# everbridge™

# CUSTOM ROLE PERMISSIONS GRID
## SEPTEMBER 2024

| everbridge™ | Incident Admin | Group Manager | Dispatcher | Data Manager | Incident Operator |
|---|---|---|---|---|---|
| **DASHBOARD** | | | | | |
| View dashboards | X | X | X | | |
| **CONTACT TRACING** | | | | | |
| View Contact Tracing Information | X | | | | |
| **RESILIENCE INSIGHTS** | | | | | |
| View/Run Dashboards | Configure | | | | |
| Create, Edit and Delete Dashboards | Configure | | | | |
| **COMMUNICATIONS** | | | | | |
| Create Event Type | Configure | Configure | Configure | | Configure |
| Update Event Type | Configure | Configure | Configure | | Configure |
| Delete Event Type | Configure | Configure | Configure | | Configure |
| View Event Type | Configure | Configure | Configure | | Configure |
| View Communication | Configure | Configure | Configure | | Configure |
| Create Communication | Configure | Configure | Configure | | Configure |
| Launch Communication Without Template | Configure | Configure | Configure | | Configure |
| Launch Multiple Communications | Configure | | | | Configure |
| Manage Everbridge 360 Setting | | | | | |
| Manage Communications Recipients Settings | Configure | Configure | Configure | | Configure |
| Launch and Update Communications in Training Mode Only | Configure | Configure | Configure | | Configure |
| **UNIVERSE** | | | | | |
| Use selection tools to highlight Contacts on the map | Configure | Configure | Configure | Configure | Configure |
| Access Everbridge Mobile App messages | | X | X | | |
| Send a Notification from the Universe to Contacts selected on the map | Configure | Configure | Configure | Configure | Configure |
| Access Safety Messages | | Configure | Configure | | |
| Access to Resident Connection | | X | X | | |
| Access to Resident Connection – Filter by Import | | X | X | | |
| Access to Resident Connection – United States | | X | X | | |
| Access to Resident Connection – Additional Information | | | | | |
| Access Twitter alerts | | X | X | | |
| Access Weather alerts | | X | X | | |
| Location in Weather alerts – Voice | | | | | |
| Access RIMC alerts (Premium) | | X | X | | |
| Access RIMC alerts (General) | | X | X | | |
| **MAP** | | | | | |
| View building layer & airport and railway station layer | X | X | X | X | X |
| View the last known location & expected location of Contacts | X | X | X | X | X |
| Increase Zoom Levels | X | X | X | X | X |
| **NOTIFICATIONS** | | | | | |
| Create a new Notification – send now, schedule, save as template, Send follow-up | Configure | Configure | Dispatcure | Configure | Configure |
| Manage active/sent Notifications (including stop, rebroadcast) | Configure | Configure | Configure | Configure | Configure |
| Anonymous Contacts (Public Incident Zones) | Configure | Configure | Configure | Configure | Configure |

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|---|---|---|---|---|---|
| Registered Contacts (Private Incident Zones) | Configure | Configure | Configure | Configure | Configure |
| Launch a Notification template by phone | Configure | Configure | Configure | Configure | Configure |
| Manage scheduled and recurring Notifications | Configure | Configure | Configure | Configure | Configure |
| Edit/Delete an existing Notification template | Configure | Configure | Configure | Configure | Configure |
| Edit Notification settings: Message content and Contacts | Configure | Configure | Configure | Configure | Configure |
| Send an existing Notification template | Configure | Configure | Configure | Configure | Configure |
| Create, edit and delete message templates | Configure | Configure | Configure | Configure | Configure |
| Mobile Website | | X | X | | |
| Restrict to simulation mode only | Configure | Configure | Configure | Configure | Configure |
| **PUBLISHING OPTIONS** | | | | | |
| Publish to Everbridge Desktop Alerts | Configure | Configure | Configure | | Configure |
| Publish to Everbridge Web Widget | Configure | Configure | Configure | | Configure |
| Publish to Web Posting | Configure | Configure | Configure | Configure | Configure |
| Publish to Alertus | Configure | Configure | Configure | Configure | Configure |
| Publish to the Everbridge Network | Configure | Configure | Configure | Configure | Configure |
| Publish to Nixle Community Subscribers | Configure | Configure | Configure | | Configure |
| Publish to Social Media | Configure | Configure | Configure | Configure | Configure |
| Publish to Member Portal | Configure | Configure | Configure | Configure | Configure |
| Publish to CAP RSS Feed | X | X | X | | X |
| Publish to Google Public Alerts | Configure | Configure | Configure | | Configure |
| Disable Nixle Short URL | | | | | |
| Publish to Nixle Event Subscribers | X | X | X | | X |
| Publish to Emergency Alert System (EAS) | Configure | Configure | Configure | | Configure |
| Publish to COG-to-COG (CAPEXCH) | Configure | Configure | Configure | | Configure |
| Publish to Non-Weather Emergency Messages (NWEM) | Configure | Configure | Configure | | Configure |
| Publish to Wireless Emergency Alerts (WEA) | Configure | Configure | Configure | | Configure |
| Publish to Audio Bulletin Board | Configure | Configure | Configure | Configure | Configure |
| **INCIDENTS** | | | | | |
| Create Incident Schedules | Configure | Configure | Configure | Configure | Configure |
| Launch and manage Incidents | Configure | Configure | Configure | Configure | Configure |
| Launch and manage scenarios | Configure | Configure | Configure | Configure | Configure |
| Smart conference bridges | X | | | | X |
| Create, edit and delete scenarios | Configure | Configure | Configure | Configure | Configure |
| Incident Chat | X | | | | X |
| Enforce Privacy Options | X | | | | X |
| Anonymous Contacts (Public Incident Zones) | Configure | Configure | Configure | Configure | Configure |
| Registered Contacts (Private Incident Zones) | Configure | Configure | Configure | Configure | Configure |
| Launch new Incident by phone | Configure | Configure | Configure | Configure | Configure |
| Create, edit and delete Incident templates | Configure | Configure | Configure | Configure | Configure |
| Create, edit and delete information variables | Configure | Configure | Configure | Configure | Configure |
| Restrict to simulation mode only | Configure | Configure | Configure | Configure | Configure |
| Reopen Incidents | Configure | Configure | Disapfigure | Configure | Configure |
| **TRAVEL RISK MANAGEMENT** | | | | | |
| Manage All Travel Risk Management Features | Configure | | | | |
| View Travel Reports | Configure | | | Configure | |
| Create, Edit, Delete Travel Itineraries | Configure | | | Configure | |

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|---|---|---|---|---|---|
| View itineraries and segments | Configure | Configure | Configure | Configure | Configure |
| **CONTACTS** | | | | | |
| *Schedule Management* | | | | | |
| Create, edit and delete schedules | Configure | Configure | | X | |
| *Contact Management* | | | | | |
| Upload the last known locations of Contacts | | | | | |
| View Contact Name and External ID | Configure | Configure | Configure | Configure | Configure |
| View and download Contact record information | Configure | Configure | Configure | Configure | Configure |
| Edit Contacts | Configure | Configure | Configure | Configure | Configure |
| Upload Contacts | Configure | Configure | Configure | Configure | Configure |
| Create Contacts | Configure | Configure | Configure | Configure | Configure |
| Delete Contacts | Configure | Configure | Configure | Configure | Configure |
| *Group Management* | | | | | |
| Create, edit and delete Groups | Configure | Configure | Configure | Configure | Configure |
| Add Contacts to Groups | Configure | Configure | Configure | Configure | Configure |
| Move and remove Contacts from Groups | Configure | Configure | Configure | Configure | Configure |
| *Rule Management* | | | | | |
| Create, edit and delete rules | Configure | Configure | Configure | Configure | Configure |
| Create, edit and delete rules for same role only | Configure | Configure | Configure | Configure | Configure |
| **ASSETS** | | | | | |
| View and download Asset record information | Configure | Configure | Configure | Configure | Configure |
| Edit Assets | Configure | Configure | Configure | Configure | Configure |
| Create Assets | Configure | Configure | Configure | Configure | Configure |
| Upload Assets | Configure | Configure | Configure | Configure | Configure |
| Delete Assets | Configure | Configure | Configure | Configure | Configure |
| **REPORTS** | | | | | |
| View Quick Reports | X | X | | | |
| Create, edit and delete Incident Scenario Custom Reports | Configure | Configure | Configure | Configure | Configure |
| Create, edit and delete Incident Scenario Notifications Custom Reports | Configure | Configure | Configure | Configure | Configure |
| Create, edit and delete Incident Notification Custom Reports | Configure | Configure | Configure | Configure | Configure |
| Create, edit and delete Incident Custom Reports | Configure | Configure | Configure | Configure | Configure |
| Create, edit and delete Notification Custom Reports | Configure | Configure | Configure | Configure | Configure |
| Create, edit and delete Contact Custom Reports | X | X | | X | |
| **ORGANIZATION SETTINGS** | | | | | |
| Organization – Edit base information, login message, and country code | | | | | |
| Triggers | | | | | |
| Google Public Alert settings | | | | | |
| Orchestration Rules | | | | | |
| Location Data Retention | | | | | |
| Secure Messaging | | | | | |
| Custom from email address | | | | | |
| Secure Push | | | | | |
| Google Translate | | | | | |

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|---|---|---|---|---|---|
| Sequenced Group | X | X | | X | |
| Social Media settings | X | | | | |
| Scenario manager settings | Configure | Configure | Configure | Configure | Configure |
| Safety threshold settings | | | | | |
| Safety settings | | | | | |
| Premium Audio Bulletin Board settings | X | | | | |
| Audio Bulletin Board settings | X | | | | |
| CAP RSS settings | | | | | |
| Critical Events settings | Configure | Configure | Configure | Configure | Configure |
| View and export Event Log | Configure | | | | |
| Nixle Event Subscriptions settings | X | | | | |
| Upload, create, edit or delete buildings | X | | | | |
| Launch Notification by phone settings | | | | | |
| IPAWS settings | | | | | |
| ITA dashboard settings | X | | | | |
| GIS – Edit default map views, manage shape library and import region files | X | | | | |
| Interactive Visibility – Turn Weather/Twitter/Everbridge Mobile App/RIMC alerts on/off, and create new alerts | | | | | |
| Broadcast – Edit the default settings (sender info, delivery methods, etc.) applied to all Notifications across the Organization | Configure | Configure | Configure | Configure | Configure |
| Contacts and Groups – Manage record types, additional information questions, and subscription fields, as well as (when enabled) Incident subscriptions and CMDB group lookup | Configure | Configure | Configure | Configure | Configure |
| Mobile Opt-In | | | | | |
| Member Portal – Edit the setup, design and contents of the Organization's Member Portal | | | | | |
| Member Portal – Opt-in Groups | | | | | |
| Member Portal Test Notifications | | | | | |
| Member Portal Weather pages | | | | | |
| Notification to Member Portal | | | | | |
| Custom Sender SMS ID | | | | | |
| Resident Portal settings | | | | | |
| Point Address Geo-Coding | | | | | |
| Directory Chat | X | | | | |
| Custom Map | | | | | |
| View and Download Connectors | | | | | |
| Email Ingestion | | | | | |
| View Ingestions | Configure | Configure | Configure | Configure | Configure |
| Create, edit and delete Ingestions | Configure | Configure | Configure | Configure | Configure |
| Response Subscriptions | | | | | |
| View Profiles and Webhooks | X | | | | X |
| Create, edit and delete Profiles and Webhooks | X | | | | |
| Secure Peer-to-Peer Messaging | | | | | |
| HipaaBridge | | | | | |
| SecureBridge | | | | | |

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|---|---|---|---|---|---|
| CareChat | | | | | |
| **Location Data Sources** | | | | | |
| AMEX GBT | | | | | |
| International SOS | | | | | |
| Other Source | | | | | |
| **Smart Orchestration** | | | | | |
| Create, edit and monitor workflows | Configure | | | | Configure |
| Monitor workflows | Configure | | | | Configure |
| **Asset Type Management** | | | | | |
| View Asset types | Configure | Configure | Configure | Configure | Configure |
| Create and Edit Asset Types | Configure | Configure | Configure | Configure | Configure |
| Delete Asset Types | Configure | Configure | Configure | Configure | Configure |
| **ITA** | | | | | |
| ITA Dashboard | X | X | | | X |
| **VISUAL COMMAND CENTER** | | | | | |
| Save a KML as a permanent feed | Configure | | | | Configure |
| Use VCC Admin Console | Configure | | | | Configure |
| Use VCC Operator Console | Configure | | | | Configure |
| Edit/Delete saved views that you didn't create | Configure | | | | Configure |
| Alert actions (acknowledge, add note, snooze, reinstate) | Configure | | | | Configure |
| Use Channels App | Configure | | | | Configure |
| **CRITICAL EVENTS** | | | | | |
| **Critical Event** | | | | | |
| Launch, update a critical task list in the Critical Event, and add, update, re- assign, remove task items in the task lists<br><br>View, add, update and delete the task comments | Configure | Configure | Configure | Configure | Configure |
| Launch and update a Critical Event (by existing event template or blank event template) | Configure | Configure | Configure | Configure | Configure |
| View the events, move the events into/out of a folder | Configure | Configure | Configure | Configure | Configure |
| Create, customize and generate legacy situation report | Configure | Configure | Configure | Configure | Configure |
| Add, update and remove notes | Configure | Configure | Configure | Configure | Configure |
| Add, remove and download documents in the Critical Event | Configure | Configure | Configure | Configure | Configure |
| Delete a critical task list in the Critical Event | Configure | Configure | Configure | Configure | Configure |
| View Incident template in the Critical Events | Configure | Configure | Configure | Configure | Configure |
| Delete the events | Configure | Configure | Configure | Configure | Configure |
| Delete escalated Submissions from single Critical Event | Configure | Configure | Configure | Configure | Configure |
| Publish event to Contacts | Configure | Configure | Configure | Configure | Configure |
| Add a critical task list in the Critical Event | Configure | Configure | Configure | Configure | Configure |
| Download the events | Configure | Configure | Dispatcher | Configure | Configure |
| Add, update, copy, and download PDF form report | Configure | Configure | Configure | Configure | Configure |
| Lock, unlock and delete form report | Configure | Configure | Configure | Configure | Configure |
| Lock task order | Configure | Configure | Configure | Configure | Configure |

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| **Event Template List** | | | | | |
| Create, update and delete Critical Event templates | Configure | Configure | Configure | Configure | Configure |
| Add, update, remove an Incident template in the Event Template list | Configure | Configure | Configure | Configure | Configure |
| View the event templates, move the event templates into/out of a folder | Configure | Configure | Configure | Configure | Configure |
| View, add and remove documents in the Event Template list | Configure | Configure | Configure | Configure | Configure |
| View Incident template in the event templates | Configure | Configure | Configure | Configure | Configure |
| View trackers in the Event Templates | Configure | Configure | Configure | Configure | Configure |
| Add, update, delete a tracker in the Event Template list | Configure | Configure | Configure | Configure | Configure |
| **Document Library** | | | | | |
| Upload, update, share with mobile member and delete documents library Set and delete reminder | Configure | Configure | Configure | Configure | Configure |
| View the document library, download the documents, move the documents into/out of a folder | Configure | Configure | Configure | Configure | Configure |
| **Landing Dashboard** | | | | | |
| View, show and hide multiple events dashboard Edit widget in the multiple events dashboard | Configure | Configure | Configure | Configure | Configure |
| Add, edit, remove, show and hide widget in the multiple events dashboard | Configure | Configure | Configure | Configure | Configure |
| Get dashboard public link | Configure | Configure | Configure | Configure | Configure |
| **Task List Template** | | | | | |
| Create, update, delete, download, share with mobile member and upload task list template | Configure | Configure | Configure | Configure | Configure |
| View the task list template, move the task list templates into/out of a folder | Configure | Configure | Configure | Configure | Configure |
| **Audit Log** | | | | | |
| Export the Audit logs of the event | Configure | Configure | Configure | Configure | Configure |
| Read the Audit logs | Configure | Configure | Configure | Configure | Configure |
| **Single Event Dashboard** | | | | | |
| Add, edit (name, share internally and externally) dashboard, and get single event dashboard public link Save as dashboard template Add, edit widget in the dashboard | Configure | Configure | Configure | Configure | Configure |
| View dashboards/situation reports Show/hide and edit widgets in the dashboard Add, update and delete dashboard comments Add ,edit situation report and widget in the situation report Delete situation report and widget in the situation report | Configure | Configure | Configure | Configure | Configure |
| Delete Dashboard | Configure | Configure | Configure | Configure | Configure |

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| Delete widget in the dashboard | | | | | |
| **Folder** | | | | | |
| Add, update and delete folder | Configure | Configure | Configure | Configure | Configure |
| View folder | Configure | Configure | Configure | Configure | Configure |
| **Form Library** | | | | | |
| Add, upload, update, copy, delete and download forms Set Submissions alert recipients | Configure | Configure | Configure | Configure | Configure |
| View form library, move the forms into/out of a folder | Configure | Configure | Configure | Configure | Configure |
| Get form public link Share form with Contacts | Configure | Configure | Configure | Configure | Configure |
| **Widget Library** | | | | | |
| Add, update and delete widget | Configure | Configure | Configure | Configure | Configure |
| View widget library, move the widgets into/out of a folder | Configure | Configure | Configure | Configure | Configure |
| **Tracker** | | | | | |
| Add and delete tracker in Critical Event Launch and close tracker Tracker follow up Insert a record | Configure | Configure | Configure | Configure | Configure |
| Delete tracker Share chart with member Download tracker data as csv | Configure | Configure | Configure | Configure | Configure |
| View trackers | Configure | Configure | Configure | Configure | Configure |
| Add, edit, and delete tracker tab | Configure | Configure | Configure | Configure | Configure |
| Delete a record | Configure | Configure | Configure | Configure | Configure |
| **Forms** | | | | | |
| Add and edit Submissions Add, update, remove Submission comments and send Incident Notification | Configure | Configure | Configure | Configure | Configure |
| Set Submission status | Configure | Configure | Configure | Configure | Configure |
| Escalate to Critical Events | Configure | Configure | Configure | Configure | Configure |
| Delete Submissions | Configure | Configure | Configure | Configure | Configure |
| View Submissions, move the Submissions into/out of a folder Download Submission data as csv | Configure | Configure | Configure | Configure | Configure |
| **Affected Assets** | | | | | |
| View event affected Assets | Configure | Configure | Configure | Configure | Configure |
| View Asset aggregation | Configure | Configure | Configure | Configure | Configure |
| Add, update and delete Asset aggregation | Configure | Configure | Configure | Configure | Configure |
| Download event affected Assets | Configure | Configure | Configure | Configure | Configure |
| **Report** | | | | | |
| Add and download Report | Configure | Configure | Configure | Configure | Configure |
| Delete Report | Configure | Configure | Configure | Configure | Configure |
| View Report | Configure | Configure | Configure | Configure | Configure |
| **EVERBRIDGE DESKTOP ALERT** | | | | | |
| Log In To SnapComms | Configure | | | | |
| **WEBHOOK** | | | | | |
| Webhook Subscription | X | | | | |
| **INCIDENT MANAGEMENT** | | | | | |
| Incident Management | | | | | |
| **ADVANCED REPORTING** | | | | | |
| View/Run Reports | Configure | | | | |

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| Create, Edit, and Delete Reports | Configure | | | | |
| Schedule report delivery | Configure | | | | |
| Export Data | Configure | | | | |