



Resident Connection - US

Everbridge Suite

Everbridge Suite
2024
Printed in the USA

Copyright © 2024. Everbridge, Inc, Confidential & Proprietary. All rights are reserved. All Everbridge products, as well as NC4, xMatters, Techwan, Previstar, one2many, SnapComms, Nixle, RedSky, and Connexient, are trademarks of Everbridge, Inc. in the USA and other countries. All other product or company names mentioned are the property of their respective owners. No part of this publication may be reproduced, transcribed, or transmitted, in any form or by any means, and may not be translated into any language without the express written permission of Everbridge.

Limit of Liability/Disclaimer of Warranty: Everbridge makes no representations or warranties of any kind with respect to this manual and the contents hereof and specifically disclaims any warranties, either expressed or implied, including merchantability or fitness for any particular purpose. In no event shall Everbridge or its subsidiaries be held liable for errors contained herein or any damages whatsoever in connection with or arising from the use of the product, the accompanying manual, or any related materials. Further, Everbridge reserves the right to change both this publication and the software programs to which it relates and to make changes from time to time to the content hereof with no obligation to notify any person or organization of such revisions or changes.

This document and all Everbridge technical publications and computer programs contain the proprietary confidential information of Everbridge and their possession and use are subject to the confidentiality and other restrictions set forth in the license agreement entered into between Everbridge and its licensees. No title or ownership of Everbridge software is transferred, and any use of the product and its related materials beyond the terms on the applicable license, without the express written authorization of Everbridge, is prohibited. If you are not an Everbridge licensee and the intended recipient of this document, return to Everbridge, Inc., 155 N. Lake Avenue, Pasadena, CA 91101.

Export Restrictions: The recipient agrees to comply in all respects with any governmental laws, orders, other restrictions (“Export Restrictions”) on the export or re-export of the software or related documentation imposed by the government of the United States and the country in which the authorized unit is located. The recipient shall not commit any act of omission that will result in a breach of any such export restrictions.

Everbridge, Inc.
155 N. Lake Avenue, 9th Floor
Pasadena, California 91101 USA
Toll-Free (USA/Canada) +1.888.366.4911
Visit us at www.everbridge.com

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

- Resident Connection - United States Overview 4**
- Resident Connection Dashboard 5
- Contacts Widget 5
- Resident Connection Contacts 8**
- Resident Search 8
- Business Search..... 9
- Advanced Search..... 9
- Resident Rules..... 11
- Adding a Rule 11
- Editing a rule..... 12
- Deleting a rule 12
- Resident Details 13
- The Universe in Resident Connection 14**
- Contact Layers 14
- Boundaries & Shapes..... 15
- Boundaries 15
- Shapes 16
- Searching for Contacts in the Universe 20
- Creating a Search Filter..... 21
- Resident Connection Messages 23**
- Select Contacts for a Message 25
- Add Contacts from a List 25
- Add Contacts from a Map 27
- Preview Contacts for a Message 29
- Resident Connection Settings..... 30**

Resident Connection - United States Overview

IMPORTANT: This feature is only available to **State and Local Government Agencies**. This is a premium paid feature. If you purchased this and do not see this feature, contact your Everbridge Account Manager.

Resident Connection - United States allows State and Local Government Agency users to send Incident Communication and Mass Notification messages via Short Message Service (SMS) text message, Voice over Internet Protocol (VoIP), Wireless, or Landline telephone calls to residents and businesses in their jurisdictional area.

The Organization is configured to access the records database for your jurisdiction and automatically refreshes every month. Every resident or business record is geocoded and has at least one associated delivery method. This data allows for the largest coverage of Contacts possible for sending messages about life-threatening situations through the boundaries on the **Universe** page.

This feature is integrated with a message's **Imminent Threat To Life** (ITL) option. To use the Wireless data with Resident Connection, a user must select the **Imminent Threat To Life** checkbox.

This feature is useful, for example, for a county emergency manager to notify all residents and businesses of a town about a life-threatening flood and any steps to take for safety and possible evacuation.

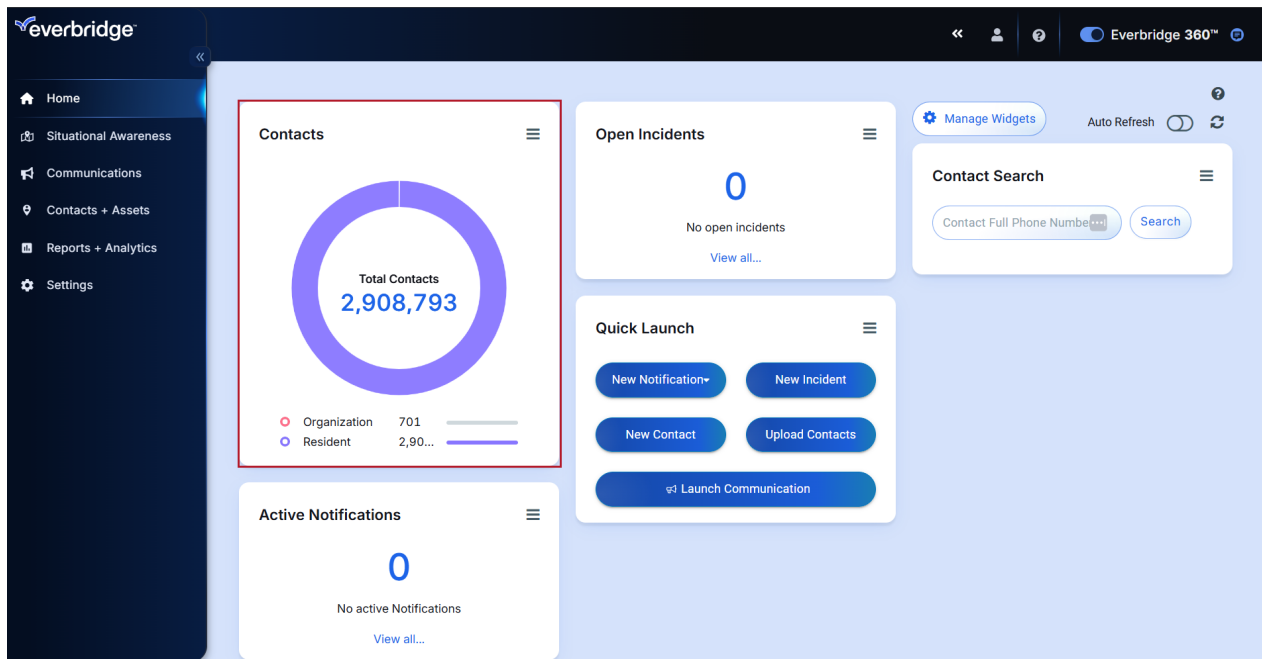
Resident Connection Dashboard

For Organizations with Resident Connection - United States enabled, the **Contacts** widget on the Dashboard contains two sections:

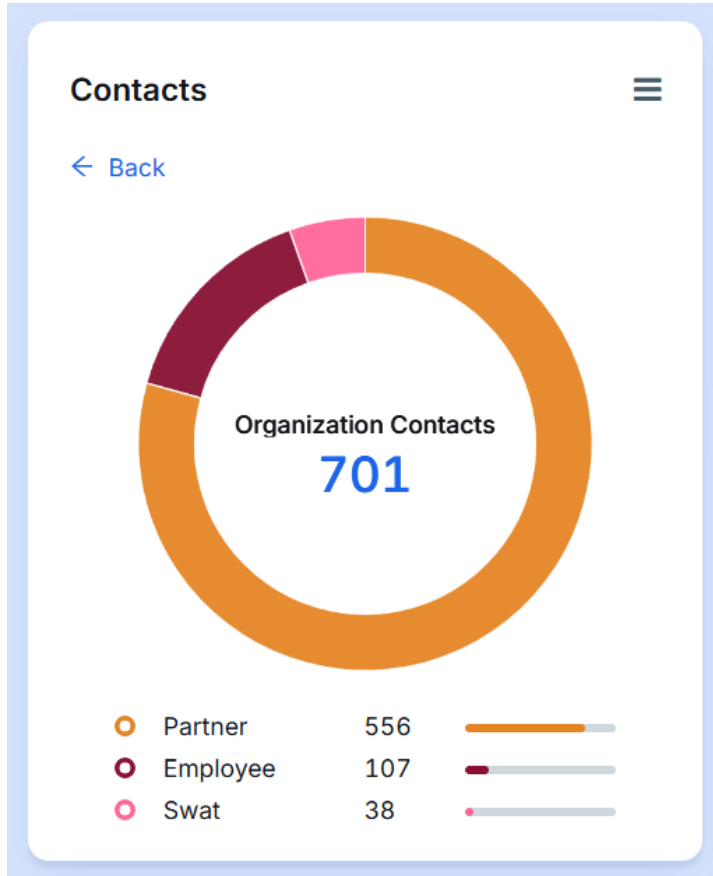
- Organization Contacts
- Resident Connection

Contacts Widget

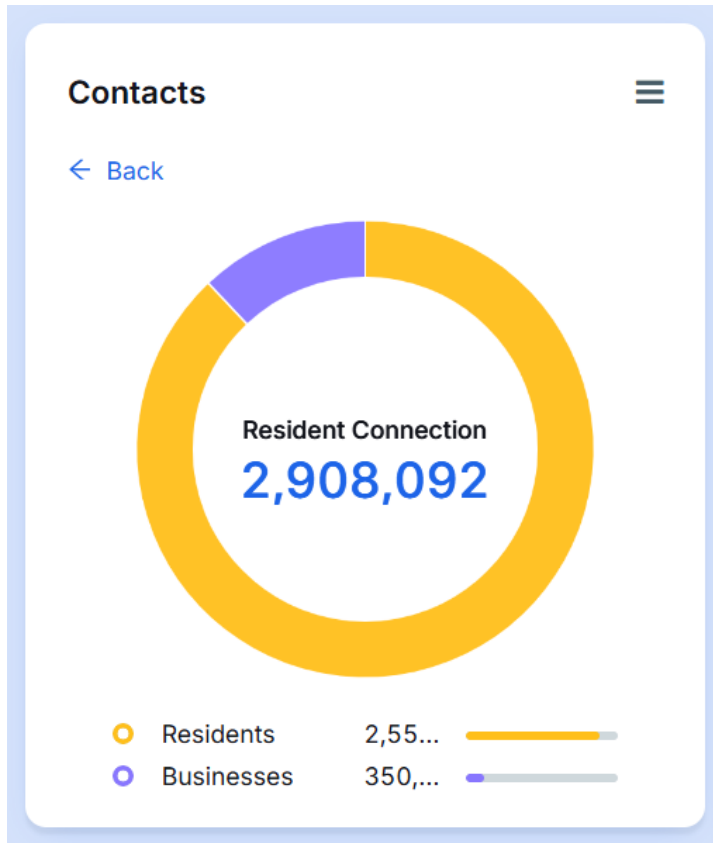
The **Contacts** widget displays the total number of contacts for an Organization, divided into the number of Organization contacts and the number of Resident Connection contacts.



To view the breakdown of your existing contacts by Record Type from the widget, click **Organization**.



To view the breakdown of Resident Connection - United States records from the widget, click **Resident**. Click the total number of residents from here to access the **Resident Connection Search** page.



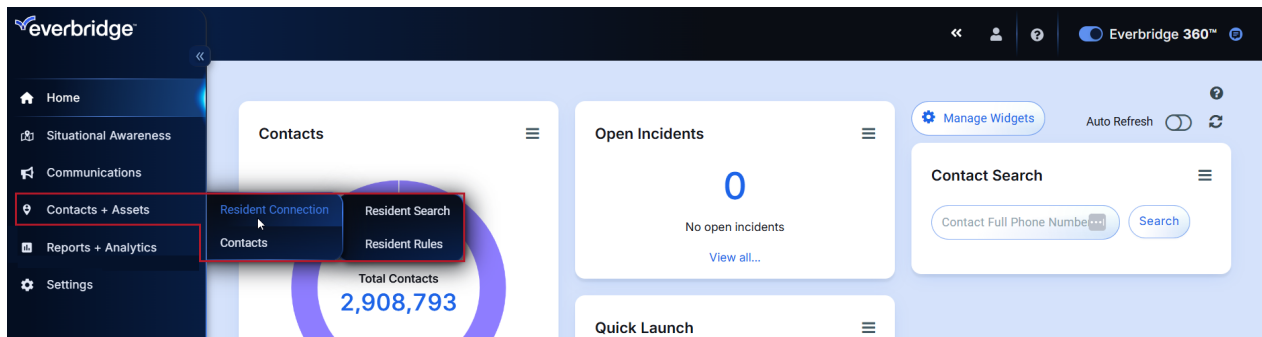
NOTE: For information about searching in Resident Connection - United States, see [Resident Connection Contacts](#).

Resident Connection Contacts

Resident Connection - United States allows users to search the database for specific contacts, residents, and businesses. Users can search by resident first name, resident last name, phone number, and Notification delivery method.

To search for Contacts via the **Resident Connection** sub-tab in the Manager Portal:

1. Hover over **Contacts**.
2. Hover over **Resident Connection**.
3. Click either of the following:
 - Click **Resident Search** to access the **Resident Connection Search** page.
 - Click **Resident Rules** to access the **Resident Rules** page.



For information about Resident Rules, see [Resident Rules](#).

Resident Search

To search the database by resident, navigate to the **Resident Connection Search** page and do the following:

1. Click **Resident Search**.
2. Type the information by which to search in the following fields:
 - **First Name**
 - **Last Name**
 - **Phone Number**
3. If desired, from the menu, select a Notification delivery method by which to search:
 - **All Delivery Methods**
 - **Mobile Phone**
 - **Landline**
 - **VOIP**
4. Click **Search**. A list of search results appears.

Business Search

To search the database by resident, navigate to the **Resident Connection Search** page and do the following:

1. Click **Business Search**.
2. Type the information by which to search in the following fields:
 - **Business Name**
 - **Phone Number**
3. If desired, from the menu, select a Notification delivery method by which to search:
 - **All Delivery Methods**
 - **Mobile Phone**
 - **Landline**
 - **VoIP**
4. Click **Search**. A list of search results appears.

Advanced Search

If users need to use more specific search criteria for Resident or Business contacts, the **Resident Connection Search** page contains an **Advanced Search** feature. This is useful, for example, if a local government needed to send Notifications to residents in two different area codes.

To use the **Advanced Search** feature:

1. Click either **Resident Search** or **Business Search**.
2. Click the **Select Field** menu and select from any of the categories. Additional fields appear.
3. Type or select the appropriate information in the fields.
 - To add an additional category to your search, click **AND** and repeat steps 2 and 3.
 - To add alternate search criteria, repeat steps 2 and 3 under the **OR** heading.
 - To add additional alternate search criteria, click **OR** and repeat steps 2 and 3.

CAUTION: Users can only select a category one time when creating search criteria. Users who want to create search criteria for the same categories must create two different search criteria, separated by the **OR** condition. For example, a user who wants to search for Residents of a city with a mobile phone that has two different area codes would need to create two

sets of search criteria. If you do not see the **OR** condition, contact your Account Manager.

Q ADVANCED SEARCH

Mobile Phone starts with 713

+ AND

OR

Mobile Phone starts with 346

+ AND

To exit Advanced Search, click **Exit Advanced Search**. The **Resident Connection Management** page appears.

Resident 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 are a dynamic way of selecting residents using multiple filters based on their contact information, such as Name, Address, or notification delivery method. Rather than assigning residents to a group, rules allow for a larger collection of residents to receive notifications based on these filters. Resident data content updates every month automatically, so the rule always remains up-to-date for sending a notification.

Adding a Rule

To add a new rule, navigate to the **Resident Rules** page and do the following:

1. Click **Add**.
2. Type a name for your new rule in the **Rule Name** field.
3. From the **Select Field** menu, select a field by which to filter. Additional fields appear.
4. Type or select the appropriate information in the fields.
5. To add more fields to the rule, select a field from the **Select Field** menu under the **And** condition and repeat Step 4.
6. To add an alternate filter to the role, repeat Steps 3 through 5 under the **Or** condition.
7. Click **Contact Preview** to see the contacts matching your new rule.

Resident Rules > Add Rule

Resident Search Business Search

Rule Name: Los Angeles Residents

City is equal to Los Angeles

+ AND

OR

Save Contact Preview Cancel

CONTACT PREVIEW

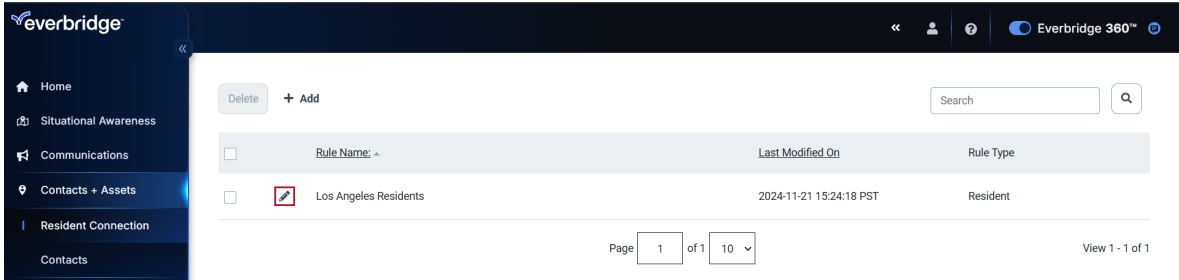
First Name	Last Name	Landline	VOIP	Last Modified On
A				2024-10-22 12:27:00 PDT
A				2024-10-22 12:26:59 PDT
A				2024-10-22 12:27:00 PDT

- Click **Save**. The new rule will appear in the **Rules** list.

Editing a rule

To edit a rule:

- If there are numerous rules, use the **Search** feature to find it.
- Click the Pencil icon in the same row of the rule.

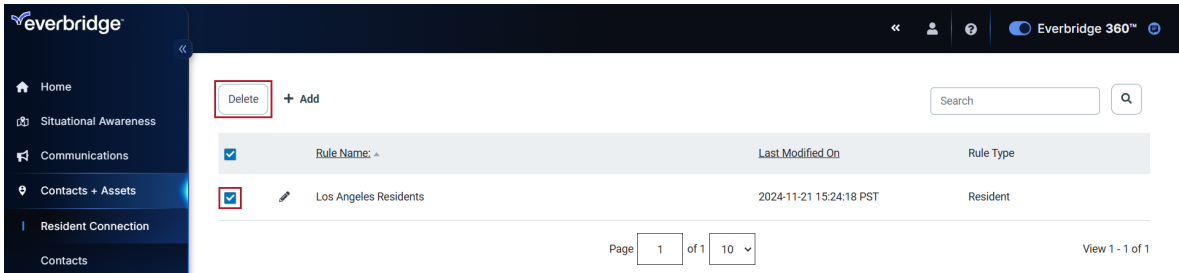


- The **Update Rule** page appears. Make the changes.
- Click **Save**.

Deleting a rule

To delete a rule:

- Select the checkbox next to the rule to delete.
- Click **Delete**.



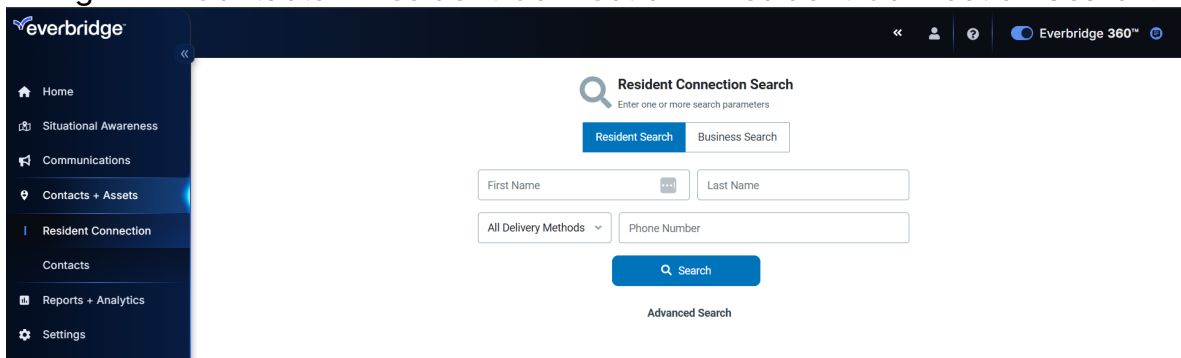
- Confirm the deletion.

Resident Details

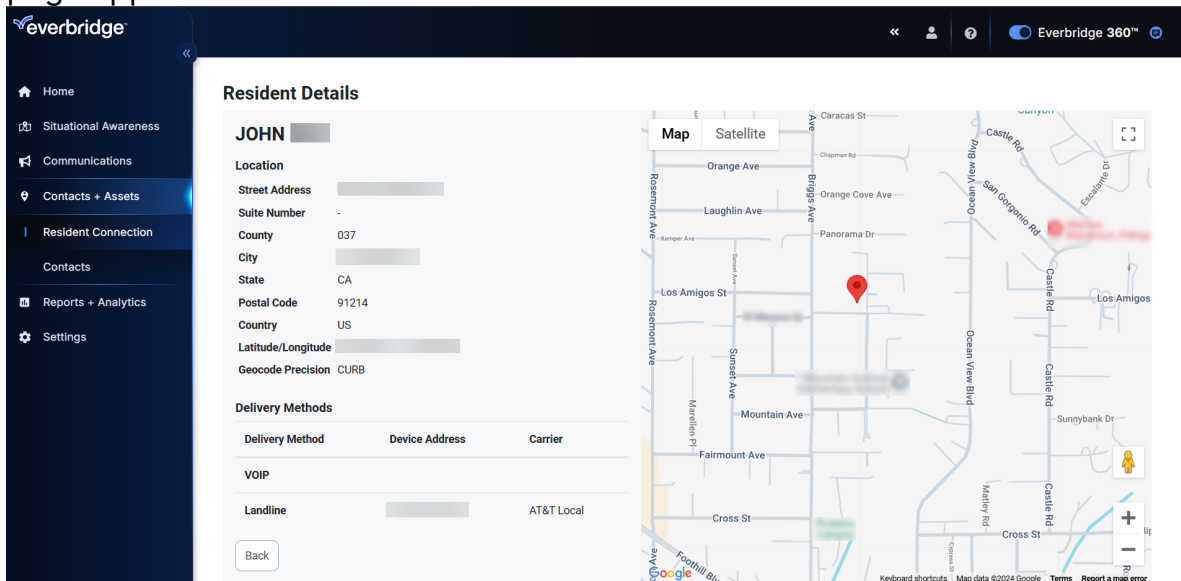
You can view Resident Connection contact details on one screen. These details include the resident or business name, the address, the geocoded location, all of their message delivery methods, and their phone carrier.

To access this information:

1. Navigate to **Contacts > Resident Connection > Resident Connection Search**.



2. Enter the search information for the resident or business and click **Search**. A new interface appears.
3. Click the link in the table that corresponds to the name of the resident or business for which to view details. The **Resident Details** or **Business Details** page appears.



The Universe in Resident Connection

Organizations with Resident Connection - United States enabled can select all of the Organization Contacts, as well as the new Resident and Businesses records, on the map in the **Universe** page. The Universe obtains the data for Residents and Businesses in a given area based on pre-loaded jurisdictional boundaries and point-of-interest (POI) data from U.S. Census Tiger Data.

Users can select whether to view only Residents, Businesses, Organization Contacts, or everyone in a designated area, ZIP code, or another boundary. Users can add the Residents and Businesses in a single area as Contacts in a message.

NOTE: Resident Connection - United States icons for Residents and Businesses only appear when you are at a Zoom level of 7 or higher.

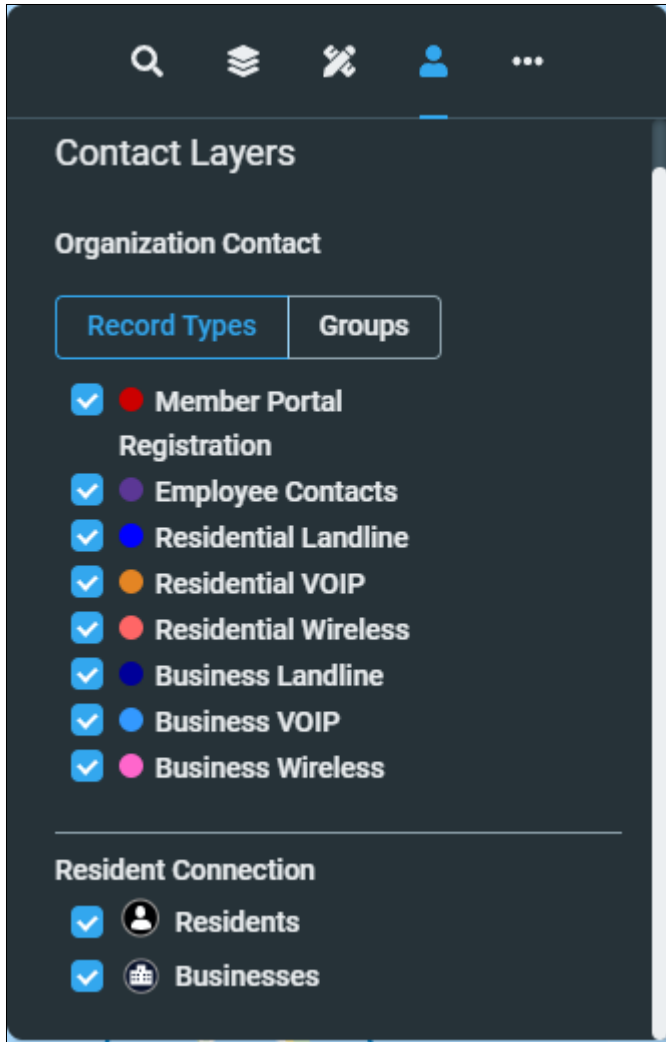
Contact Layers

On the **Universe** page, you can enable or disable Contact Layers by Record Type or Groups and Resident Connection. Users can select these contact layers when they send a Notification. This is useful, for example, if users want to create Notifications that are only relevant to local businesses.

The Universe contains the Contact Layers based on your configuration record types and groups, as well as the following additional options:

Resident Connection

- Residents
- Business



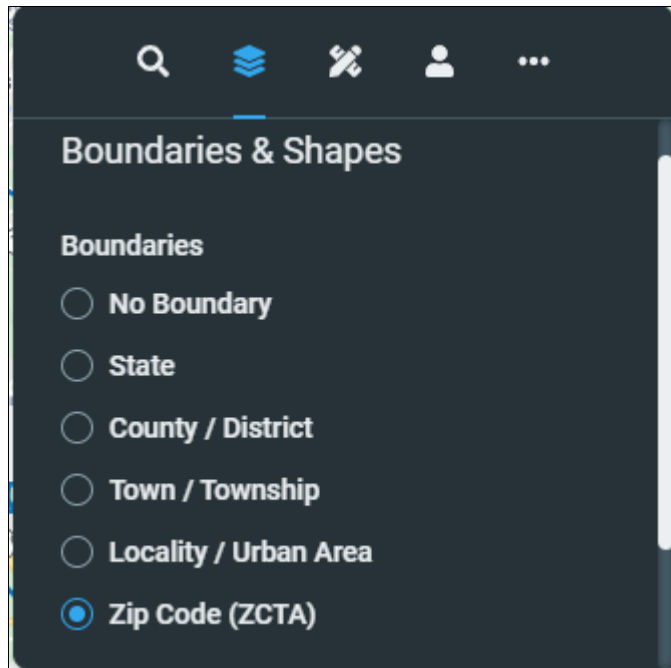
To add a contact to a message, read [Add Contacts to a Message](#).

Boundaries & Shapes

In the **Boundaries & Shapes** section, users can select contacts from saved shapes or pre-loaded jurisdictional boundaries.

Boundaries

To display a boundary, click the radio button for the boundary to establish. Users can only select one boundary level at a time.



Click the boundary displayed on the **Universe** map to select the geocoded contacts within it. You can select multiple boundaries on the map.

Shapes

Using a Shape from the Library

Premade shapes from the Shape Library can be used on the Resident Connection Universe Map to select contacts. To apply a shape:

1. Select a shape file from the **Shape Library** section.
2. If the shape file contains multiple shapes, select which ones to apply to the map from the list. They'll be deselected by default until clicked.

- Repeat as needed until the desired shapes are applied. Once done, click **Selected Shapes** to preview the chosen shapes and their contact counts.

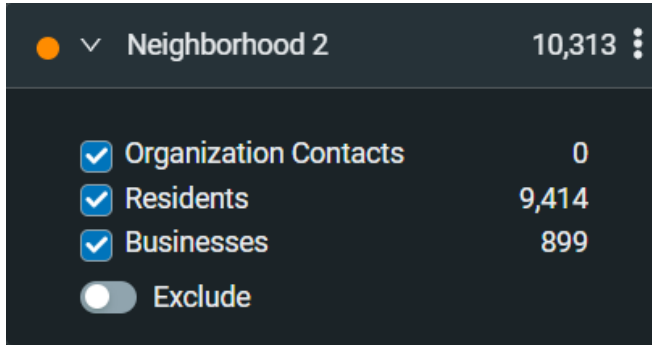
The screenshot displays a mobile application interface for managing shapes. At the top, there is a navigation bar with icons for search, layers, edit, user, and share. Below this, a section titled "Selected Shapes (23)" is shown with a dropdown arrow and a three-dot menu icon. The total points for the selected shapes are 1555. A warning message "WEA (100 Max)" is displayed with a red 'x' icon. Below the warning, there is an "Auto-Simplify Shape" option with an information icon. The main part of the screen is a list of nine neighborhoods, each with a radio button, a chevron, the neighborhood name, and a contact count. At the bottom, there is a "Total Unique Contacts" summary and a "Create New Notification" button. The footer contains map data attribution and links for terms and reporting a map error.

Neighborhood	Contact Count
Neighborhood 1	0
Neighborhood 2	4,710
Neighborhood 3	123
Neighborhood 4	13
Neighborhood 5	1,077
Neighborhood 6	2,233
Neighborhood 7	2,018
Neighborhood 8	257
Neighborhood 9	0

Total Unique Contacts: 25,538

Map data ©2024 Google [Terms](#) [Report a map error](#)

- Click the individual shapes to choose which contact types should be included or excluded from selection.

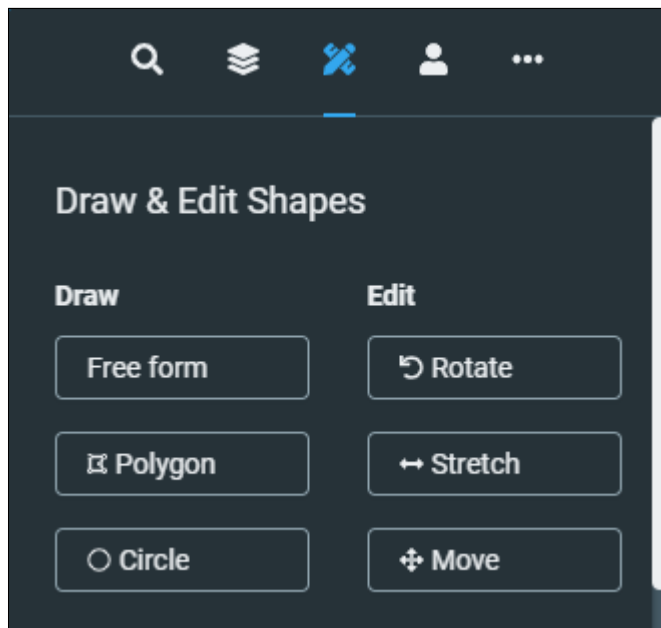


- Once all of the shapes and contacts have been configured, click **Create New Notification** to create a Notification for the selected recipients.

Creating a Custom Shape

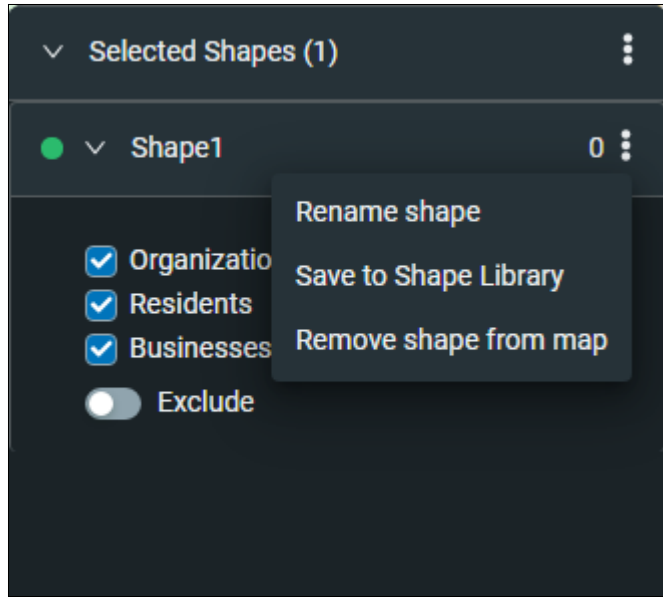
To create a custom shape:

- Navigate to the **Draw & Edit Shapes** menu.
- Click **Free form**, **Polygon**, or **Circle**, based on the type of shape that you want to draw.
- Draw a shape over the map location with the Contacts to add to an alert. To edit the shape after you draw it, click **Rotate**, **Stretch**, or **Move**.



To rename, save, or remove the shape, click the three vertical dots to the right of the new shape in the panel and select the action that you want to perform.

After you save the shape, it appears under the **Shape Library** menu in the **Boundaries & Shapes** section.



CAUTION: If you apply a boundary and you zoom out beyond Level 4, the Universe page will display an error message.

Searching for Contacts in the Universe

Users can search for residents and businesses on the **Universe** page by entering an address, adding a marker, or drawing a circle with that point in the center. This is useful, for example, when users want to alert residents and businesses within a radius of a specific area, such as a chemical plant, of where an incident is occurring.

To search from the **Universe** page:

1. In the top-right toolbar, click the **Search** icon.



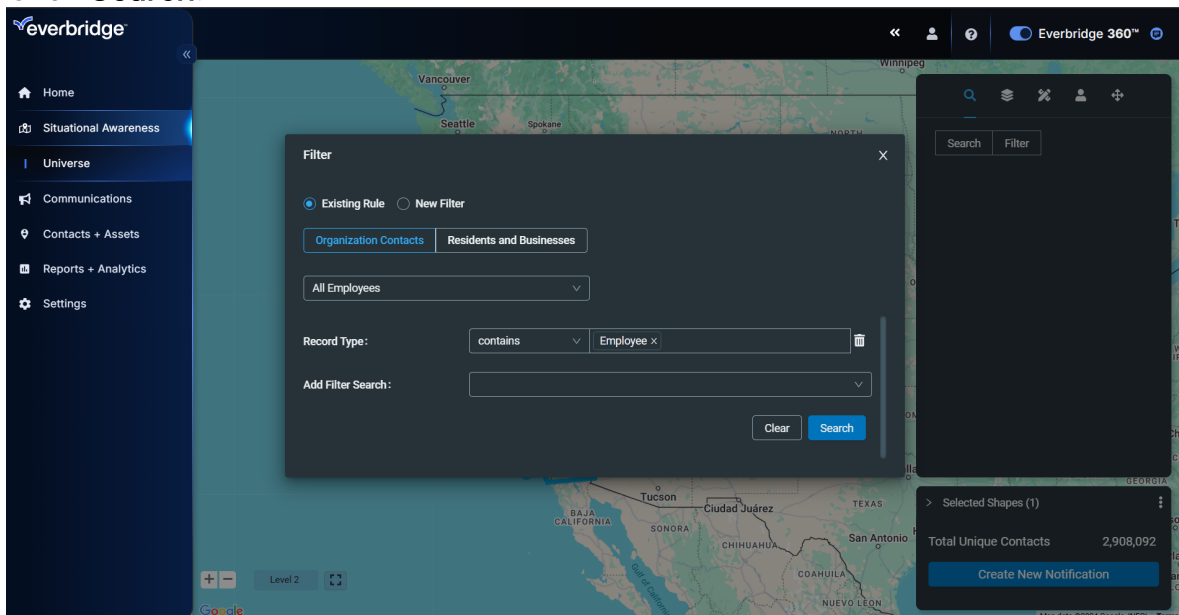
2. Select either:
 - **By Address** - Enter the address.

- **By Name** - Choose either **Organization**, **Resident**, or **Business**, and then enter the first and last name of the desired contact.
3. Click **Search**. A dialog with search results appears.
 4. Do either of the following:
 - Select the **Set marker** radio button and click **Show on Map** to view a marker in that location on the map.
 - Select the **Set marker with the radius** radio button, enter the radius distance in the corresponding field, select the unit of distance measure from the menu, and click **Show on Map**.

Creating a Search Filter

To create a filter in the **Universe** page by which to search for contacts:

1. Create a shape or select a boundary.
2. In the top-right toolbar, click the **Search** icon.
3. Select **Filter**. The **Filter** dialog appears.
4. Select **Existing Rule** or **New Filter**.
5. Select **Organization Contact** or **Residents and Businesses**.
6. Do either of the following:
 - To search with an existing rule, choose the rule from the **Select Rule** menu.
 - To create a new rule, select the filters you want to use from the **Add Filter Search** menu and enter the necessary information.
7. Click **Search**.



The number of contacts that meet the rule's requirements will appear in the **Results** dialog.

8. Click **OK** and close the **Filter** dialog. The filter appears on the right side of the page.

- Make certain to filter Organization Contacts, Residents, and Businesses as needed.

After you create your shapes and filters, click **Create New Notification** to navigate to the **Notification** page and create a message for your selected contacts.

NOTE: Shapes drawn on the **Universe** map select all geocoded contacts and Resident Connection contacts unless otherwise filtered.

Resident Connection Messages

With Resident Connection - United States enabled, the **Imminent Threat to Life** feature has additional functionality. This controls if a message is sent to only selected Landline and VoIP numbers, or if it also includes Wireless and SMS. Communications that are not marked as Imminent Threat to life can only send messages via VoIP and Landline.

When you create a message and select the **Imminent Threat to Life** checkbox, **SMS, Wireless, VoIP, and Landline** appear under **Resident Connection** in the message's **Settings** section.

Message

- Imminent Threat to Life ⓘ
- High priority ⓘ

*** TITLE** [Use a message template](#)

Title/Subject

TEXT

Use custom SMS message ⓘ

Use custom Email/Everbridge Mobile App message ⓘ

All delivery methods

Message body

Characters remaining: 2500 - Email/Fax | 160 - SMS ⓘ

SPEECH

Text-to-speech ⓘ

Use a voice recording

Save this as a message template

Standard Polling Conference Bridge

[Attach Files \(20 MB Total Limit \)](#) ⓘ Total files: 0 Total size: 0 b

Publishing Options

Publishing Channels: Everbridge Desktop Alerts Social Media Member Portal

Selected Contacts

Use notification escalation ?

*Click to add contacts

Select from a List **0**

Select from a Map **0**

Settings View: **Read-only** | [Edit](#)

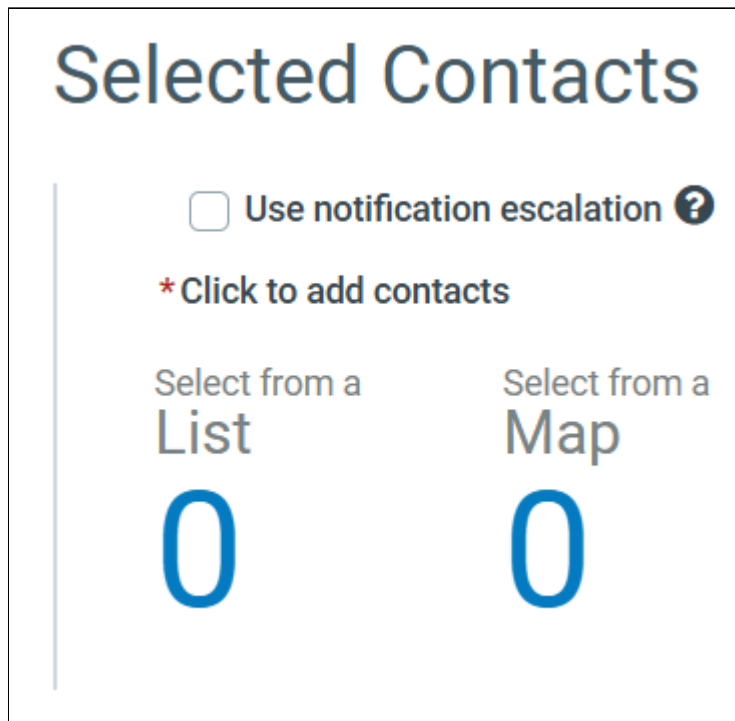
* Sender E-Mail Display:	Fenwick County						
* Sender caller ID:	View						
* Sender SMS ID:	View						
* Request Confirmation:	Yes						
* Delivery methods:	<table border="0"> <tr> <td>Organization Contacts</td> <td>Resident Connection</td> </tr> <tr> <td>1 Work Email</td> <td>1 VOIP</td> </tr> <tr> <td></td> <td>2 Landline</td> </tr> </table>	Organization Contacts	Resident Connection	1 Work Email	1 VOIP		2 Landline
Organization Contacts	Resident Connection						
1 Work Email	1 VOIP						
	2 Landline						

> More options

Select Contacts for a Message

Organizations with Resident Connection see different options for selecting Contacts to add to a message:

- **Select from a List** - click the number to select Contacts from the following:
 - Individuals
 - Groups
 - Rules
 - Resident data
 - Business data
- **Select from a Map** - click the number to launch the **Universe** page and select Contacts that are geocoded by location.



Add Contacts from a List

Users can select Organization Contacts or Resident Connection contacts from a list.

Add Organization Contacts

To add Organization Contacts to a message:

1. Scroll down to the **Select Contacts** section and click **Select from a List**. The **Contacts** dialog appears.

2. Click the **Individuals**, **Groups**, or **Rules** sub-tab to add Contacts individually, by group, or by rule.
 - To select individuals, click **Individuals** and select the check box of the desired contact names. Users can search for individuals by first and last names. The individuals appear in the **Individuals** box in the right-hand panel.
 - To select groups, click **Groups** and select the desired group names. Users can also search by Group Name. The groups appear in the **Groups** box in the right-hand panel.
 - To select rules, click **Rules** and select the check boxes of the desired rules. Users also can search for desired rules. The rules appear in the **Rules** box in the right-hand panel.
3. Preview the contacts to be added to the message. To do this, click **Preview**. The contacts who will receive the message appear in the **Unique Contacts** menu.
4. Click **OK**. The number of Contacts to receive the message appears under the **Select from a List** heading.

Add Resident Connection Contacts

To add residents and businesses from Resident Connection:

1. Scroll down to the **Select Contacts** section and click **Select from a List**. The **Contacts** dialogue box appears.
2. Click Resident Connection.
3. Click the **Residents**, **Businesses**, or **Rules** sub-tab to add individual residents or businesses or residents and businesses by rule to the Notification.
 - To select individual residents, click **Residents** and enter the appropriate information in the fields. Select the checkboxes of the residents to add.
 - To select individual businesses, click **Businesses** and enter the appropriate information in the fields. Select the checkboxes of the businesses to add.
 - To select rules, click **Rules**. Users also can search for desired rules. The rules appear in the **Rules** box in the right-hand panel.
4. Preview the contacts to be added to the message. To do this, click **Preview**. The contacts who will receive the message appear in the **Unique Contacts** menu.

- Click **OK**. The number of Contacts to receive the message appears under the **Select from a List** heading.

Add Contacts from a Map

Users can add Organization Contacts or Resident Connection contacts to a message from the Map. To do this:

- Scroll down to the **Select Contacts** section and click **Select from a Map**. The **Contacts** Map appears.
- Select residents or businesses to add to the message. To do this, use any of the following methods:
 - Click the magnifying glass to search for residents and businesses by name or address. Enter the information by which to search in the appropriate fields.
 - Click the stacked paper logo to access the **Boundaries & Shapes** menu. Users can select residents or businesses based on the following categories:
 - No Boundary
 - State
 - County / District
 - Town / Township
 - Locality / Urban Area
 - ZIP Code (ZCTA)

- To select a boundary that contains the desired residents and businesses, click the radio button for the boundary category to use. The boundaries appear on the map. Click one or more boundaries to select the Residents and Businesses within the boundary.
 - Select a pre-designed shape of an area containing residents and users. To do this, select the desired check boxes under the **Shape Library** heading. After the shapes are selected, the map will display the shape and select the residents and businesses in that shape.
 - Click the drawing tools icon to access **Draw & Edit Shapes** menu. Select a shape to use. Then, draw a shape over the map location with the Contacts to add to an alert.
 - After the shape is saved, the shape appears under the **Shape Library** menu in the **Boundaries & Shapes** section.
 - Click the Person icon to access the **Contact Layers** menu. The **Map** contains Contact Layers for your configured Record Types, the Resident Connection data, and any configured Groups.
3. To choose message recipients, select the checkbox for that category in the **Contact Layers** menu.
 4. After selecting the message recipients in the map, click **OK**. The number of recipients appears under the **Select from a Map** heading.

Preview Contacts for a Message

When you launch an Incident, the page may prompt you to review the message before you send it. If this option does not appear, an Administrator can enable it for you.

When you preview the message, the list of contacts who will receive it will display under the **DISTRIBUTION** heading. This information will include the number of Organization Contacts and Resident Connection Contacts who will receive the message, as well as the method by which they will receive it.

DISTRIBUTION

Messages will be sent to:

24730

Total Organization Contacts*

Via the following Delivery Methods:
Resident SMS/TEXT

16351

Total Resident Connection Contacts*

Via the following Delivery Methods:
Landline, VOIP

**Does not include Escalation contacts*

After you review the distribution list, click **Send** in the lower right corner of the page.

Resident Connection Settings

Resident Connection - United States users have four additional message delivery methods available in **Settings > Organization > Notifications > Delivery Methods**:

- **Mobile(SMS/Text)**
- **Mobile(Voice)**
- **VoIP(Voice)**
- **Landline(Voice)**

You can change the sequence order. However, we recommend that you always send messages in the following order:

1. SMS messages
2. Wireless
3. VOIP
4. Landline

This order helps limit local network congestion when sending a message to a large jurisdiction. You can also edit the delivery methods' Prompts. However, you cannot remove any of these delivery methods.