

Contacts specified in the original Notification will also be included in the **Update** or **Cancel IPAWS Message** pages.

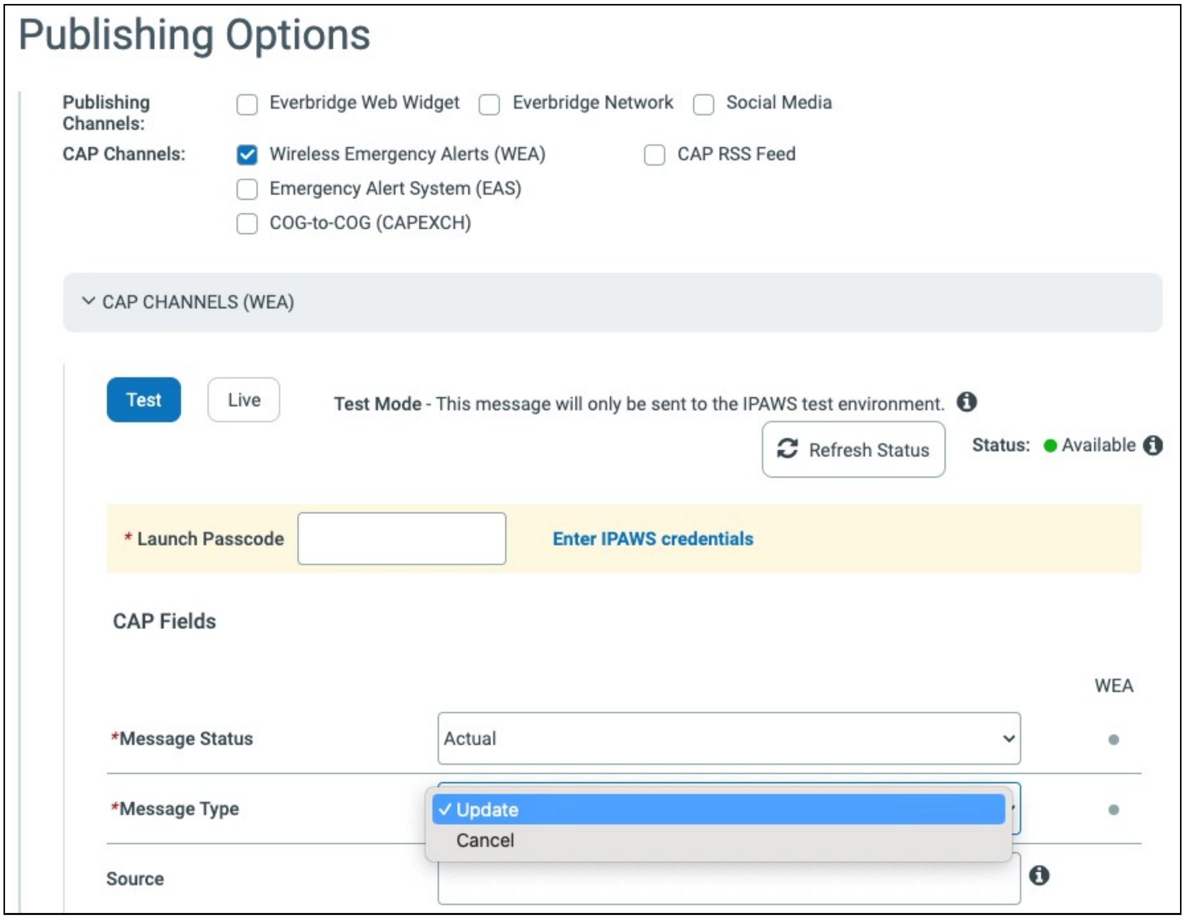
Updating Existing Messages from Notifications

If you didn't use an action on the Incident Details page, you can also update an existing IPAWS message by following the steps below:

1. Select the **Send Follow-Up** option on the **Active/History** tab, from the **Notification Details** page for the Notification, or from the IPAWS widget for a specific message.
2. To only update your IPAWS message, select **Next** without choosing contacts. Optionally, select contacts as needed to include in the update. Remember to set valid polygon shape(s) for your WEA message, as needed. The polygon(s) from the original IPAWS message will **not** be automatically applied. Sending without a valid shape(s) will result in a wide-area IPAWS alert (for example: county-wide or state-wide).



3. Under the **CAP Channels** section of the Notification form, select **Update** in the **Message Type** field.

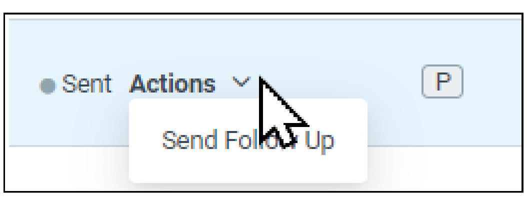


4. Fill out the remainder of the form as needed and **Send** the message.

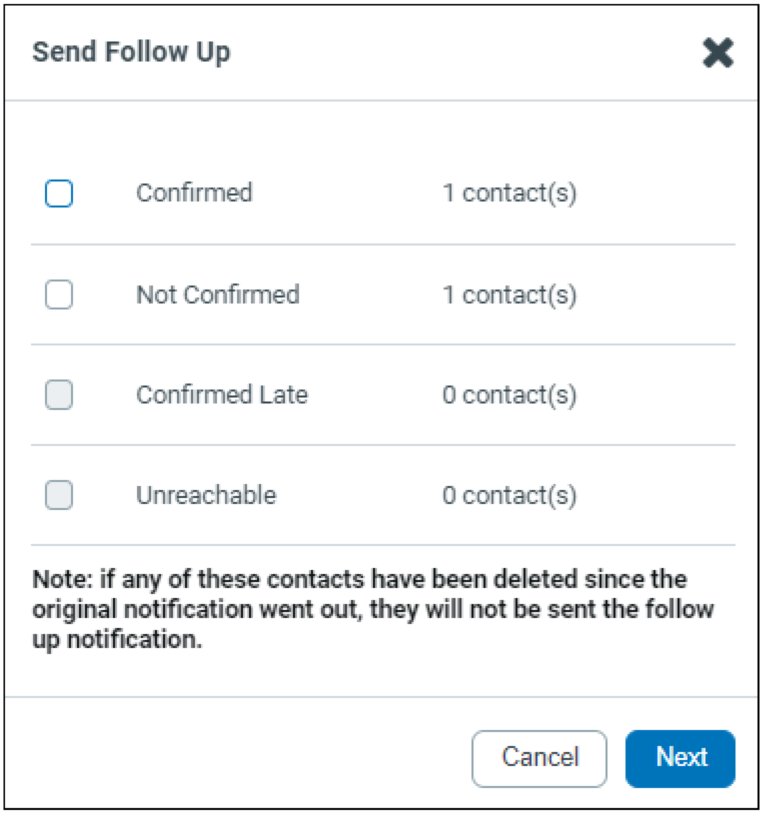
Canceling Existing Messages from Notifications

If you didn't use an action on the Incident Details page, you can also cancel an existing IPAWS message by following the steps below:

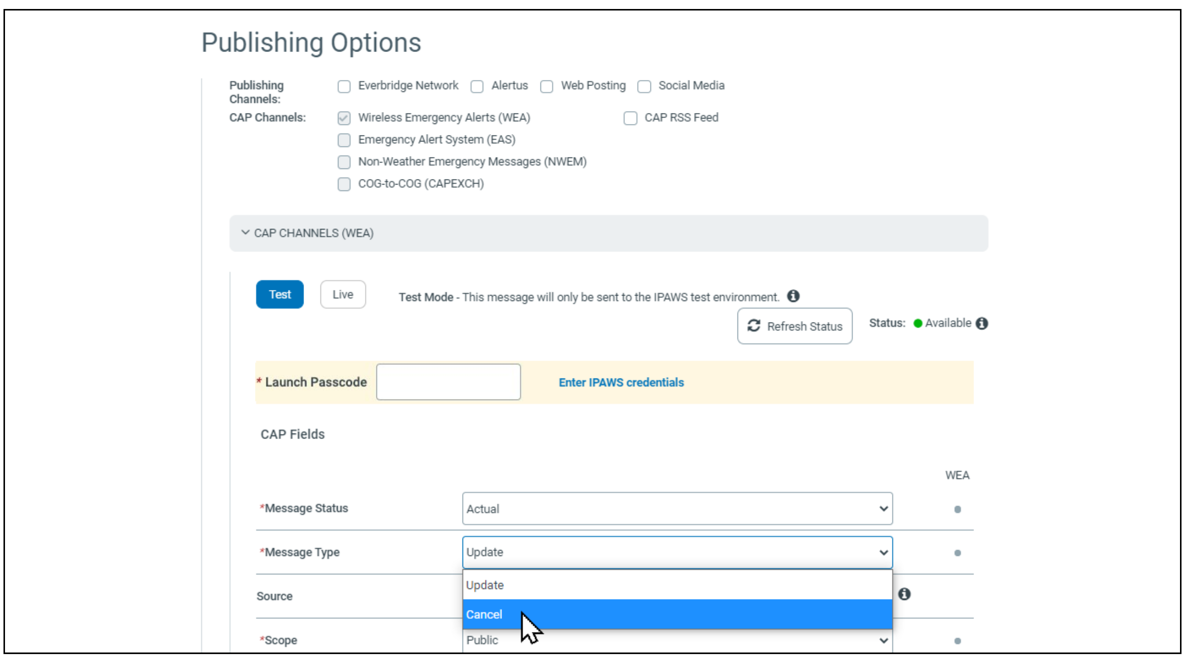
1. Select the **Send Follow Up** option on the **Active/History** tab for the Notification.



2. To only cancel your IPAWS message, select **Next** without choosing contacts. Optionally, select contacts as needed to include in the update.



3. Under the **CAP Channels** section of the Notification form, select **Cancel** in the Message Type field.



4. Fill out the remainder of the form as needed and **Send** the message.

Sending a LIVE Message

> **NOTE:** When sending to the IPAWS publishing option, you do not select a list of IPAWS recipients. IPAWS message recipients cannot confirm receipt or reply to IPAWS messages.

Using a Notification Template

For security purposes, IPAWS messages **cannot** be saved as Notification Templates.

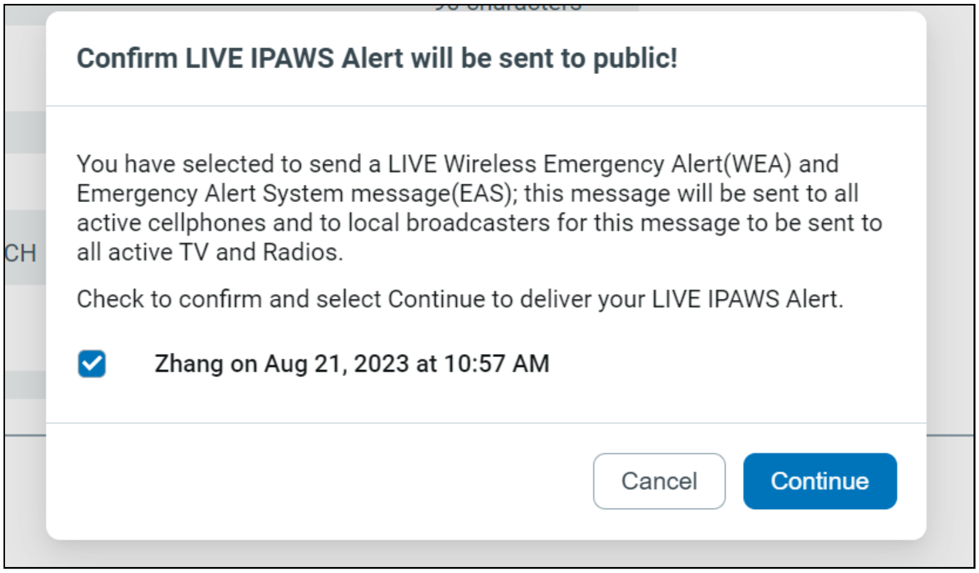
To send an IPAWS message using another existing template:

1. Log in to the Manager Portal and select the desired Organization from the upper left-hand corner.
2. Choose the **Notifications** tab from the top of the page.
3. Choose the **Notification Templates** tab.
4. Select an existing template to edit.
5. Select the desired IPAWS channel or channels from the Publishing Options pane.
   a. Select **Live** mode, as Test mode will be selected by default.
6. Enter the required information, and if desired, any optional information as needed.
   a. **Polygons**—Select Map from the Select Contacts pane. From the Select Contacts drop-down menu, either draw or select a shape that covers the affected area, and then choose Select from the upper right-hand corner of the map. The Polygon field now displays: "You have selected polygons".

      > **NOTE:** Any contacts selected within this polygon will also receive a Notification.

   b. **Attachments**—If you have included an attachment as part of your Notification, you can optionally include this in your IPAWS message. Select to display **All Fields**. Click the Attachments to include in your IPAWS message.
7. Complete the remainder of the Live message and then choose **Send**.
8. If the **Wireless Emergency Alert (WEA)** and/or **Emergency Alert System (EAS)** message channels were selected, then a confirmation modal will appear to

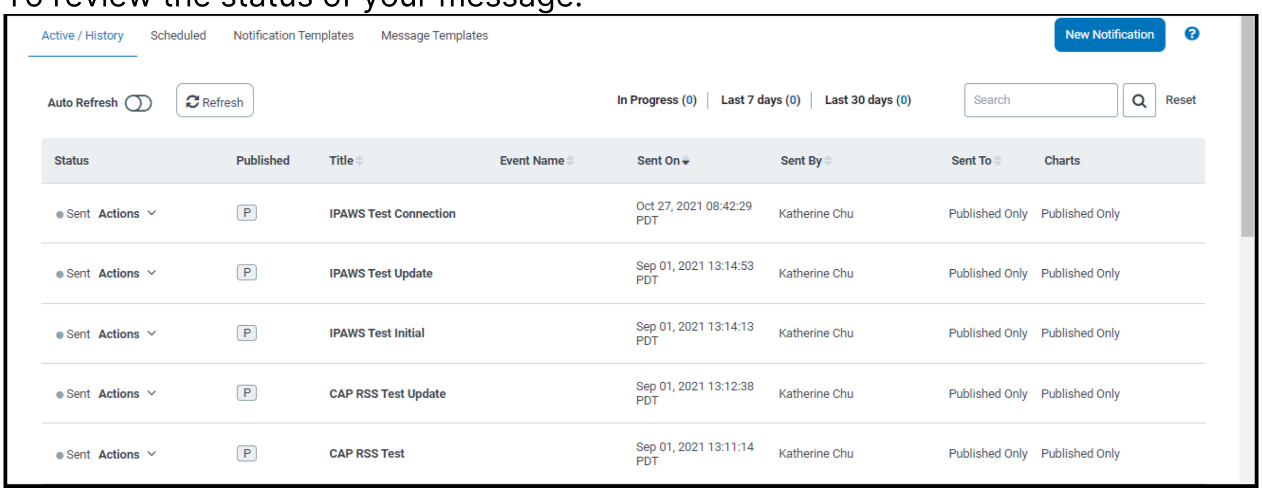
remind the user that they're sending a LIVE message. Select the checkbox to confirm and click **Continue**.



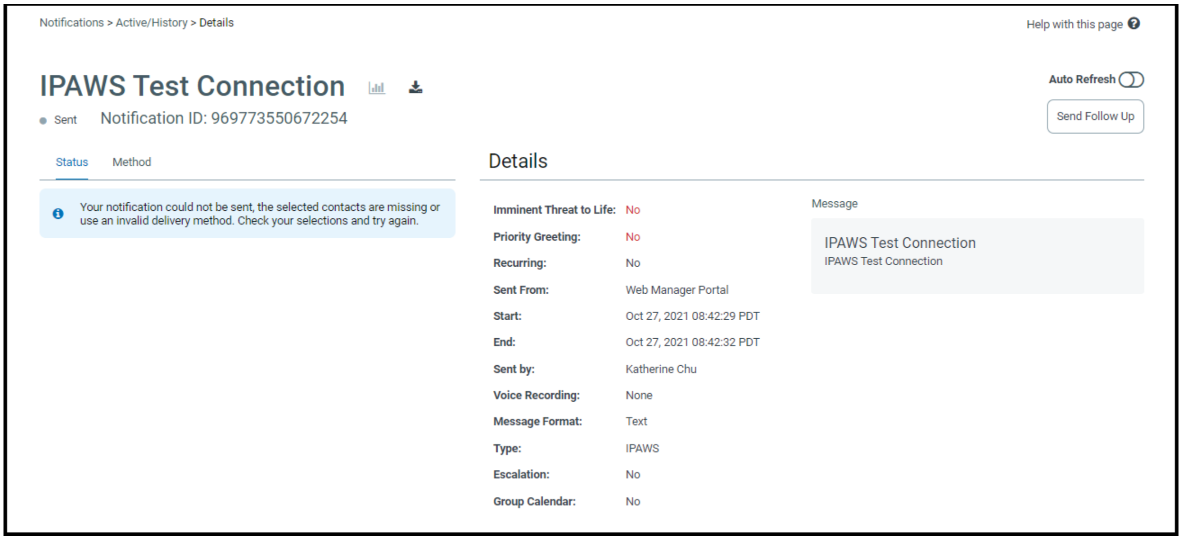
Reviewing the Status of Your Message

> **NOTE:** If your IPAWS message encountered connectivity issues during the initial send, a **Refresh Status** button is displayed that retrieves the latest status from IPAWS.

To review the status of your message:



1. Select the **Title** link of the message you would like to review. The Notification Details are displayed.



2. Select the **CAP Channels** tab to view the IPAWS message status. A summary of the IPAWS information is displayed.

> **NOTE:** If the user does not include the optional WEA languages, the Notification details do not display these fields.

If 900-series error messages are displayed to the account, a **Refresh Status** button is displayed next to the Publishing Status.

3. Optionally click **Refresh Status** to get the latest IPAWS response for all 900-series error messages.
4. Refer to the Knowledge Base article: *IPAWS Publishing Status Values* in the Everbridge Support Center.

Retrieving Messages

Retrieve messages sent to your COG ID or messages posted to the Public Feed.

Universe Page

View IPAWS messages sent to you by another alerting authority or messages posted to the Public Feed by accessing the **Universe** tab. You can also launch a Notification from the **Universe** tab.

From the **Universe** tab, select the **IPAWS** widget. The **Widgets** panel is displayed.

Retrieving Messages

Retrieve IPAWS messages from the Live and Test environments by selecting the **Live** or **Test** tab.

- Selecting the Live mode retrieves messages from the IPAWS production environment.
- Selecting the Test mode retrieves messages from the IPAWS test environment.

All other features behave the same way on both tabs.

Click **Refresh** and the IPAWS Credentials dialog appears. (If you do not know your Launch Passcode, click Enter IPAWS credentials. Enter your Private Key and Keystore Password.)

Enter your IPAWS credentials and click **OK**. From whichever tab you have selected to see the messages, choose from the following:

- In the last 1-24 hours by selecting the number from the menu.
- From the selected time frame, select **All Messages**, **Public**, **Private**, or **Restricted**.

Viewing Individual Messages

If there are more alerts than can be displayed on one list, use the controls (**First**, **Previous**, **Next**, **Last**) at the bottom of the list to step through the pages. To see the full message, click **More**.

Launching a New Message

To send a Notification based on an alert, click **New Notification** located in the right-hand corner of the individual alert. The **Notification** panel is displayed. Create the Notification as you would for any Notification and send it.

Create Contact Quick Reports

You can create and generate Quick Reports and Custom Reports for Contacts from the **Reports** tab.

Contact Quick Reports

The following quick reports are discussed:

Group Summary

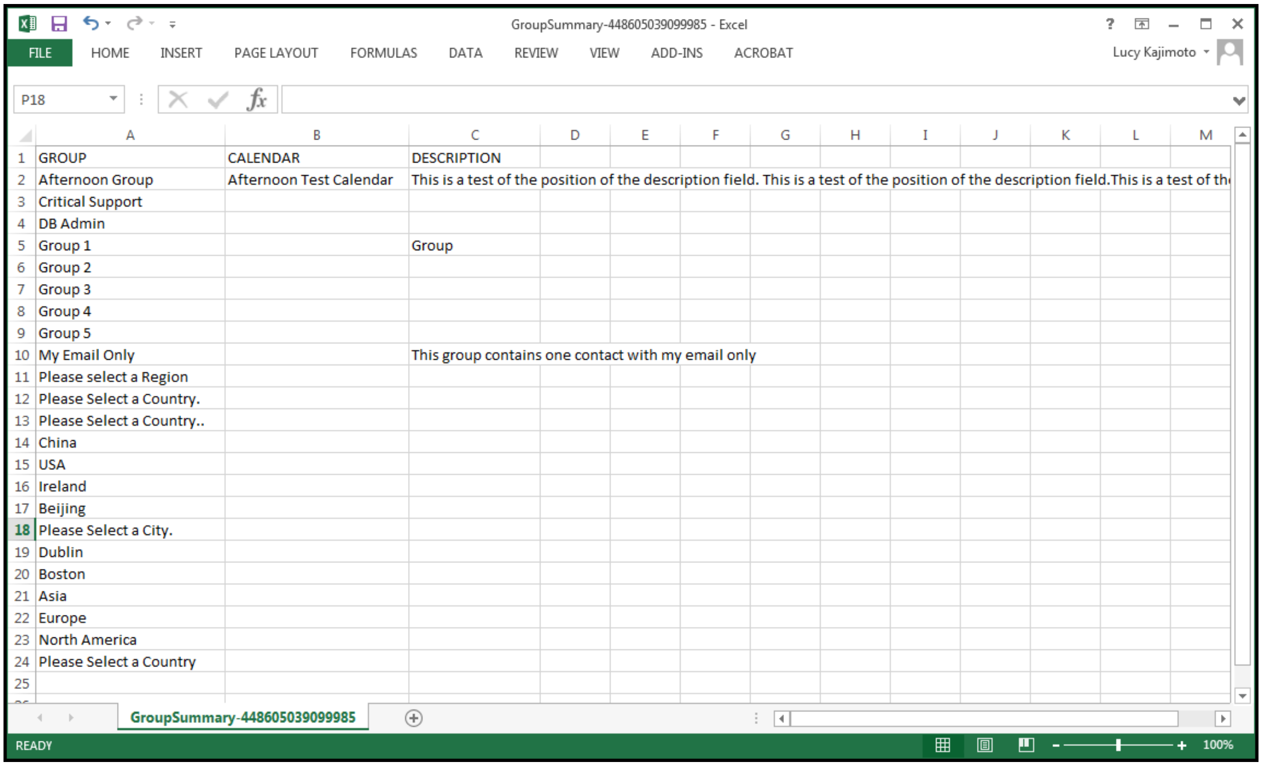
Group Summary

You can download a summary of your group. Select **Group Summary** from the **Quick Reports** pane, then click **Download CSV**.

On downloading any CSV-formatted file, Everbridge Suite screens the data before downloading to your local system. If any values start with **= + - @**, Everbridge Suite treats these values as suspicious content (except when - and + are followed by a number). The CSV-formatted file is downloaded using a TXT file extension and type.

An Alert message appears, letting you know that a link to the Group Summary report will be emailed to you.

Click the link in the email. Then, open the Excel spreadsheet to see the Group Summary. Readjust the columns as needed.



	A	B	C
1	GROUP	CALENDAR	DESCRIPTION
2	Afternoon Group	Afternoon Test Calendar	This is a test of the position of the description field. This is a test of the position of the description field.This is a test of th
3	Critical Support		
4	DB Admin		
5	Group 1		Group
6	Group 2		
7	Group 3		
8	Group 4		
9	Group 5		
10	My Email Only		This group contains one contact with my email only
11	Please select a Region		
12	Please Select a Country.		
13	Please Select a Country..		
14	China		
15	USA		
16	Ireland		
17	Beijing		
18	Please Select a City.		
19	Dublin		
20	Boston		
21	Asia		
22	Europe		
23	North America		
24	Please Select a Country		
25			

Create Notification Quick Reports

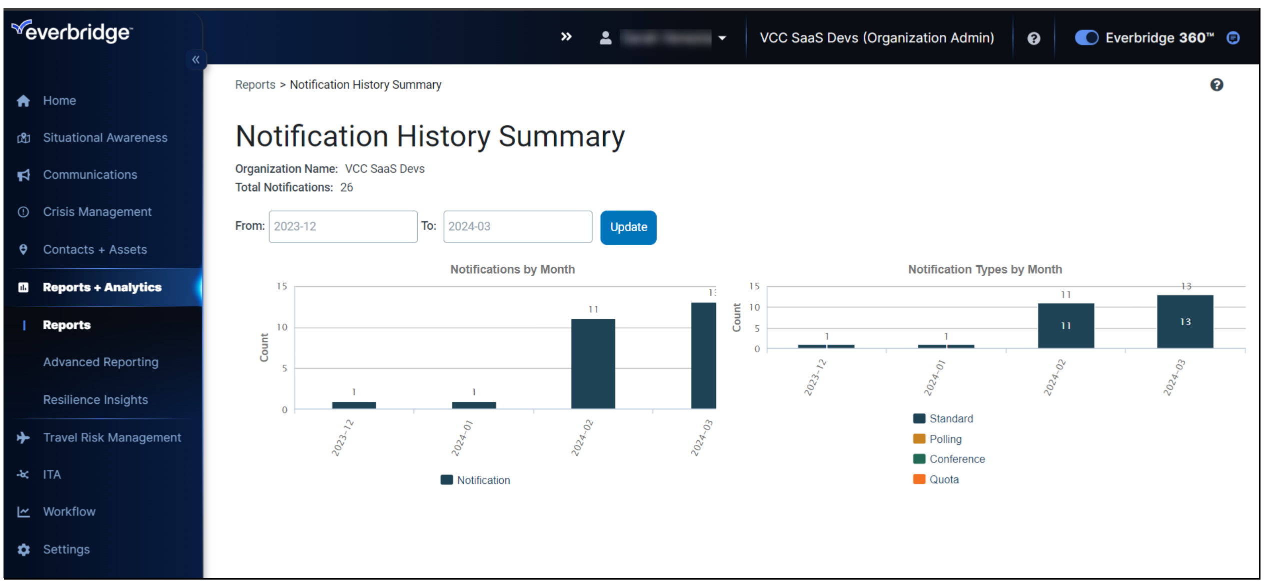
With the appropriate permissions, you can generate Quick Reports with the click of a button, or create and generate custom Notification reports.

Group Managers can create Notification reports as Quick Reports. The following quick reports are discussed:

- Notification Summary
- Event Analysis
- Detailed Notification Analysis
- Escalation Summary

Notification Summary

Notification Summary shows the count and type of Notifications sent during a time period. Select the **Notification Summary** link and the **Notification History Summary** page appears. Select the date range (YYYY-MM format) and click **Update**. You see the number of Notifications sent by month and by type.



Event Analysis

Event Analysis shows a summary of information across the Notifications that are part of an event. Click **Event Analysis**. Select an event from the menu and click **View Report**.

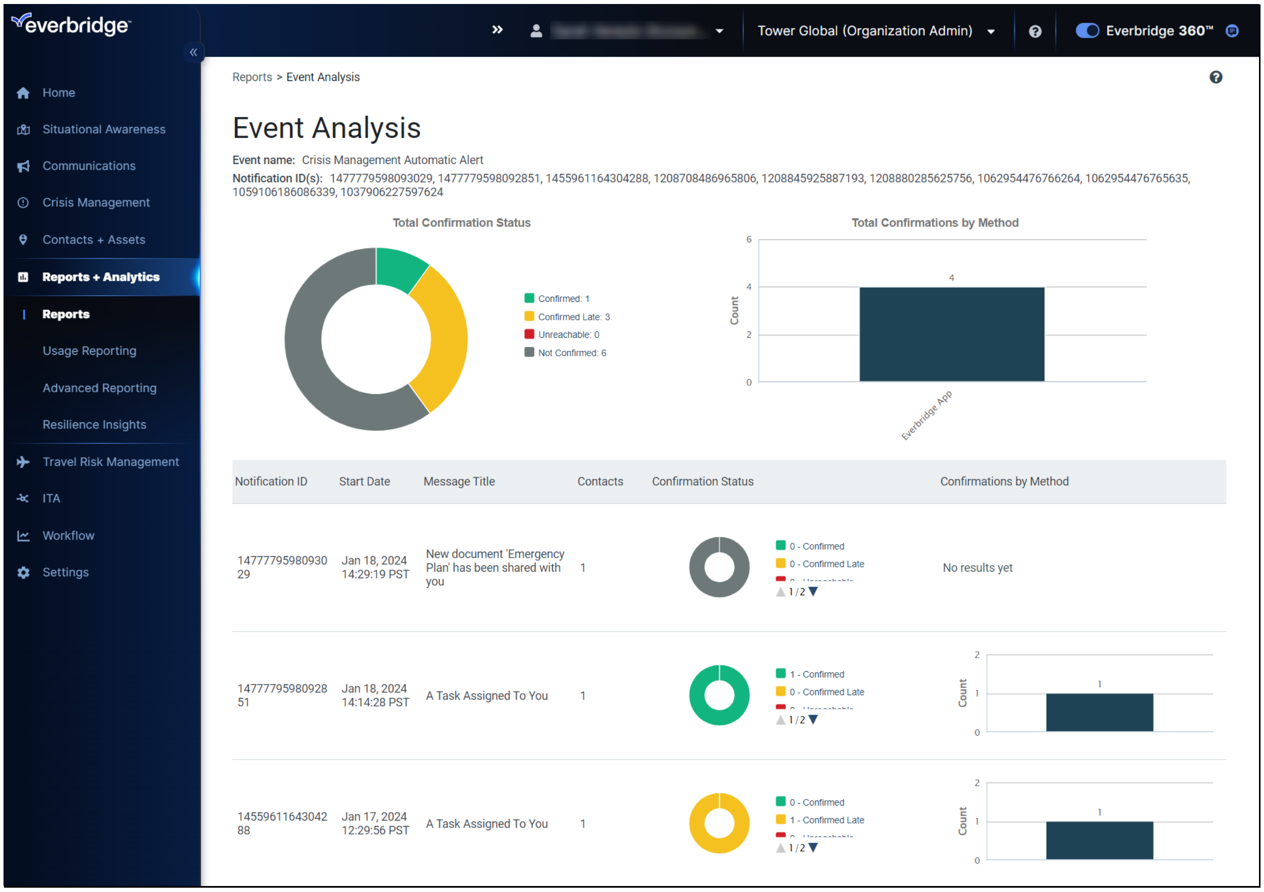
NOTE: All events created for the Organization are populated in the menu. The most recent events are at the top of the list and the oldest events are at the bottom of the list.

If you select an event where related Notifications are older than 18 months (or 540 days), the report returns with no results because Notifications older than 18 months have already been purged from the system. However, Incident Notification reports will be available for 19 months (or 568 days).

On the **Event Analysis** report, you see the Event name and all the IDs of all the Notifications that are part of the event. The charts show the total confirmation status and total confirmation by path across all the Notifications in the events.

- The **Total Confirmation Status** chart shows the sum of recipients in each of the confirmation categories.
- The **Total Confirmations by Method** chart shows the delivery methods that reached the contacts who confirmed.

Hover the mouse over a pie chart to see the percentage in a segment. Hover the mouse over a bar chart to see the total in a bar.



Below the totals, there is a row for each Notification that is part of this event. You can see the summary results for each Notification. The Notifications are in order with the oldest one at the bottom of the list, so you can trace the history of the event. Hover the mouse over the **Confirmation Status** chart or **Total Confirmations by Method** to see totals per Notification. Also, if the confirmation status shows **1/2**, click the down arrow to see the second part of the confirmations. Likewise, if it shows **2/2**, click the up arrow to see the first part of the confirmations.

Detailed Notification Analysis

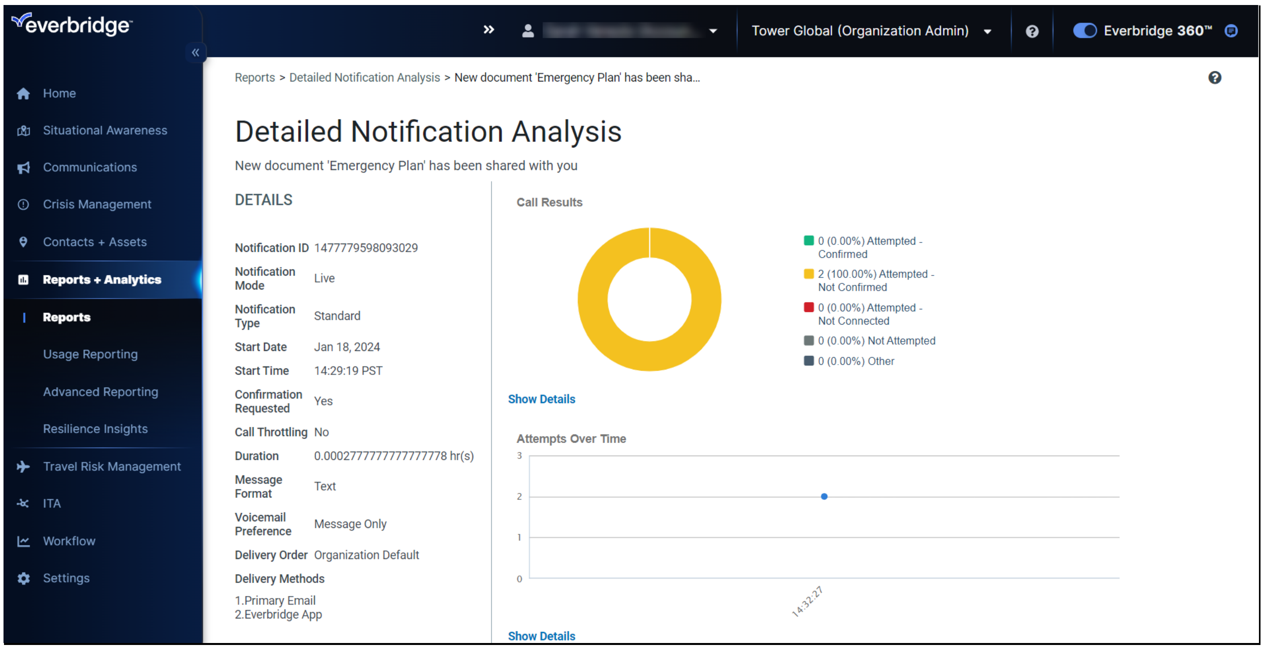
The Detailed Notification Analysis report shows a summary of information for a Notification selected from the Detailed Notification Analysis list.

> **NOTE:** You can also generate the Detailed Notification Analysis report directly from the Notification Details. Select the title of any Notification, and

the Notification Details page is displayed. Select the icon next to the Notification name. The report is generated.

Call Results Details

Click **Show Details** to view the details of the call results summarized in the pie chart and the percentage of total calls.



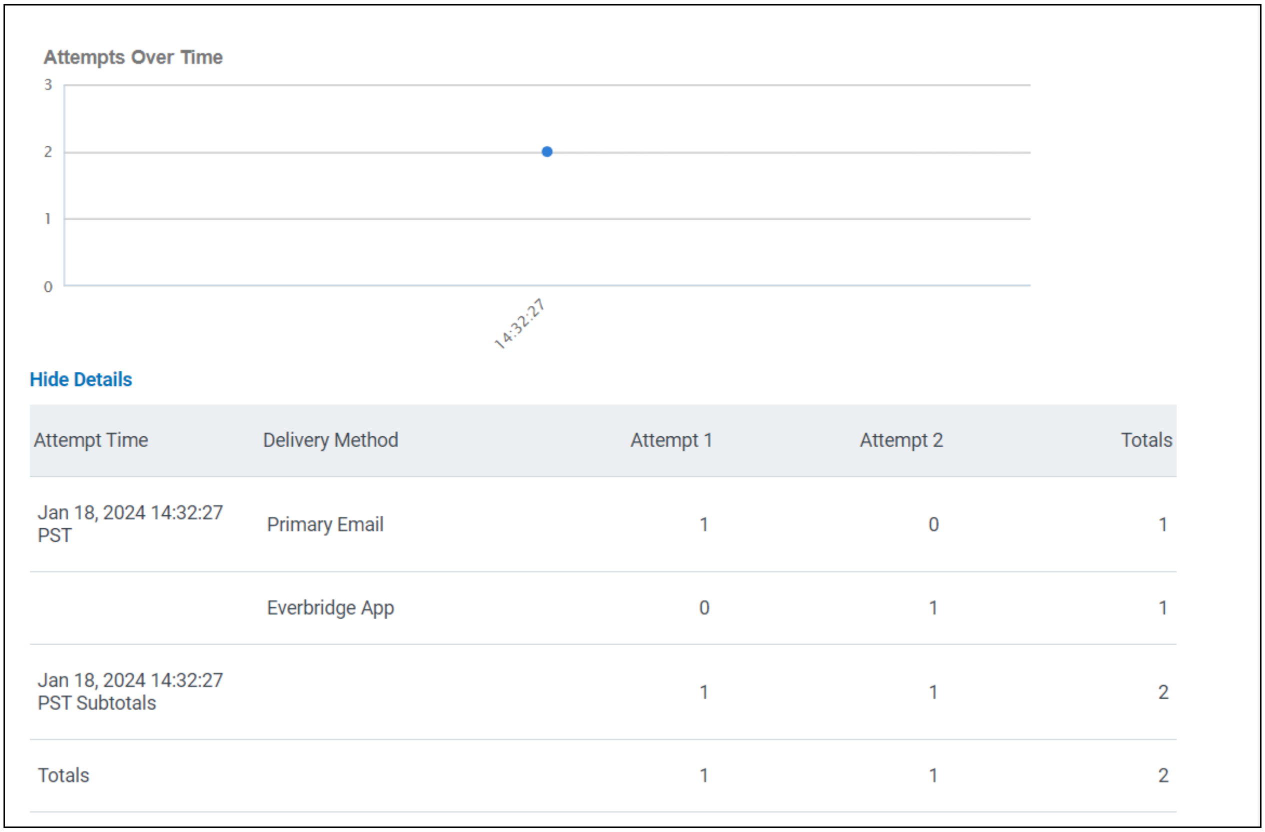
After a Notification is sent, you can view the information regarding the status of each contact attempt for all delivery method types. This is known as the call result on the Detailed Notification Analysis report. If the contact confirms receipt of the message, then the call result displays the date when the Notification was confirmed.

Attempts Over Time

The **Attempts Over Time** section shows, in 5-minute intervals, the number of attempts per delivery path for all delivery paths used in the Notification.

Attempts Over Time Details

Select **Show Details** to view the details in 5-minute intervals per path type.



Attempt Time	Delivery Method	Attempt 1	Attempt 2	Totals
Jan 18, 2024 14:32:27 PST	Primary Email	1	0	1
	Everbridge App	0	1	1
Jan 18, 2024 14:32:27 PST Subtotals		1	1	2
Totals		1	1	2

Escalation Summary

Escalation Summary reports show the escalations used in a Notification. Select the Notification from the menu and click **View Report**.

When viewing the report, click the **Escalation Summary** link to print or save the report as a PDF file. In the report, you can see a list of contact attempts in ascending, chronological order.