



Everbridge 360™ : Mobile and Desktop Apps Guide

Everbridge Suite

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Introducing Everbridge 360™ Mobile and Desktop Apps

To complement the release of our new and improved Everbridge 360™ interface, Everbridge is also releasing two companion apps: **Everbridge 360 Mobile™** and **Everbridge 360 Desktop™**.

Why Switch to the Everbridge 360™ Apps?

The Everbridge 360™ Apps offer a host of improvements, including:

- **Refreshed User Interface**
 - We've revamped the interface to be more modern, intuitive, and user-friendly.
 - The new Home Screen is optimized for easier navigation and streamlined interactions, reducing clicks and saving critical time when it matters the most.
- **Simplified Workflows**
 - The simplified **Communications** feed reduces complexity without compromising usability.
- **Easy Registration and Adoption**
 - The new **Organization Code** feature makes adopting, locating your Organization, and signing in easy.
 - Additional support for MDM and automated provisioning simplifies corporate deployment.
- **Support for Additional Devices**
 - Now available for Desktop (Windows and macOS) and Mobile (Android and iOS).

Important Considerations

While the new Everbridge 360™ offerings provide a more streamlined experience, the early versions will be missing some notable features that will be added later. This may help you determine when to switch from the preexisting Everbridge Mobile App. This includes:

- Crisis Management Features
- Custom Form Safety Button
- Quick Registration
- Multi-Organization Support
- Additional Mobile Device Management (MDM) support

Enablement

Organization Code

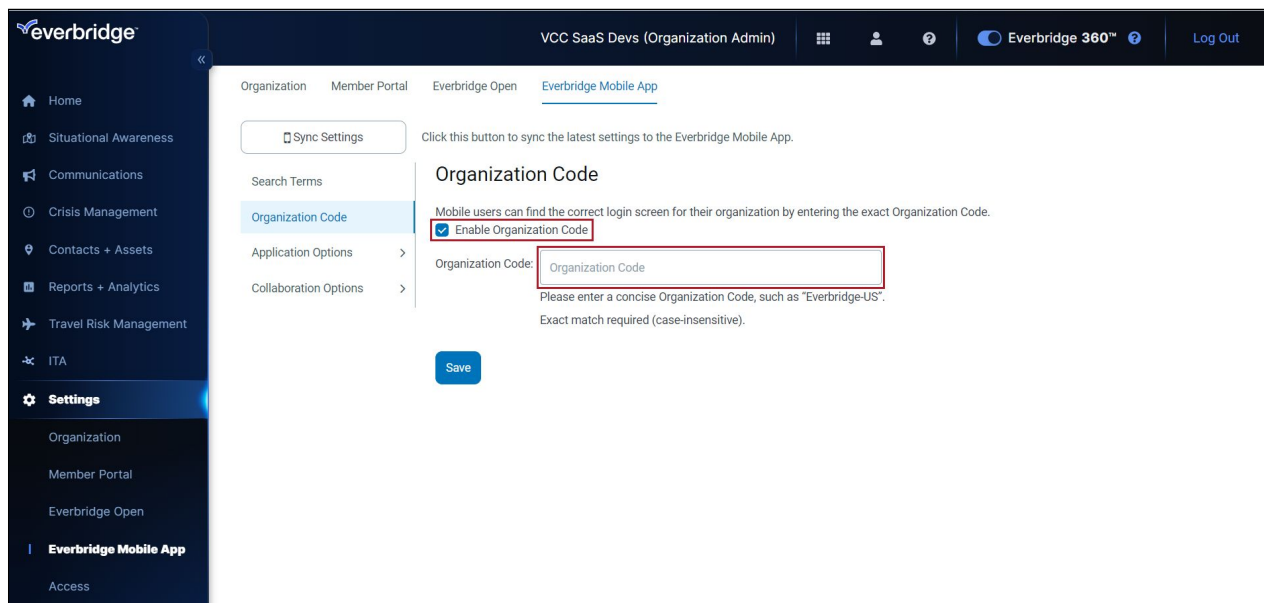
Communication recipients using the Everbridge 360™ Apps can find their Organization when first opening the app by searching for its unique **Organization Code**, which is set by Organization Administrators under **Settings > Organization > Everbridge Mobile App > Organization Code**.

NOTE: If desired, IT administrators may deploy an Organization Code to managed devices via Mobile Device Management (MDM).

Setting an Organization Code

To set an Organization Code:

1. On the **Organization Code** page, select the **Enable Organization Code** checkbox.
2. The **Organization Code** text field will activate, allowing you to enter the desired code.
3. Click **Save**.



Considerations

- Only one code can be set per Organization at a time.

- The code must be unique across all Organizations (including all tech stacks).
- The search query must match the code exactly, including case sensitivity.
- If the code is deleted or left blank, the Organization will not be returned in search results from either of the Everbridge 360™ Apps. This is how the Everbridge 360™ Apps can be disabled entirely.
- The Organization Code is only for the Everbridge 360™ Apps and won't affect the old Everbridge Mobile App.

NOTE: See the [Everbridge 360 Deployment](#) page for more on deployment, installation, and troubleshooting.

Mobile App

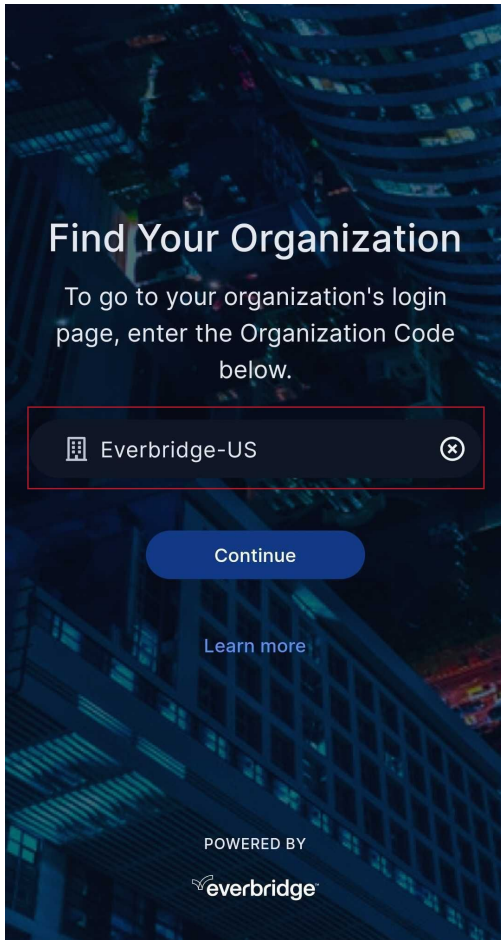
The **Everbridge 360 Mobile™** app consolidates all of your Organization's Communications at your fingertips, offering resilience to users on the go without booting up a computer. It can be downloaded from either the **Google Play Store** or **Apple App Store**.

IMPORTANT: While Apple tablets run Everbridge 360 Mobile™, Windows tablets require the Desktop version to be installed, instead.

Logging In

Initial Setup

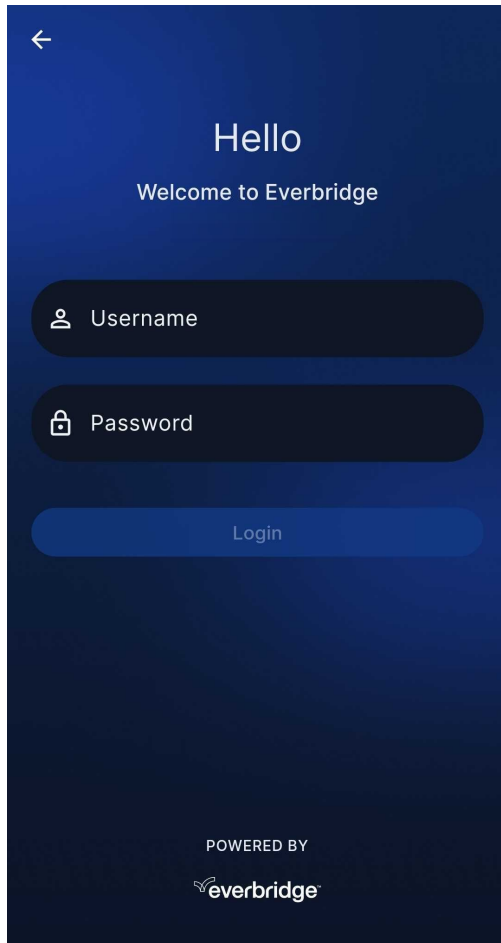
When first opening Everbridge 360 Mobile™, users will be prompted to search for their Organization by entering its unique **Organization Code**. If you don't know your Organization Code, please contact your Organization Administrator.



NOTE: If you don't know your Organization Code, please contact your Organization Administrator.

General Login

Once the Organization Code has been entered, the general **Login** screen appears. Enter your username and password as you would for the Member Portal, then tap **Login**.

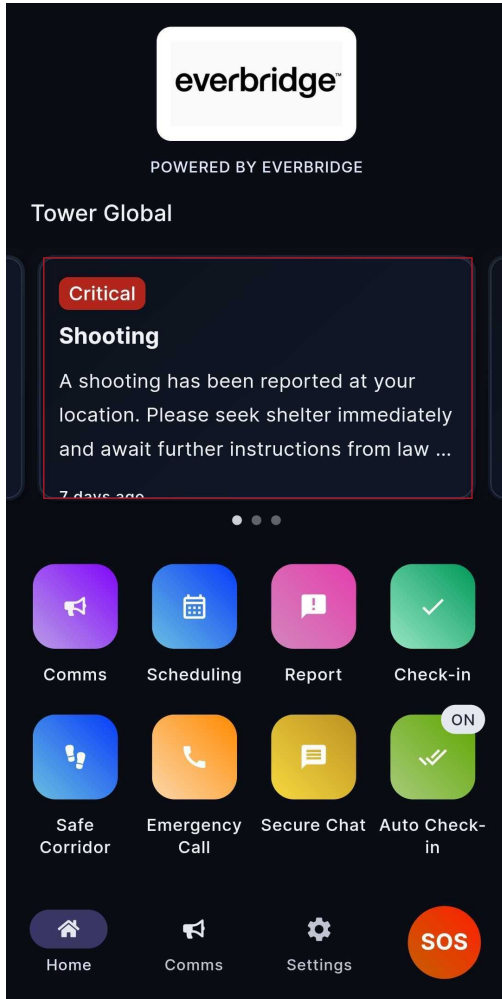


NOTE: This is the same login screen that will appear anytime a user needs to log in post-setup.

Home Page

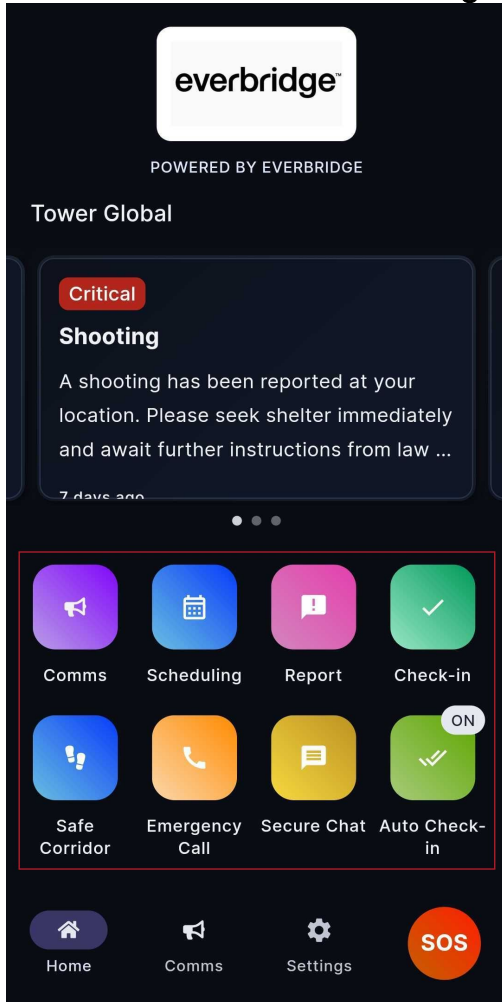
When opening Everbridge 360 Mobile™, users will land on the **Home Page**, which offers:

- **Comms Carousel** that highlights unread Communications at the top of the page. Messages will only be marked as Read when they've been fully opened from the Comms Feed.



- Unread Communications are only tracked by device and aren't shared across devices.

- **My Apps** tray, which provides easy access to critical features and modules, such as **Safe Corridor** or **Emergency Call**.

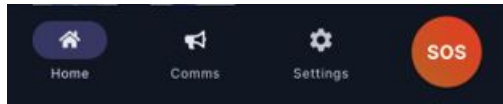


NOTE: The Home Page can be accessed from any screen by tapping the **Home** icon in the bottom Navigation Bar.

Navigation Bar

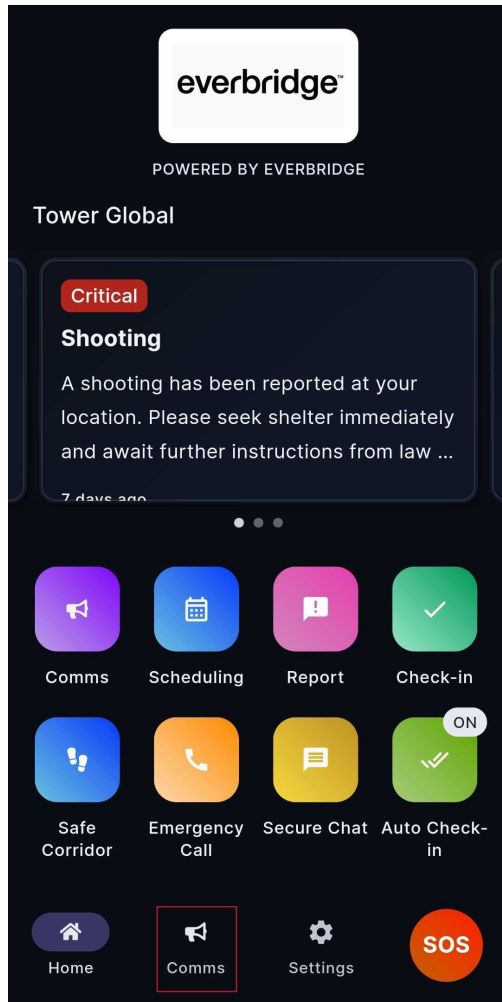
The omnipresent **Navigation Bar** can be found at the bottom of each page, allowing for quick navigation to:

- Home Page
- Communications Feed
- Settings
- SOS button (if included)



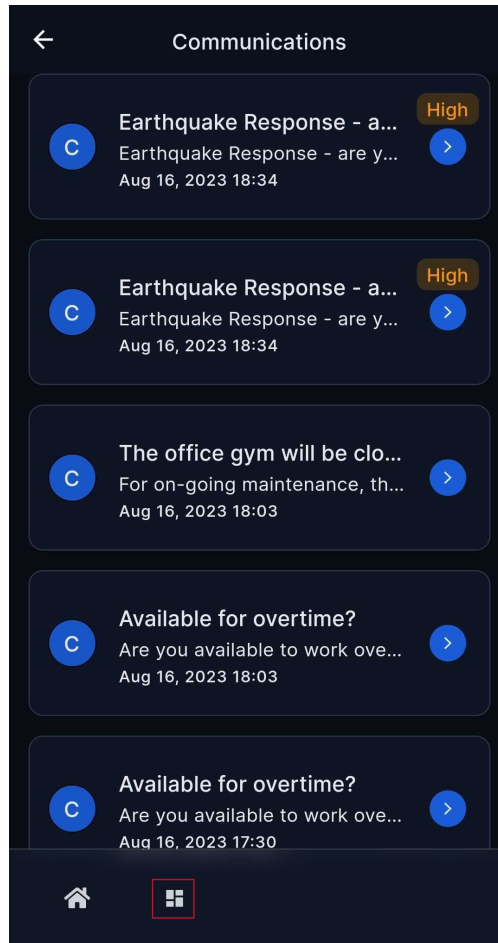
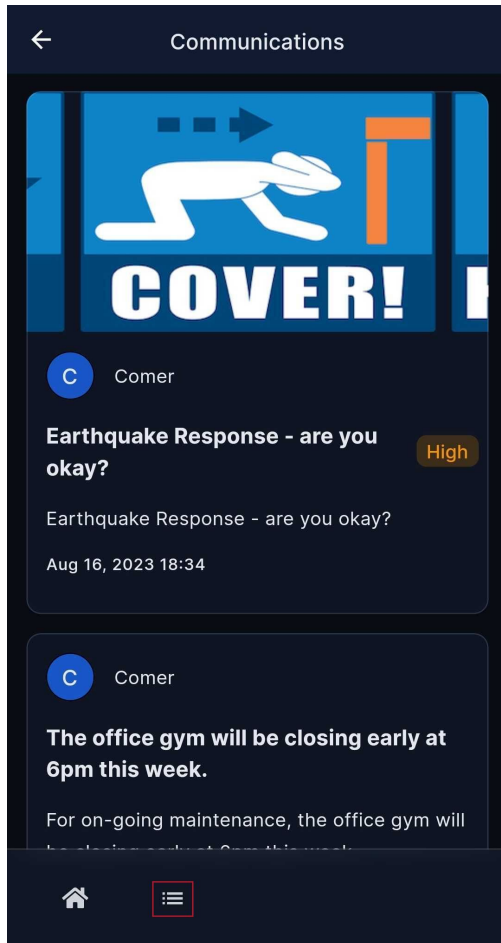
Comms Feed

The **Comms Feed** shows a combined view of an Organization's Incidents and Notifications. It can be accessed by tapping **Comms** on the **Navigation Toolbar**.

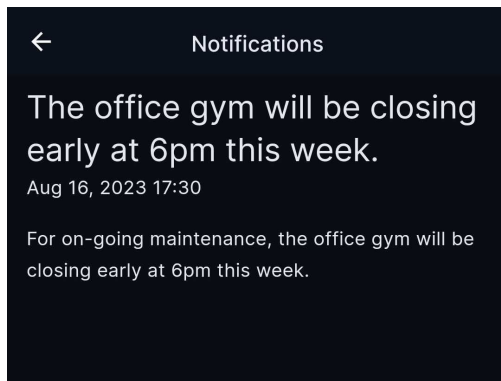


Once on the Comms Feed, you can scroll the list of Communications sent by your Organization, including the launch time stamp and priority.

By default, the Communications are displayed in a **Tile** view, which also includes attached images. Tapping on the **View** icon at the bottom of the page will switch to a **List** view for a more compact interface.



Tapping on a Communication will take you to its **Communication Details** page, where the entire message can be read in full, including duration, time stamp, and status. Tap the **back** arrow to return to the list view.



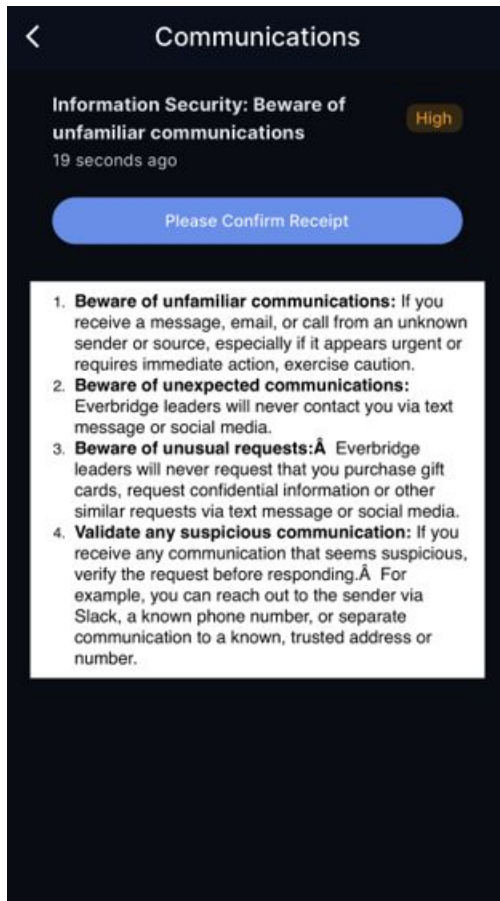
Acknowledgment and Response

Different message types come with different ways to acknowledge them and respond if needed. There are three types of messages that can be received:

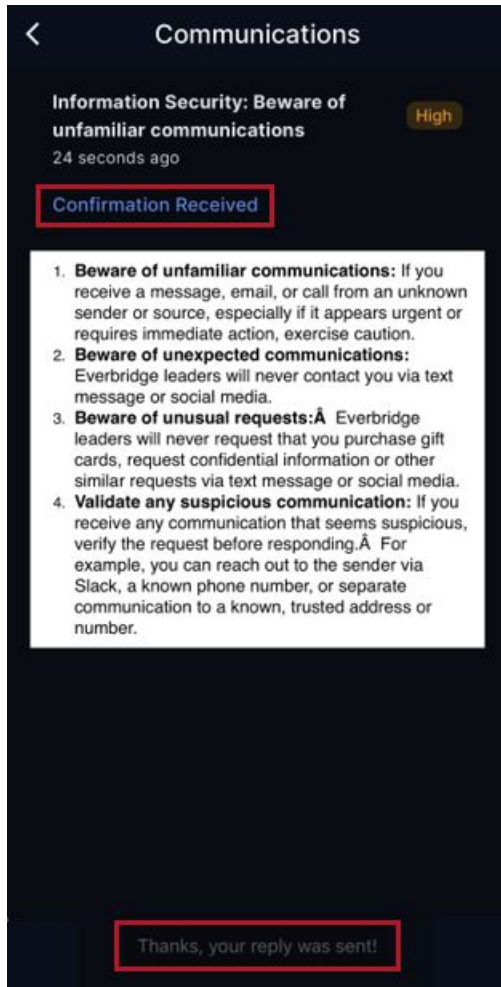
- Standard
- Polling
- Conference

Standard

Standard Communications consist of a message and (if configured) an option to confirm receipt. It supports Rich Text and HTML content, which is displayed on a white background when used. Note that viewing it while in Dark Mode will carry over the white background.



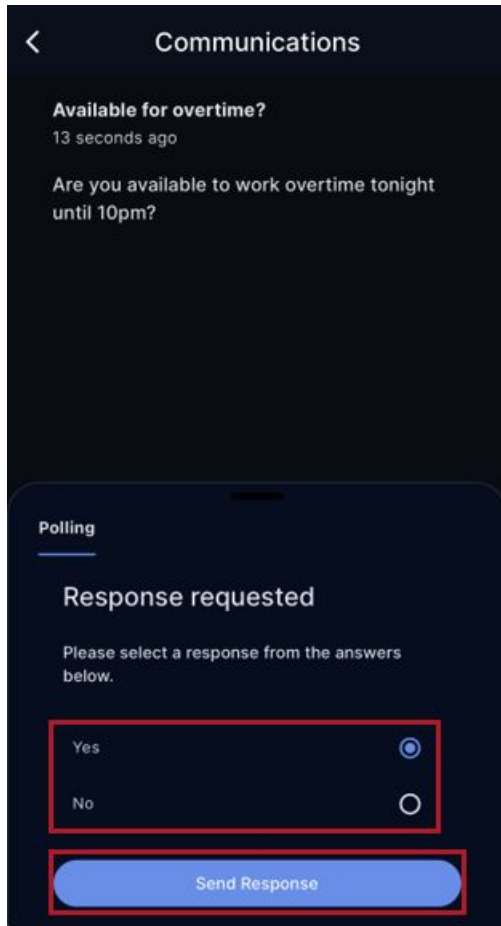
After tapping **Please Confirm Receipt**, a *Confirmation Received* message will appear. Another confirmation message will appear at the bottom of the page, too.



Polling

Polling Communications require a response from the recipient, which typically includes a short multiple-choice questionnaire used to assess your current situation. Users will have the option to either reply now or wait.

Make your selections and tap **Send Response**.

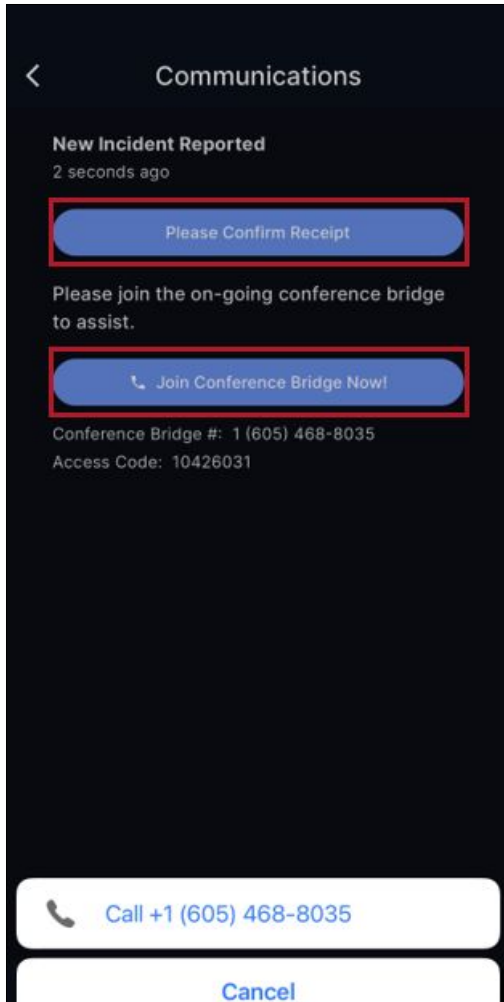


Responses can be tracked and referenced from the **Comms** tab.

CAUTION: Polling responses can't be changed once they've been submitted.

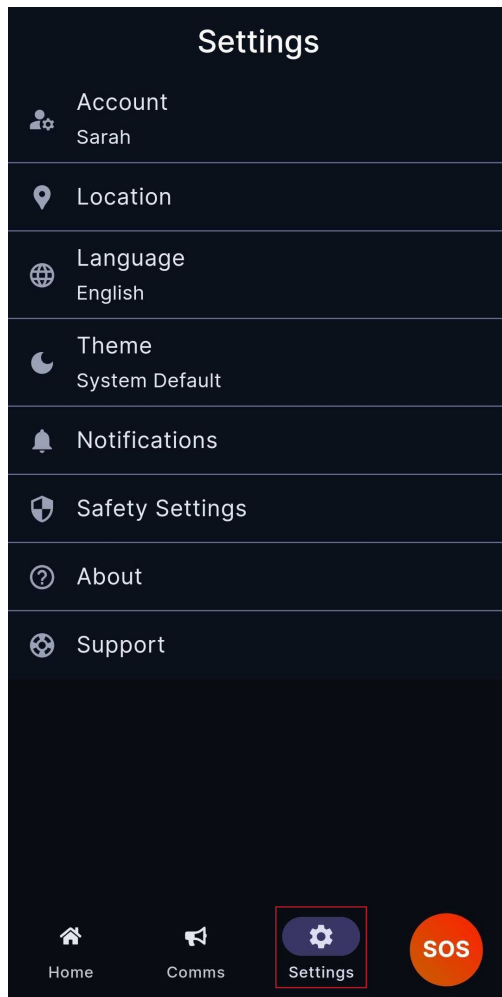
Conference Bridge

Conference Bridge Communications ask that the recipient join a conference call to assist with an ongoing situation. They may also include an option to confirm that the message has been received.



Settings

The **Settings** menu can be accessed by tapping the cog icon in the bottom Navigation Menu.

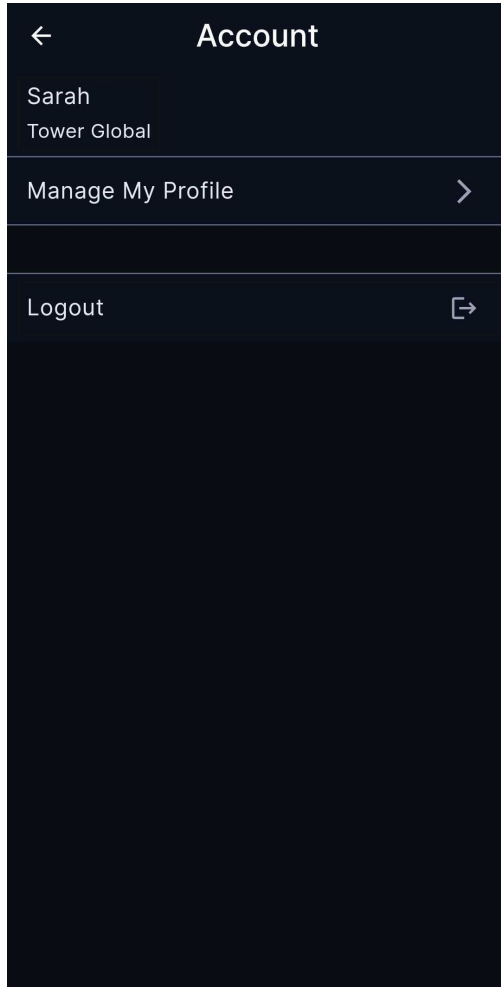


The following items can be configured from this page:

- Account
- Location
- Language
- Theme
- Notifications
- Safety Settings
- About
- Support

Account

Tapping **Account** will display the name of the user and Organization associated with the device. This is also where users can log out by tapping **Logout**.



Users can tap **Manage My Profile** to edit their profile in the Organization's Member Portal.

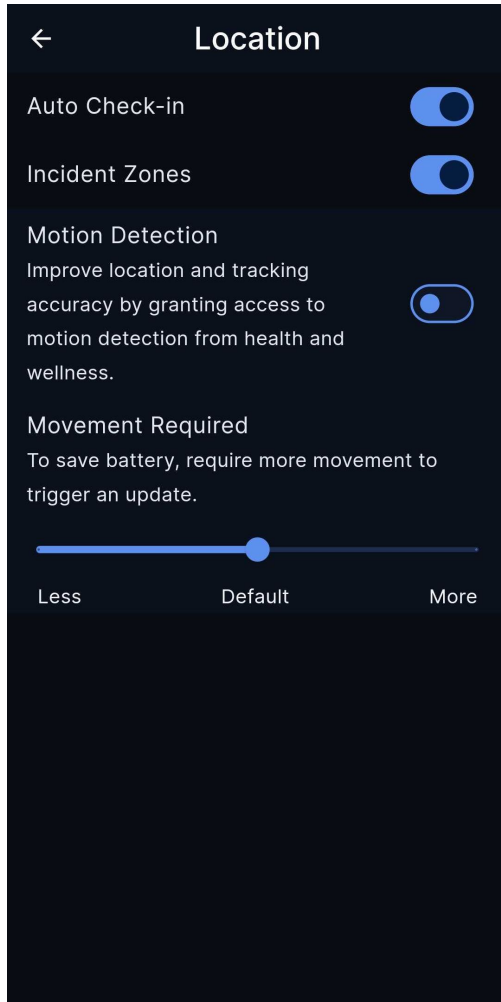
IMPORTANT: Everbridge 360™ Mobile can only be connected to one Organization at a time. Support for switching between multiple Organizations within a parent Account will come in a future release.

Location

The **Location** page offers the following options:

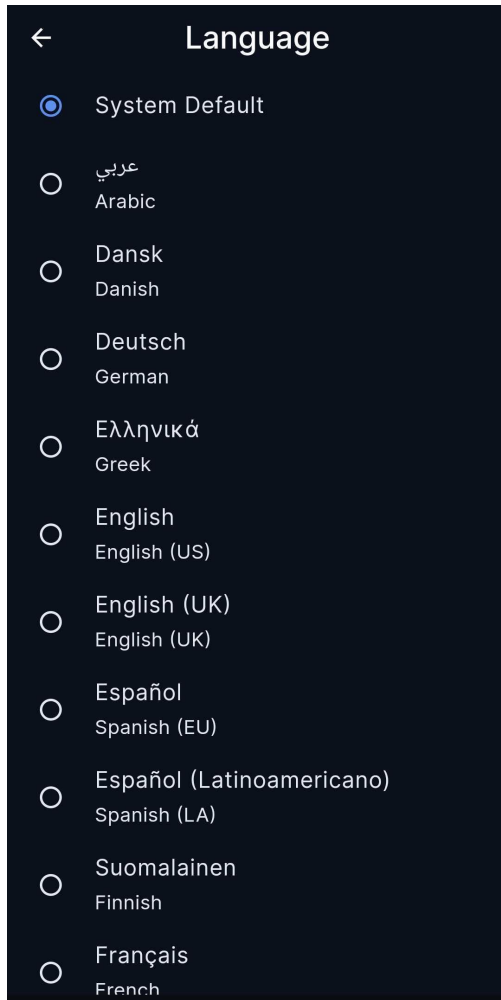
- **Auto Check-in** - Enables or prevents the app from automatically checking in on the user's behalf.

- **Incident Zones** - Allows a device's location to automatically update an Organization's Private Incident Zone system, preventing out-of-area messages from being received.
- **Motion Detection** - Improves location and tracking accuracy by granting access to motion detection from health and wellness.
- **Movement Required** - Determines how much movement is required to trigger a location update.



Language

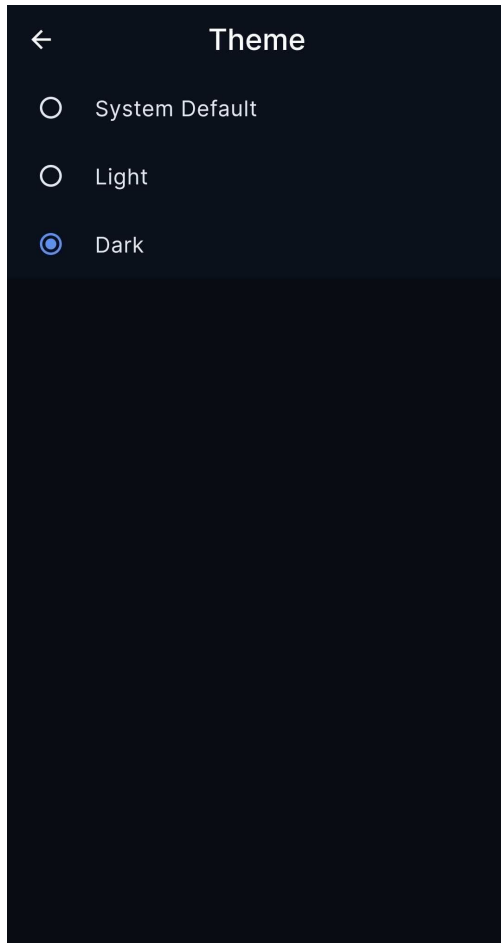
Tap **Language** to set the language used in the Everbridge 360 app. The **System Default** option will automatically be selected until otherwise specified.



Theme

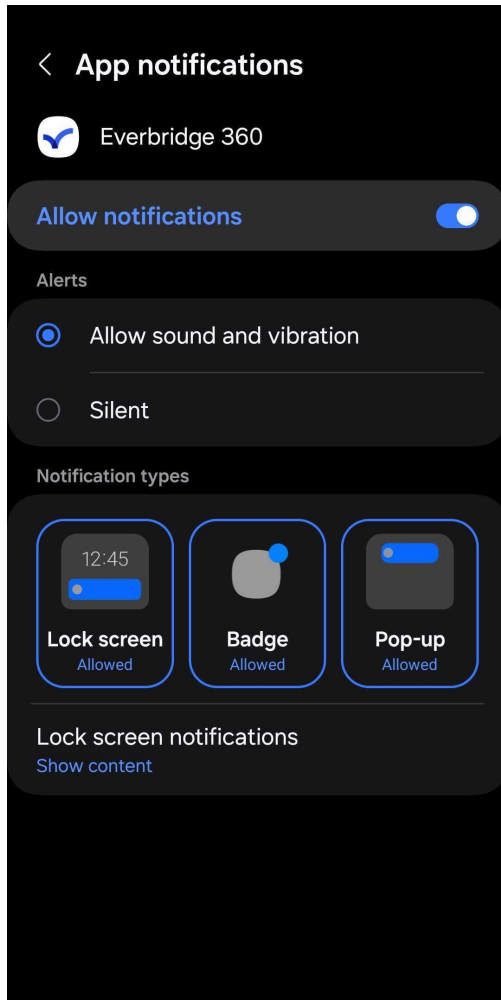
Users can customize the interface color scheme by tapping **Theme** and choosing one of the following options:

- System Default
- Light
- Dark



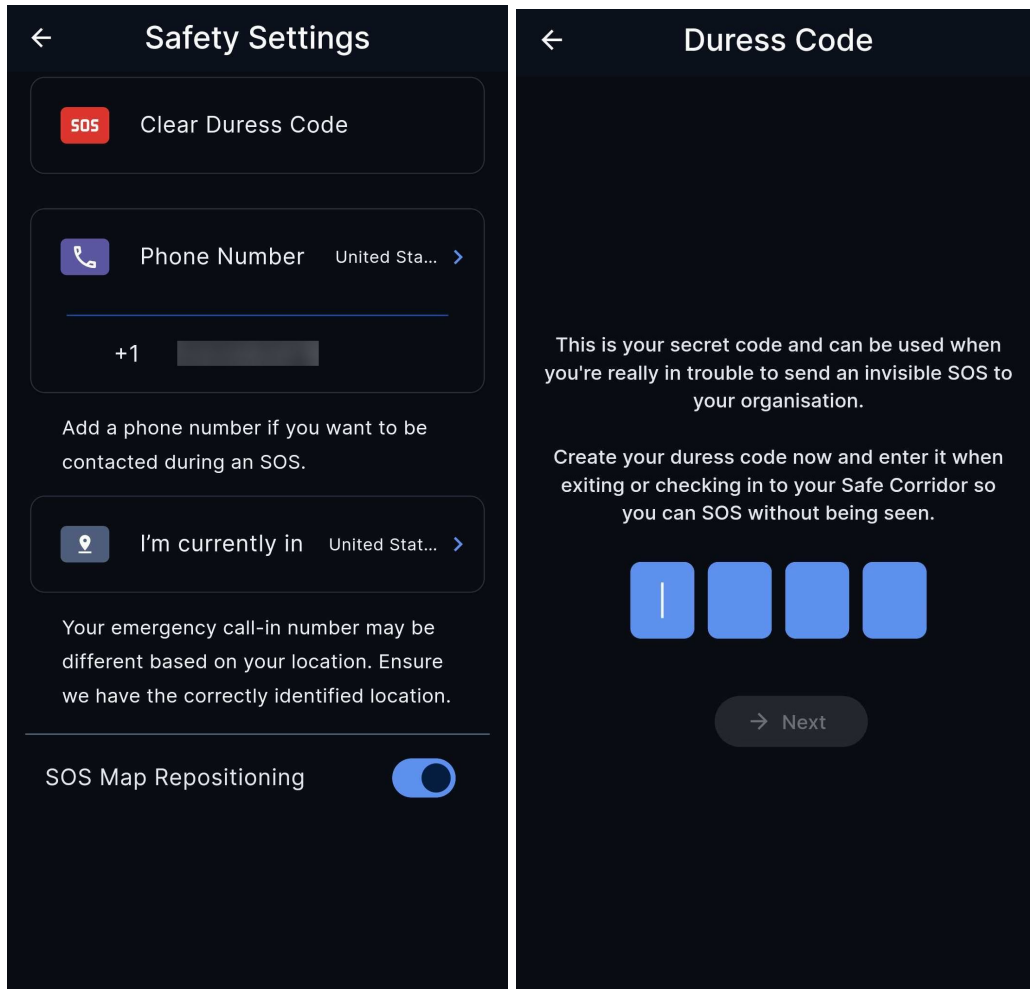
Notifications

Tapping on **Notifications** will route users to the App Notifications page, where they can enable or disable notifications, as well as specify the alert sounds and types of app notifications they want to receive.



Safety Settings

The **Safety Settings** page is available to **Safety Connection** and **Travel Risk Management** customers and allows users to clear their four-digit **duress code** to create a new one. The duress code is used to silently trigger an SOS if the user is being forced to disarm Safe Corridor while under duress.

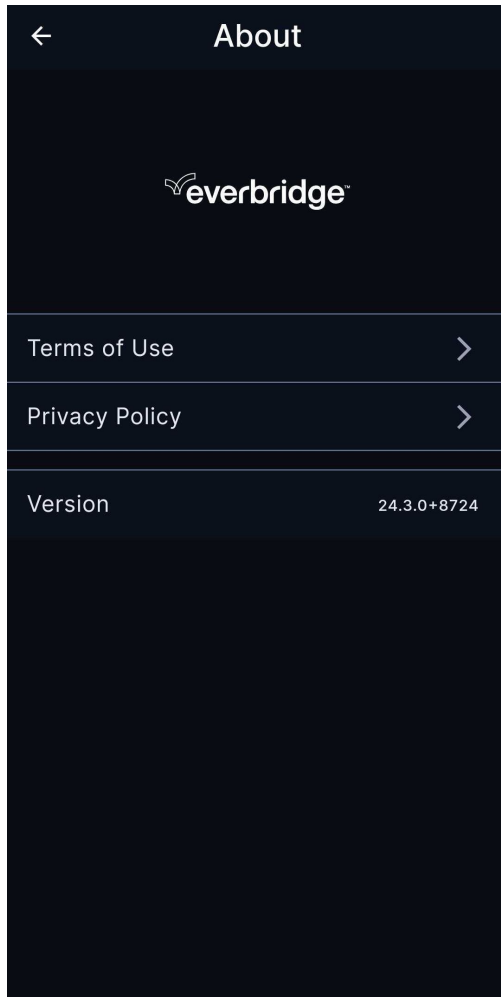


NOTE: Configuring the Safety Settings is the first step for new Safety Connection and Travel Risk Management users after first installing and opening the app.

Users can also add the phone number they'd like to be reached at during a live SOS, as well as specify the country they're located in to ensure that the correct emergency call-in number is contacted. If desired, users can enable or disable [SOS Map Repositioning](#) from this screen, too.

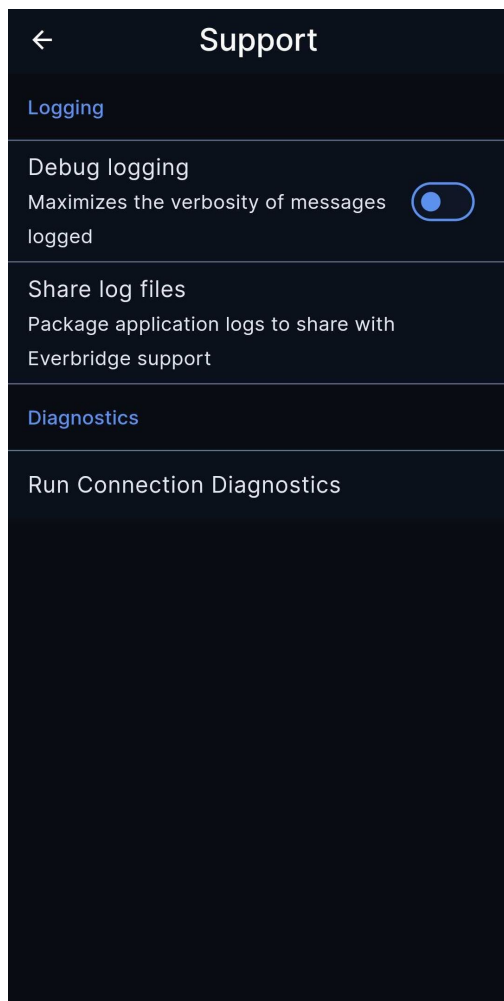
About

Tap **About** to review the Terms of Use and Privacy Policy. The current app version is indicated at the bottom.

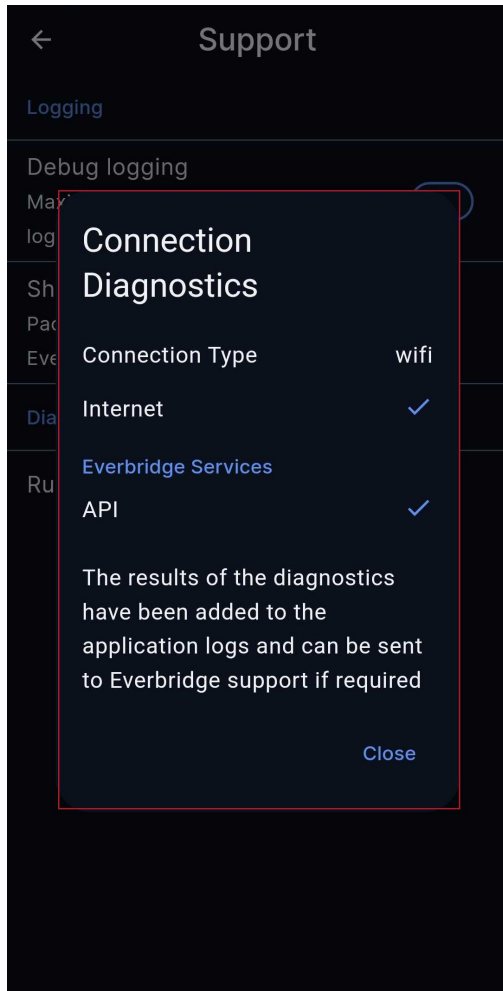


Support

The **Support** menu allows users to enable debug logging and share log files with Everbridge Support when seeking assistance.



Tap **Run Connection Diagnostics** to see an overview of the current device connection and any enabled Everbridge Services, such as API. The diagnostic results are automatically added to the application logs, making them easy to share with Everbridge Support.

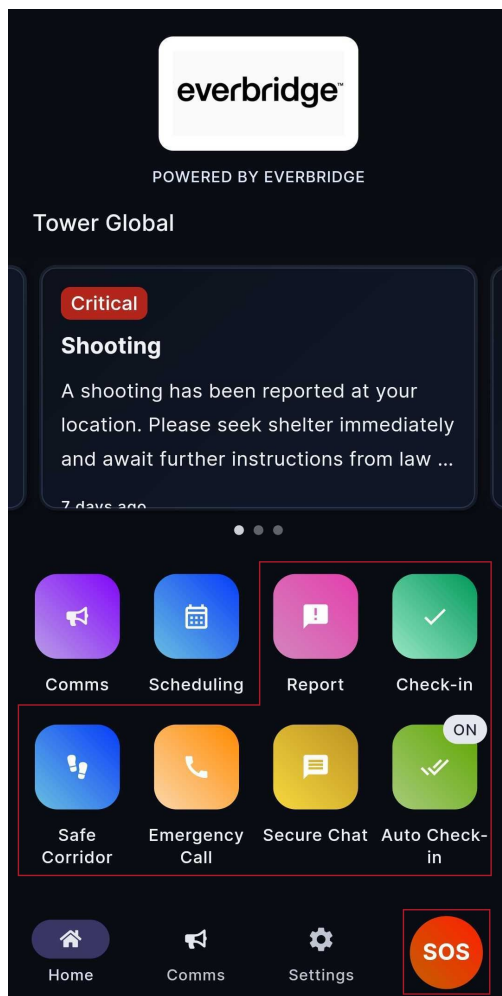


Safety Features

Safety Connection and Travel Risk Management customers have access to a host of safety features to assist in a crisis, including:

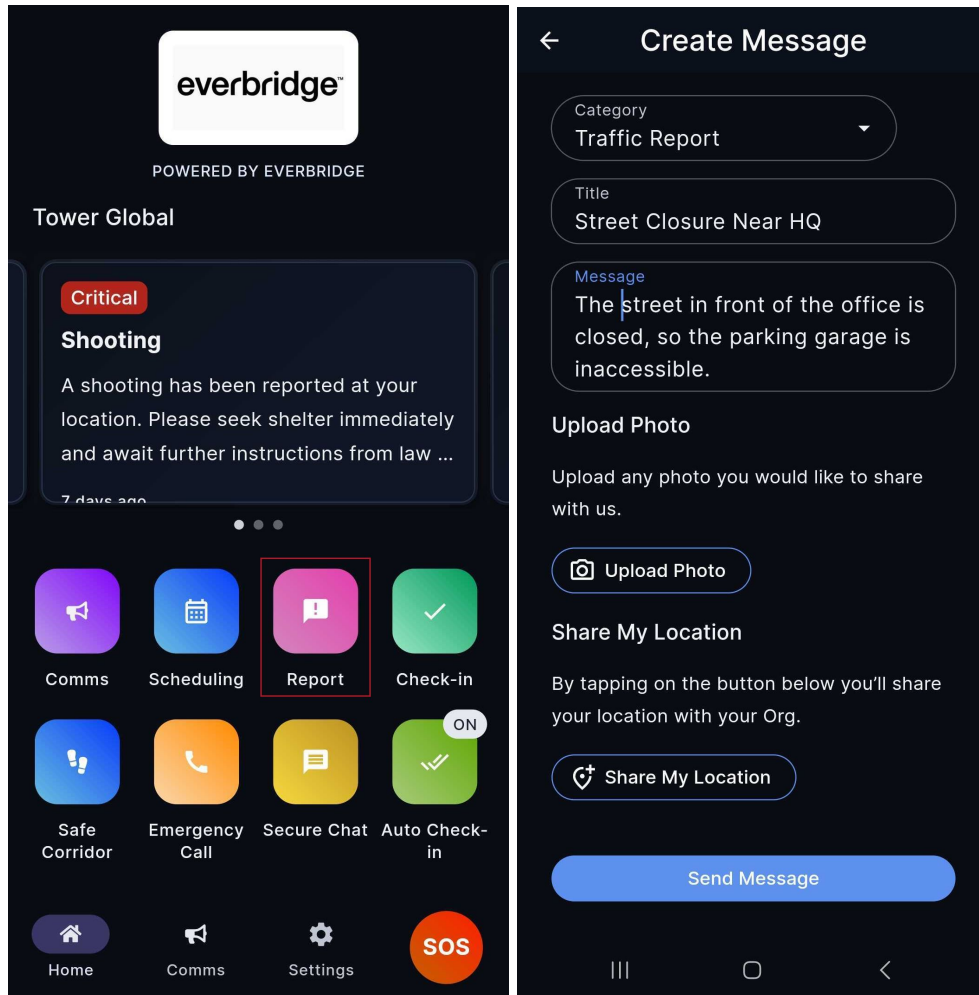
- Report
- Check-in
- Auto Check-in
- Safe Corridor
- Secure Chat
- Emergency Call
- SOS

These features can be found on the **Home** page. The SOS button will always be present on the bottom Navigation Bar.

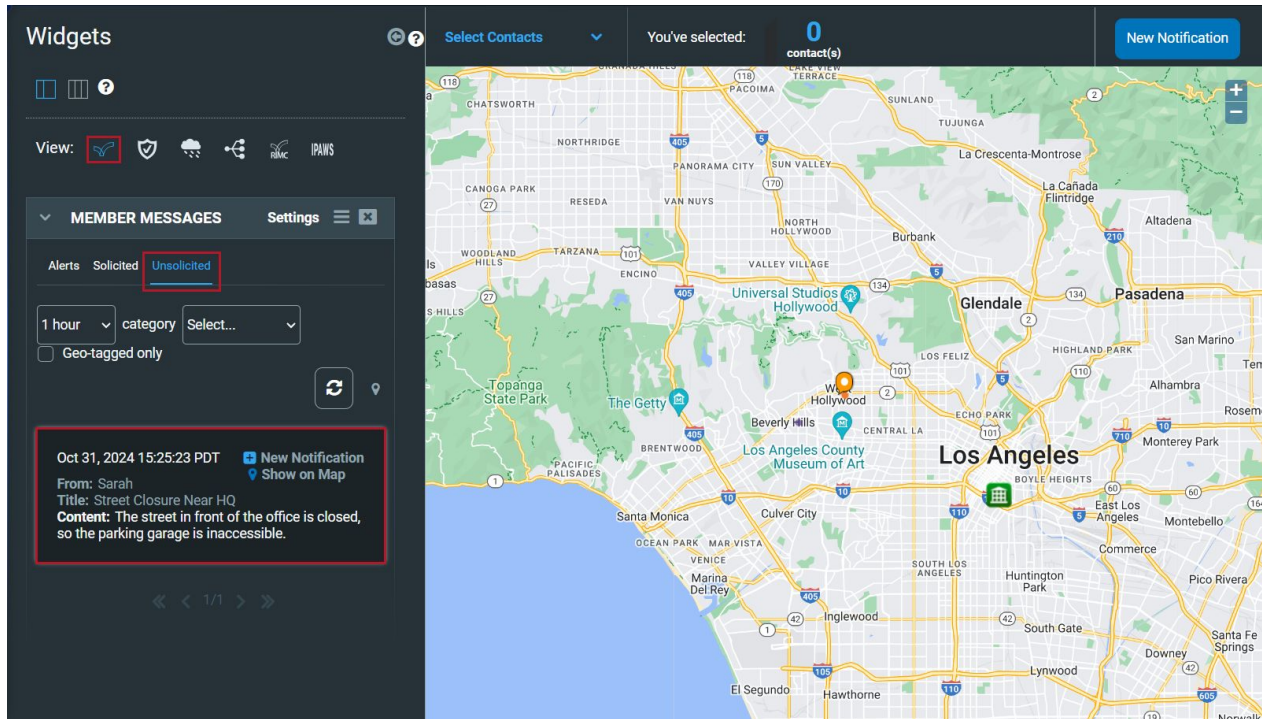


Report

App users can tap the **Report** icon to send categorized unsolicited Member Messages directly to their Organization, including images and location pins.



Once sent, the message will appear in the Organization's Universe tab under **Member Messages > Unsolicited**.

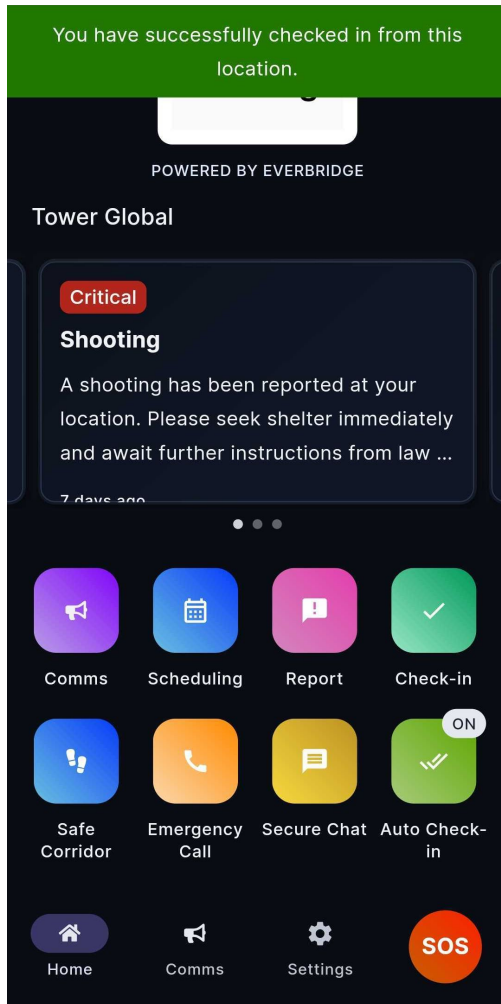


NOTE: Administrators can configure Member Message categories at the Organization level from **Settings > Interactive Visibility > Member Messages > Settings**.

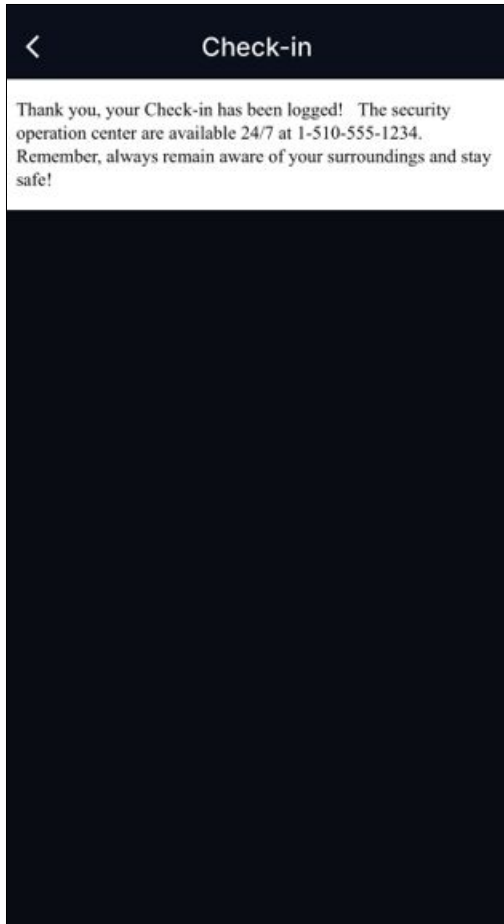
Check-In

The **Check-In** feature allows users to voluntarily check in and report their location when, for instance, they feel they are in a potentially dangerous situation.

By default, after tapping the Check-In button, a green banner will appear at the top of the page indicating that the user has successfully checked in from their current location.



If an Organization has created a custom response to these check-ins, that will be shown, instead.

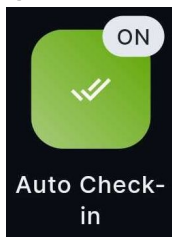


NOTE: Since the Manager Portal authors Rich Text and HTML with a white background, the custom content will retain that white background even when viewing in Dark Mode.

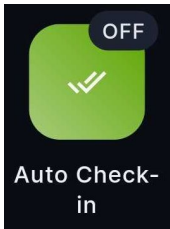
Auto Check-in

Auto check-in allows the app to automatically check in on the user's behalf. Users can easily enable and disable Auto Check-in from the home screen by tapping the **Auto Check-in** icon. The Auto Check-in status is indicated by one of three labels:

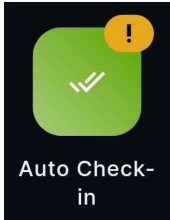
- **On** - Auto Check-in is enabled.



- **Off** - Auto Check-in is disabled.



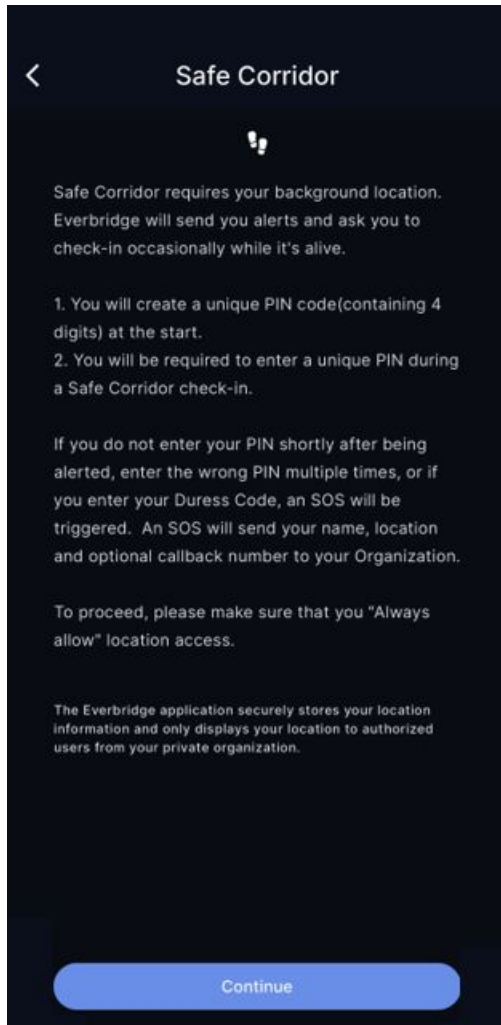
- **Warning** - Auto Check-in is enabled, but there's an issue with the device's location settings. For example, this can happen if location permissions have been denied or set to "Allow only while using the app".



Auto check-in sensitivity thresholds can be configured in the [Location](#) settings.

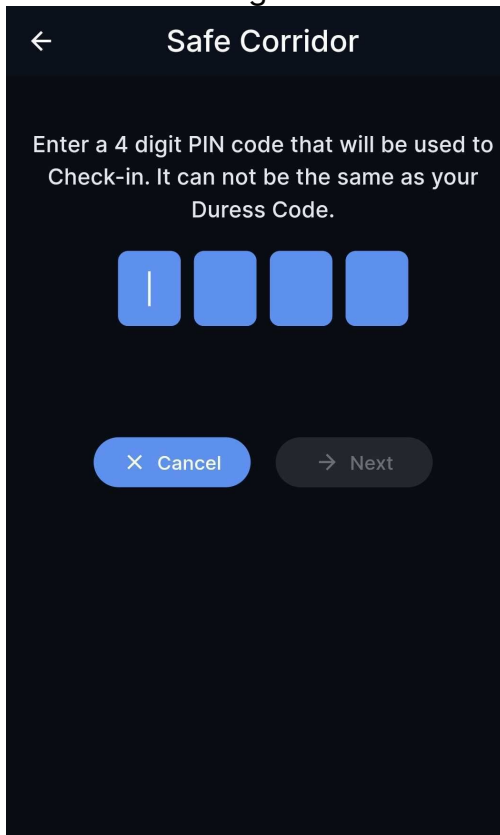
Safe Corridor

The **Safe Corridor** feature asks users to enter a preset code at regular time intervals. A missed report triggers an alert.



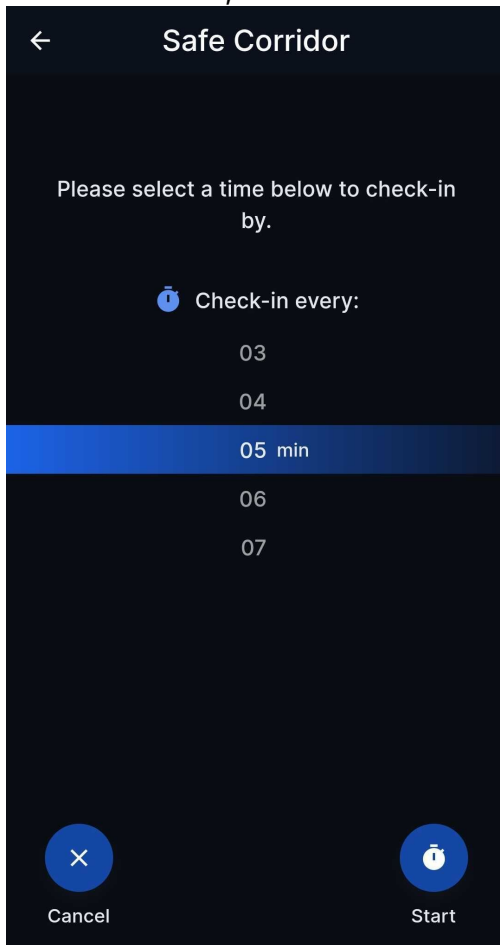
To start a Safe Corridor:

1. Create a four-digit PIN. Note that it must be different from the Duress Code.



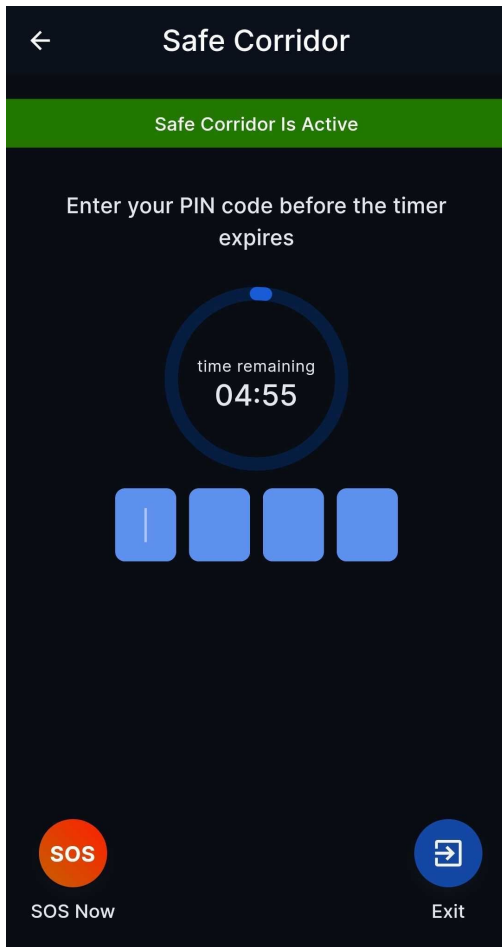
2. Once the PIN is set, the user will be prompted to enter it the next time they tap the **Safe Corridor** button. After it's been entered, the user will need to specify the amount of time they'd like to have before checking in. The default

is five minutes, and the minimum time is 45 seconds.

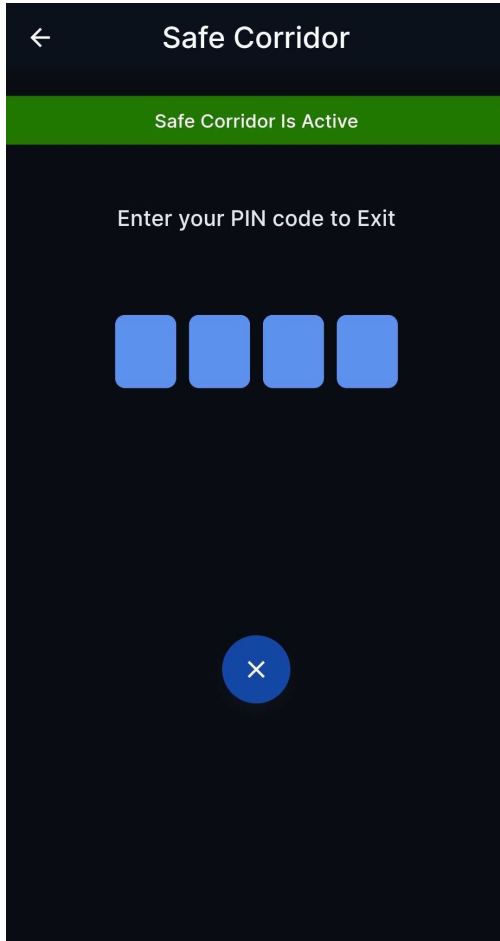


3. After setting the timer, tap **Start** to start the Safe Corridor. The countdown will begin. If the user doesn't input their PIN before the countdown ends, an alert is triggered. They can also trigger an SOS directly from this screen if

needed.

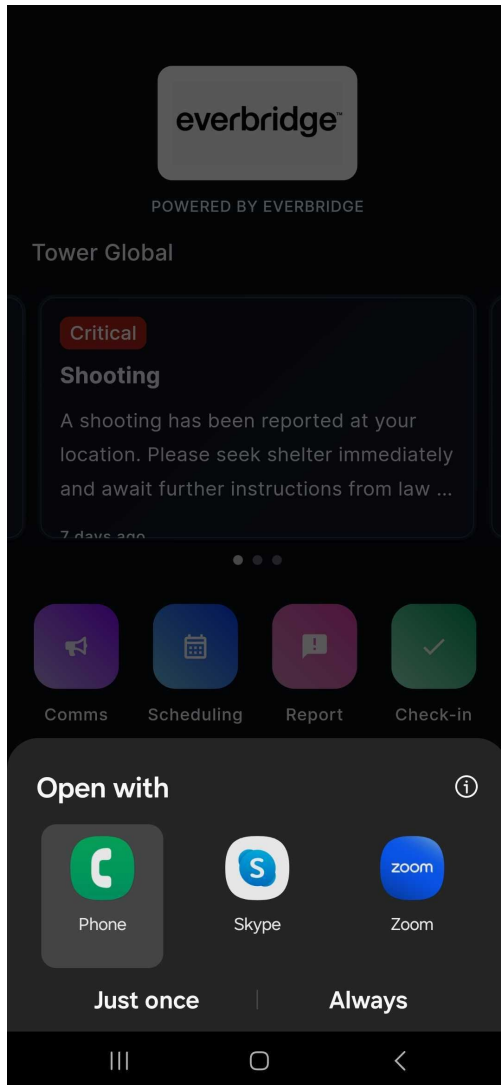


4. Once it's safe to end the Corridor, tap **Exit**. The PIN will then need to be entered to end it.



Emergency Call

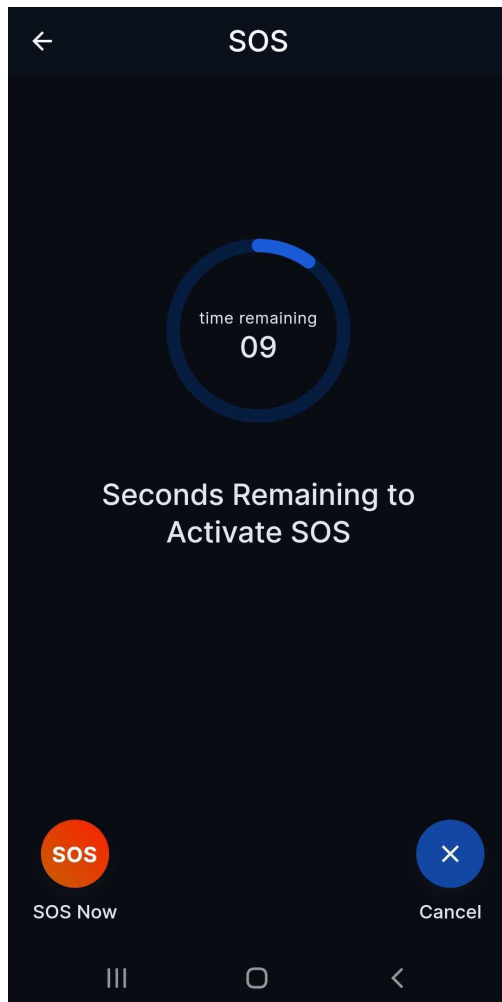
Tap the **Emergency Call** button to place a call to the predetermined phone number on file.



SOS

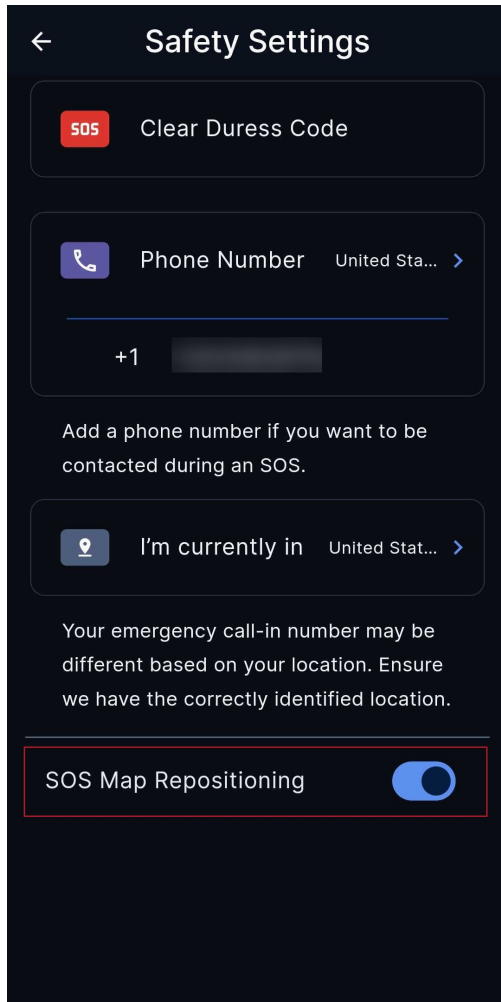
Tap the SOS button on the Navigation Bar to start the SOS timer. If the button was tapped by mistake, the user has 10 seconds to tap **Cancel** or the **Back** arrow before the SOS is activated.

To skip the timer altogether and immediately activate the SOS, tap the **SOS Now** button. The app will send the device's location and a two-minute video taken from the camera, including audio, to the associated Organization for assistance.

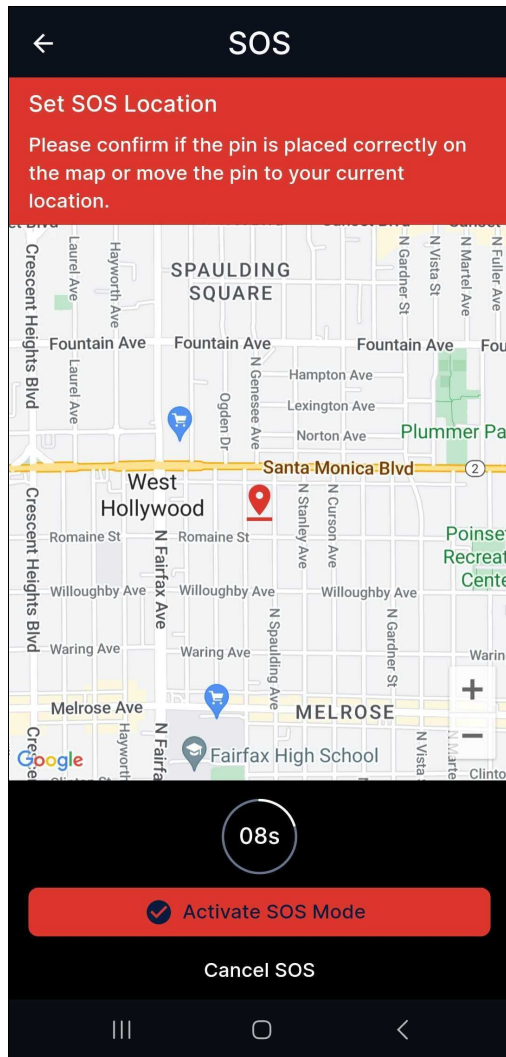


SOS Map Repositioning

The **SOS Map Repositioning** feature allows users to confirm or update their exact location when triggering an SOS. It can be enabled in-app under **Settings > Safety Settings**.



Once enabled, when the user initiates an SOS countdown, they can move their location pin around on the map to indicate a more precise location for responders.

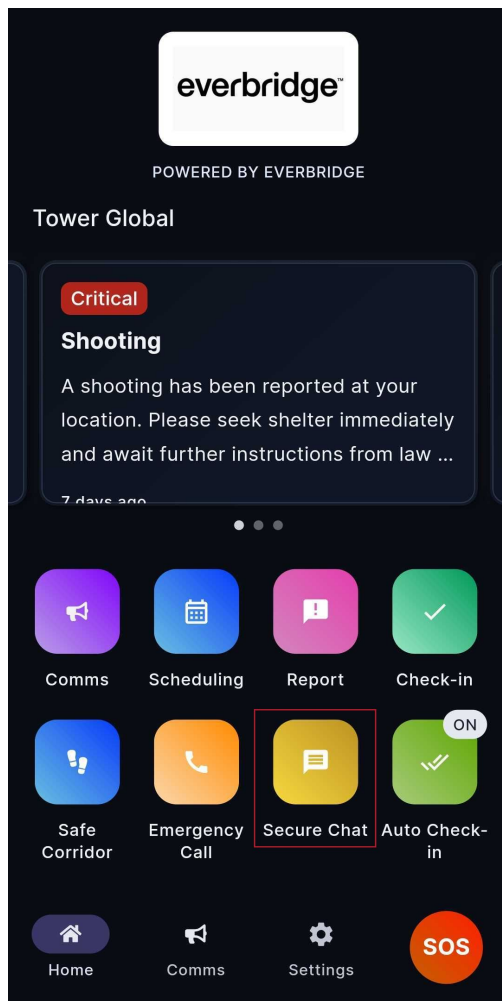


Secure Chat

The **Secure Chat** feature allows users and contacts to securely communicate with one another from within the Everbridge 360 mobile app using an encrypted and HIPAA-compliant chat interface. Currently, the app supports two types of Secure Chat:

- **Directory Chat** - Allows permitted contacts and users to chat.
- **Incident Chat** - Allows permitted contacts and users to chat about a specific Incident.

If enabled, Secure Chat can be accessed by tapping the **Secure Chat** icon on the home screen of the Everbridge 360 mobile app.



Directory Chat

Using an Existing Chat

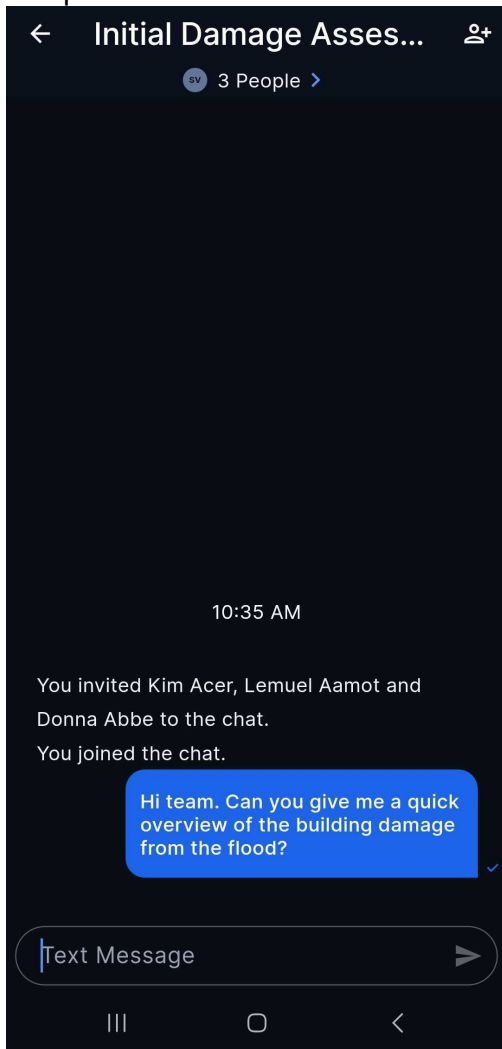
Contacts can view and utilize any chats in which they're included from the Chats subtab. To do this:

1. Tap the **Secure Chat** icon on the home screen.
2. Existing Directory Chats can be found on the **Chats** subtab, which opens by default. Tap a chat to open it.



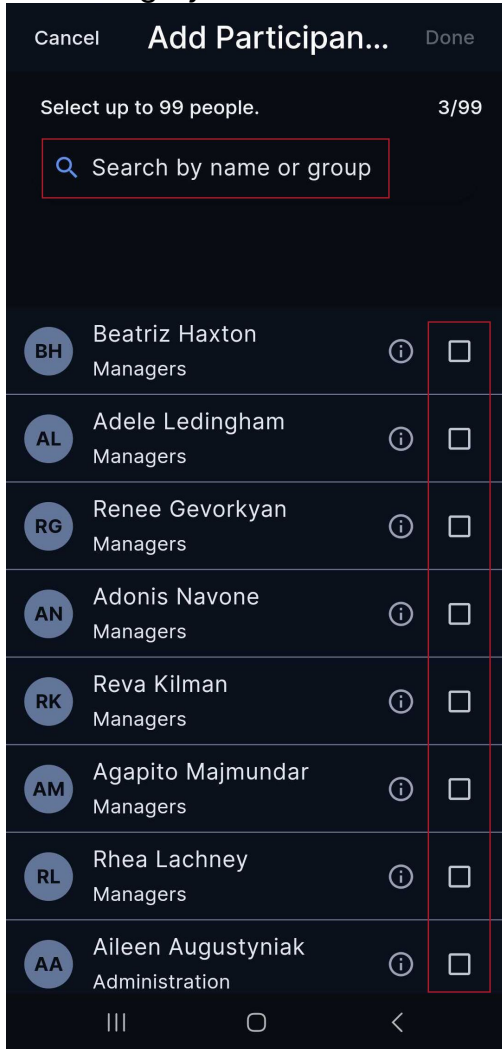
3. Once opened, previous messages can be reviewed and replied to. Messages successfully sent will display a blue checkmark, and messages viewed by

recipients will show a double checkmark.



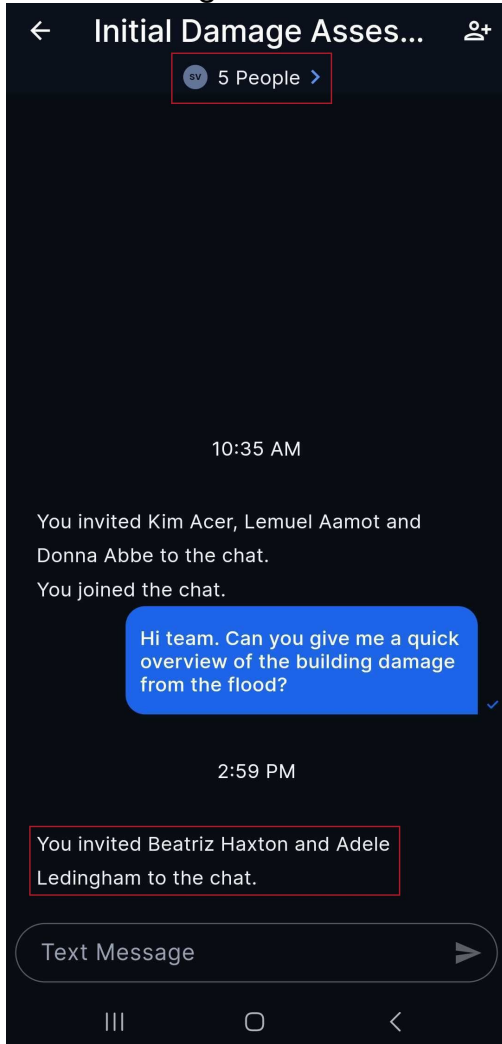
4. If more recipients need to be added, tap the **Add Participants** button in the top-right corner.

5. Select the desired contacts by tapping the checkboxes next to their names. Searching by name is available to speed up the process.

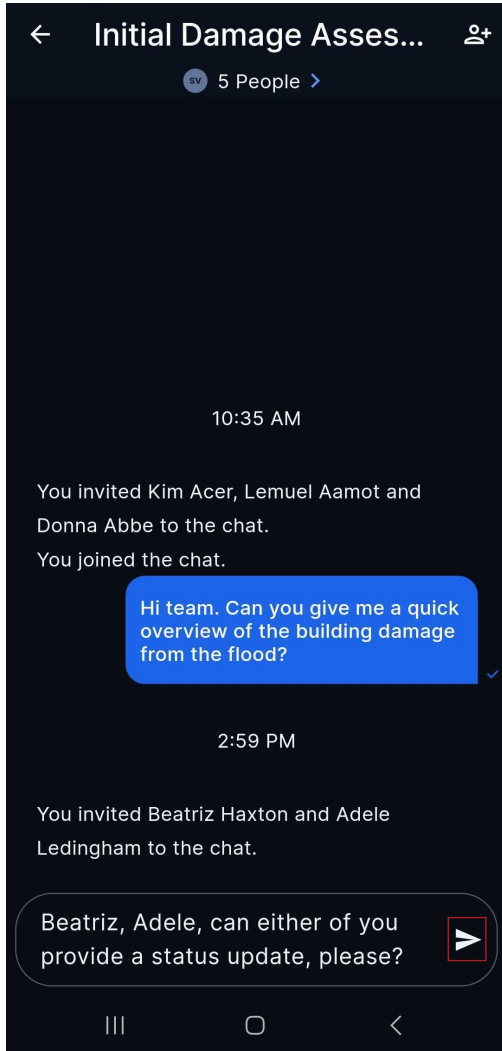


6. Once the contacts have been chosen, they'll populate at the top of the list. Once satisfied, tap **Done** to return to the Chat.

- The recipient count at the top of the Chat will now include the new contacts, and a message about the additions will also appear in the Chat body.



- To send a new message to the Chat, type it in the field at the bottom and tap **Send**.



Creating a New Chat

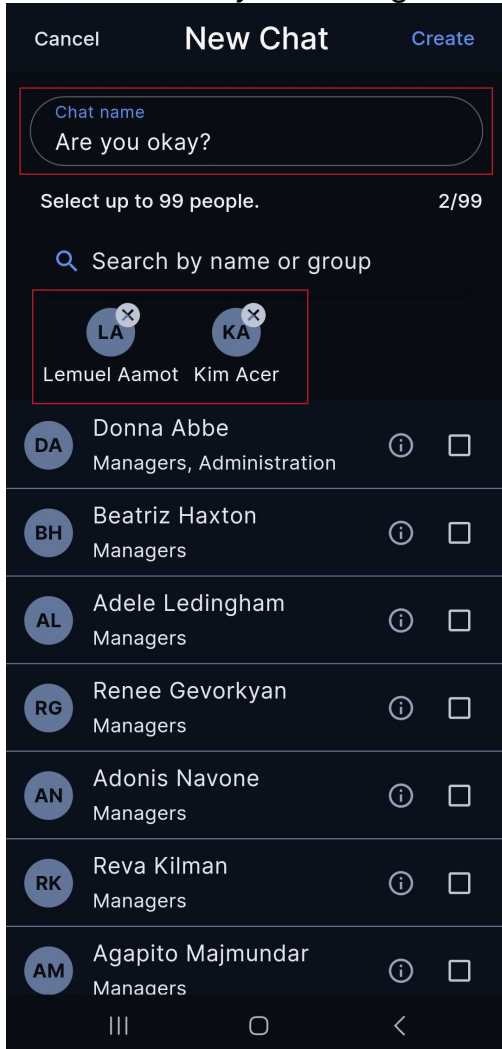
Contacts can start a new Directory Chat from within the app. To do this:

- Tap the **Secure Chat** icon on the home screen.

2. Tap the **New Chat** button in the bottom-right corner of the **Chats** subtab.

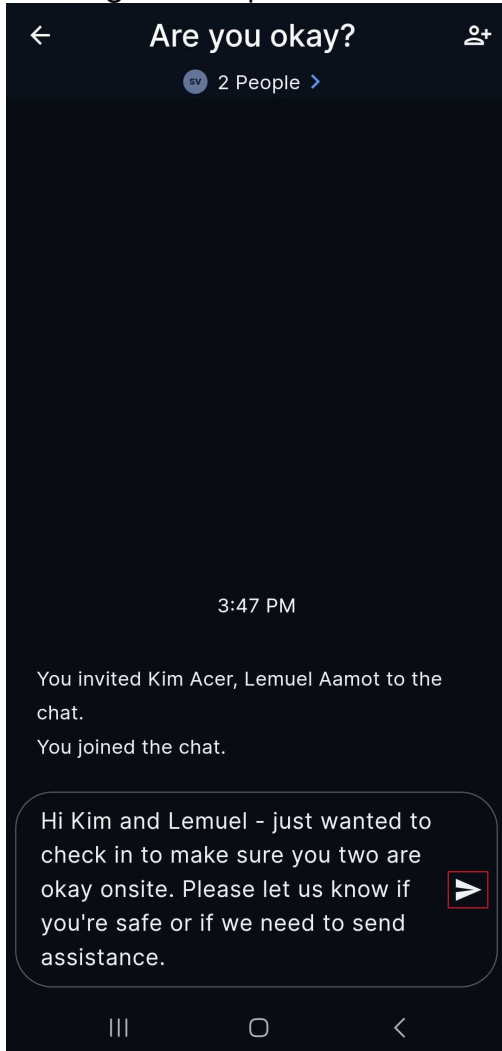


3. Name the Chat and select the participants from the contacts list. Contacts can be found by searching via name or group.

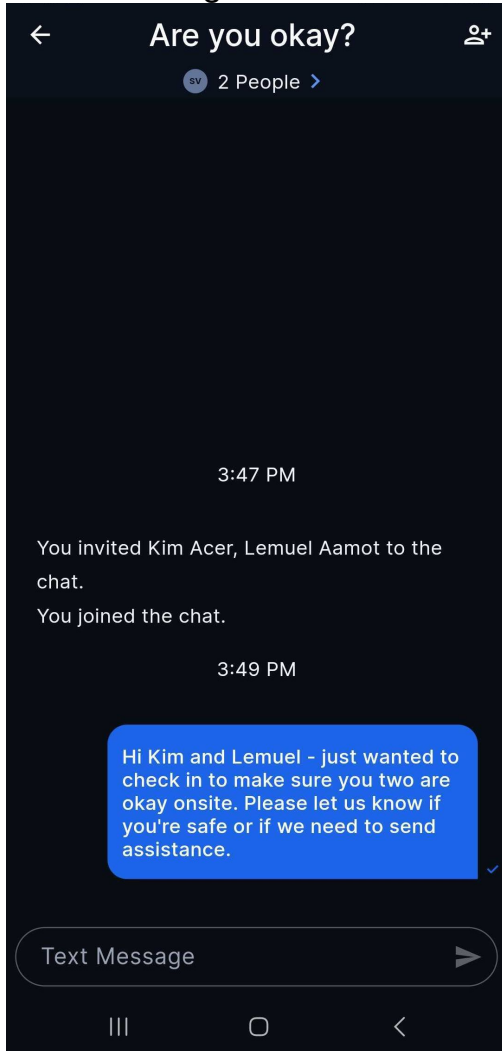


4. Tap **Create**.

- The Chat opens, displaying the recipients' names in the body. Compose the message and tap **Send**.

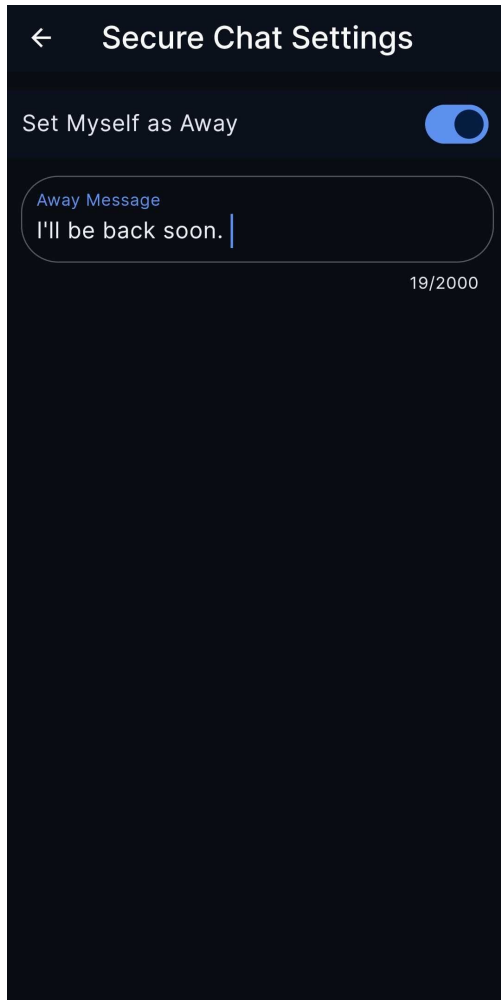


- The message will appear in the Chat in blue. The blue checkmark to the right of the message indicates that it's been successfully sent.



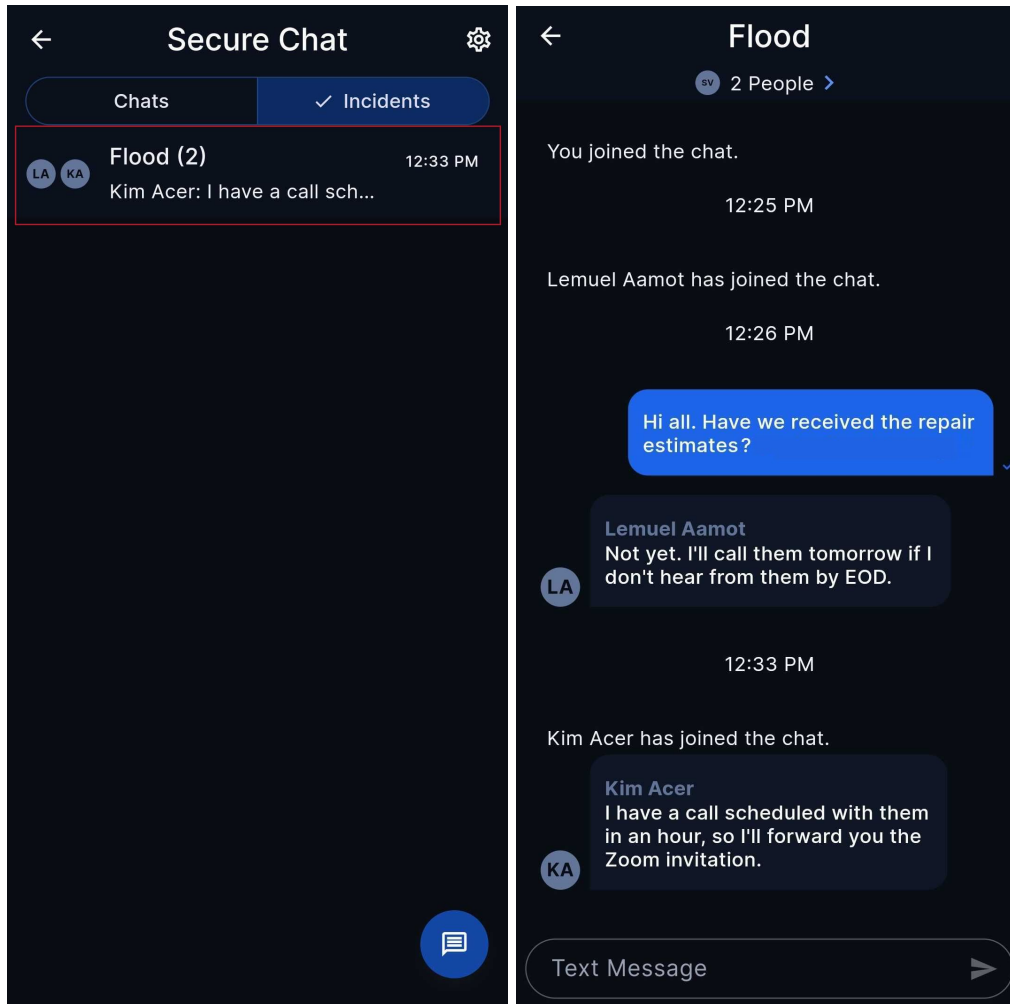
Setting an Away Message

Chat participants can set themselves as "Away" by tapping the **Settings** cog in the top-right corner, tapping the Set Myself as Away toggle, and then typing an away message for other contacts to see.



Incident Chat

Incident Chat allows contacts to chat about a specific Incident Notification in which they've been included. Incident Chats can be found in the Everbridge 360 app by tapping the **Incidents** subtab in the **Secure Chat** module.



Incident Chat works the same way as the Directory Chat with one exception: Only contacts included in the Incident Notification can join the chat. Contacts cannot add more participants, who can only join by clicking the **Live Chat** button on the **Incident Details** page or from an existing Incident Chat in their app.

The screenshot shows the Everbridge 360 interface for an incident titled "Flood". The left sidebar contains navigation options: Home, Situational Awareness, Communications (highlighted), Crisis Management, Contacts + Assets, Reports + Analytics, Travel Risk Management, ITA, Workflow, and Settings. The main content area shows the incident details, including its status (OPEN), ID (1824434998504369), and timestamps for when it was opened and last updated (both Oct 25, 2024 11:09:49 PDT). There are buttons for "Send update", "Refresh", and "Close Incident". A "Live Chat" button is highlighted with a red box. Below the incident details is a "Notifications" table with one entry: "Sent Actions" in "Live" mode, published on Oct 25, 2024 11:09:49 PDT, with a count of 3. At the bottom, there is an "Incident Journal" section with a "New Entry" button and a message stating "You don't have any journal entries yet."

Incidents > Incident Details Help with this page ?

Flood

● OPEN Incident ID: 1824434998504369 Auto Refresh Refresh Send update Close Incident ▾

Opened Oct 25, 2024 11:09:49 PDT Last Updated Oct 25, 2024 11:09:49 PDT Closed - Incident Report Include Delivery Details
Live Chat

Notifications

Status ▾	Mode	Published	Title ▾	Sent On ▾	Sent By ▾	Sent To ▾	Charts
● Sent Actions ▾	Live		Flood	Oct 25, 2024 11:09:49 PDT		3	

Incident Journal New Entry

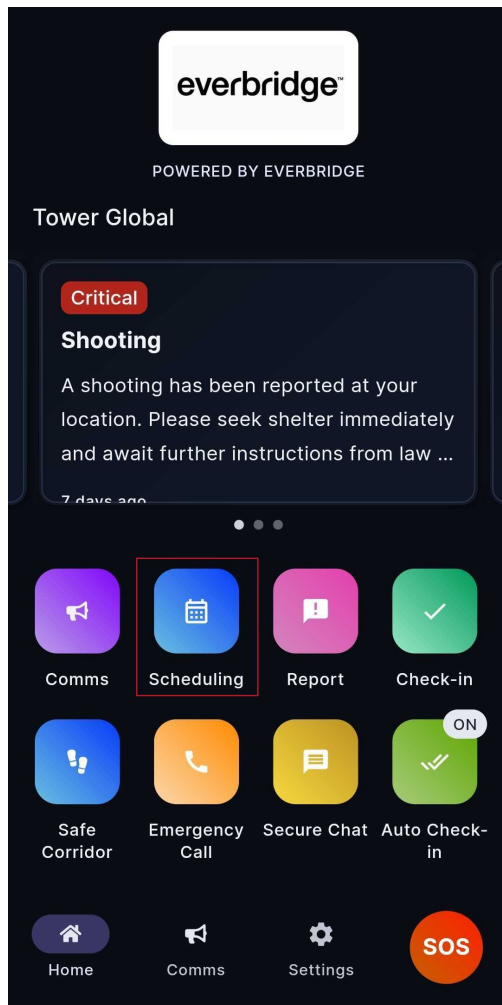
You don't have any journal entries yet.

Scheduling Features

The Everbridge 360 apps support some **Scheduling** features, including allowing users to:

- View their schedules by day, week, or month.
- Manage their availability.

These features can be accessed by tapping the **Scheduling** icon from the home screen.

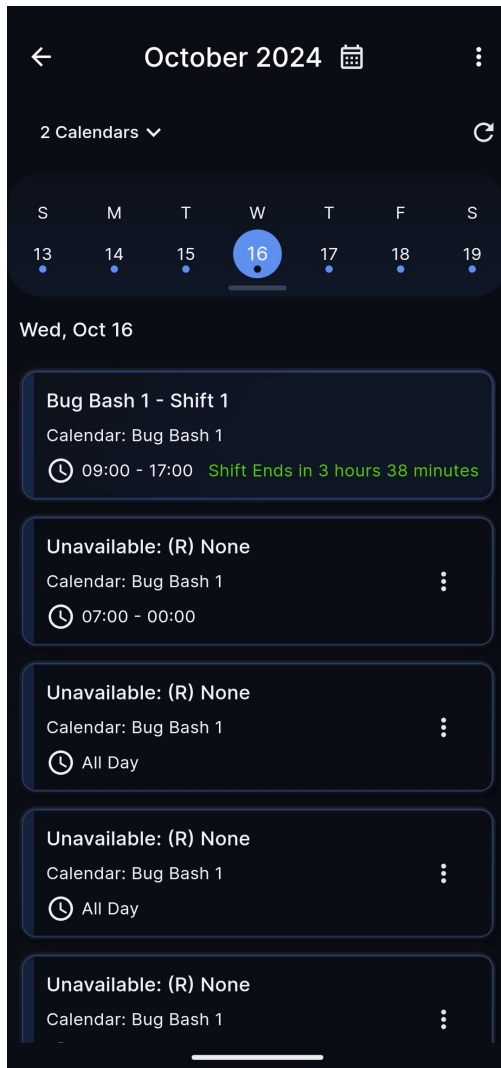


Viewing Schedules

Tapping the **Scheduling** icon will bring the user to their displayed calendars, where they can view their shifts and availabilities. Shifts starting soon will be highlighted with orange text, while shifts ending soon will be denoted in green. On the days that the user is scheduled to work, a blue dot will appear beneath the date on the

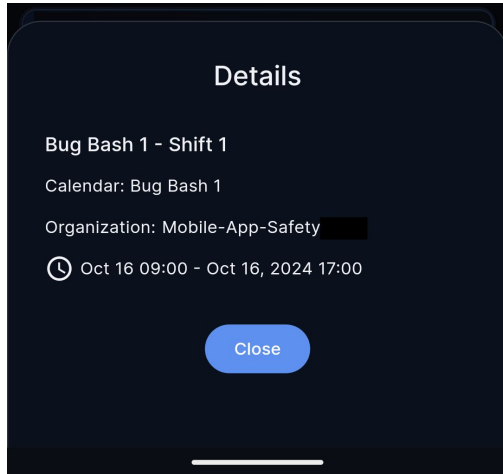
calendar.

Drag the weekly calendar downward to expand it to a monthly view.



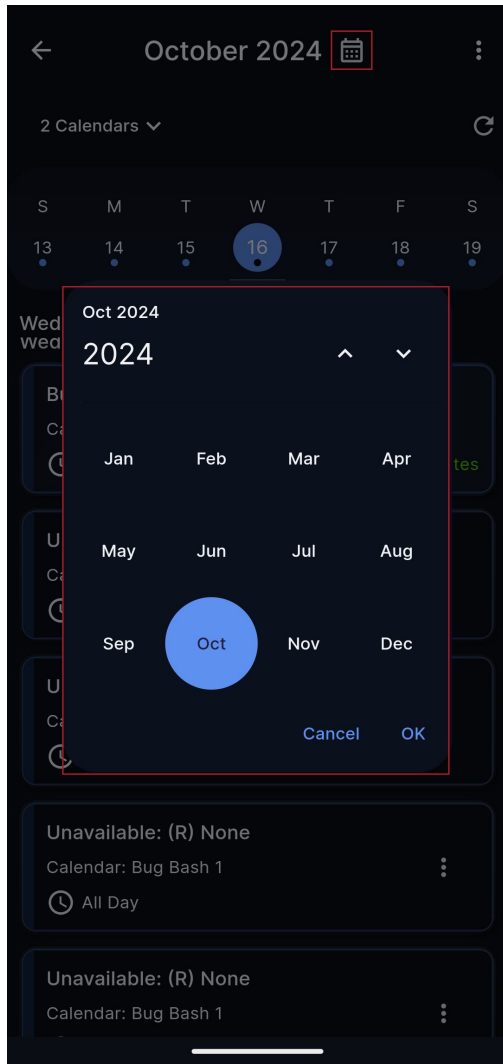
Shift Details

Tapping on a shift from this screen will reveal the shift details, including its associated calendar, Organization, and time frame.



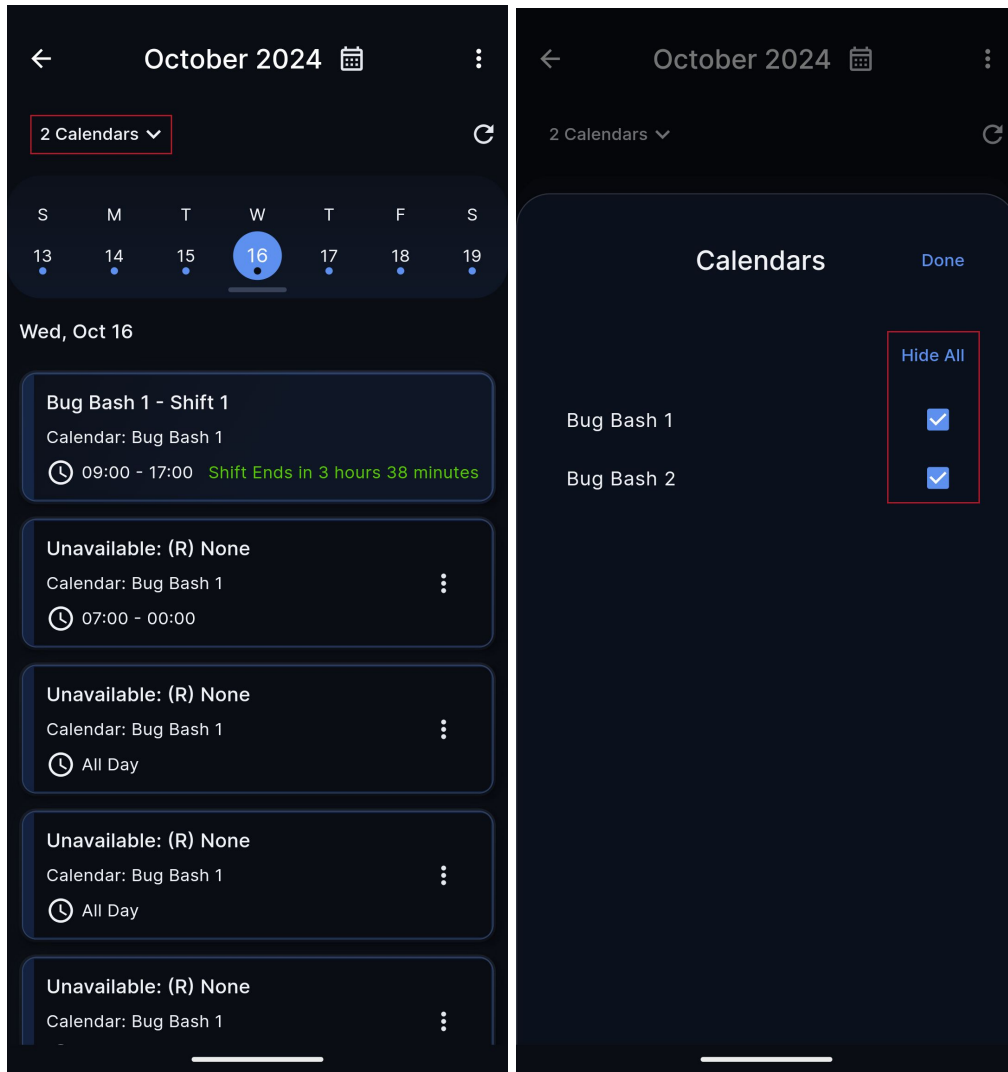
Viewing the Calendar for a Specific Month

Schedules for a specific month can be chosen for display by tapping the **Calendar** icon next to the current month and year near the top of the page.



Hiding or Displaying a Schedule

Users with multiple calendars can select which they want to hide by tapping **(x) Calendars** and then tapping the checkbox for any calendars they don't want to see.

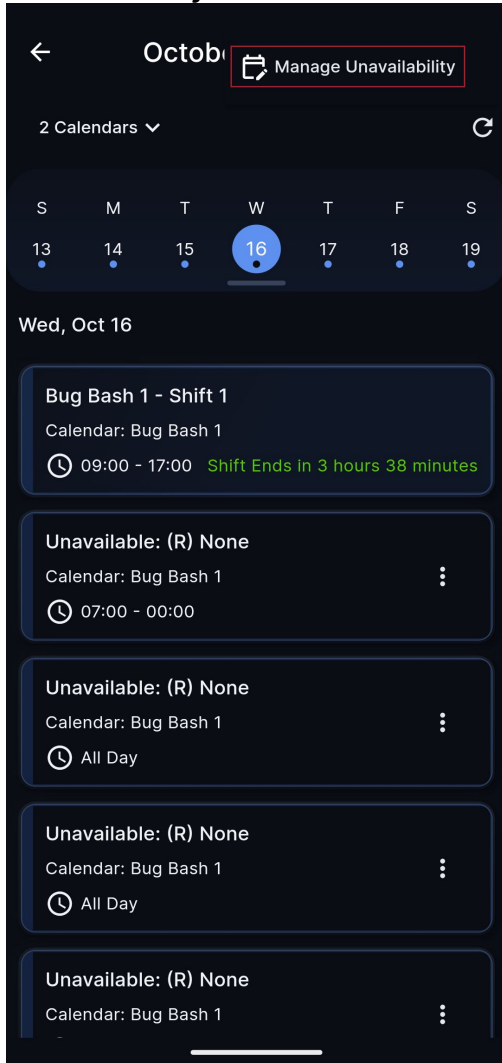


Managing Unavailability

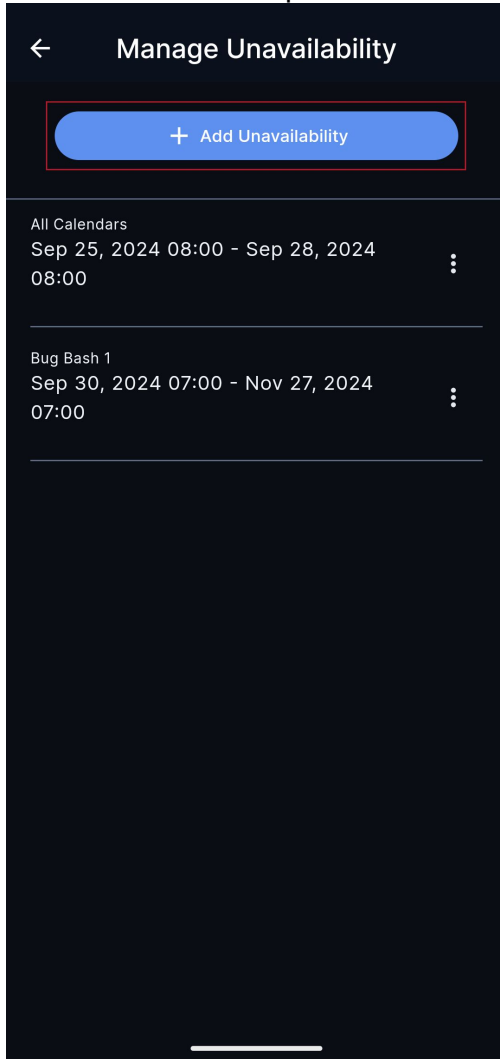
Add an Unavailability

Users can manage their own unavailabilities within the app if enabled for the Organization. To do this:

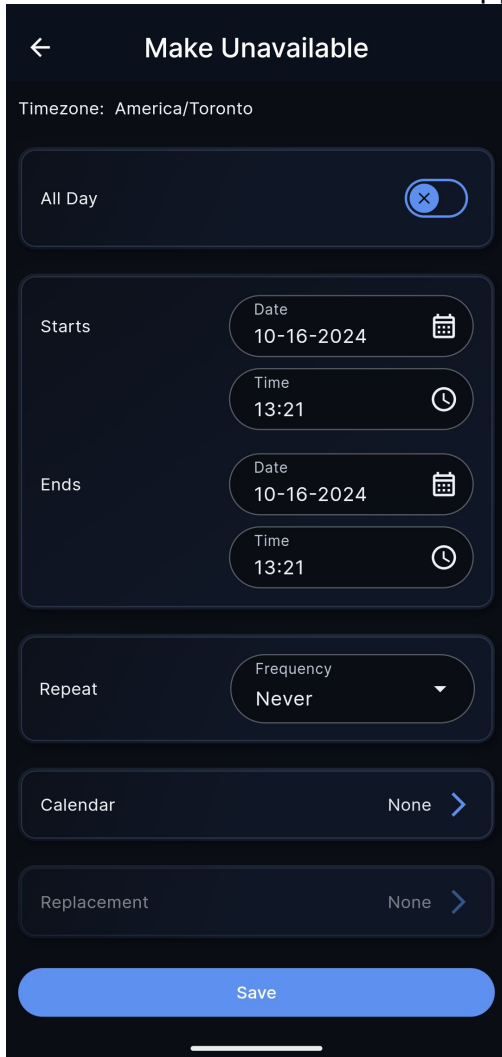
1. Tap on the kebab menu in the top-right corner and select **Manage Unavailability**.



2. The **Manage Unavailability** page appears, which displays any existing unavailabilities. Tap **Add Unavailability**.



3. The **Make Unavailable** screen appears.



Make the following selections:

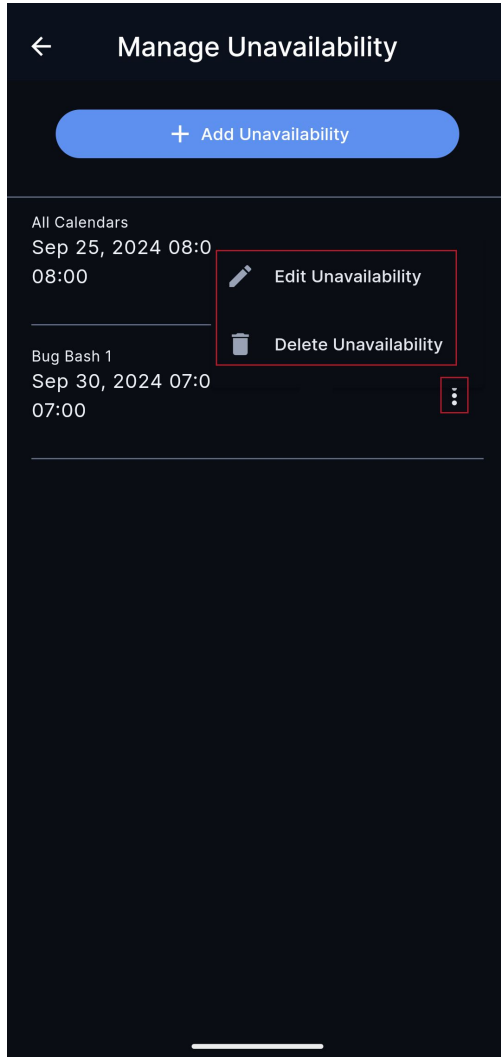
- All Day (Yes/No)
- Start Date
- Start Time
- End Date
- End Time
- Repeat Frequency (Never, Daily, Weekly, or Monthly)
- Calendar
- Replacement (if applicable)

4. Tap **Save**.

Edit or Delete Unavailabilities

Existing unavailabilities can be edited by tapping their kebab menu icon and selecting **Edit Unavailability**.

Tap **Delete Unavailability** to remove the unavailability altogether.



NOTE: Unavailabilities associated with all calendars cannot be modified from the Everbridge 360 apps.

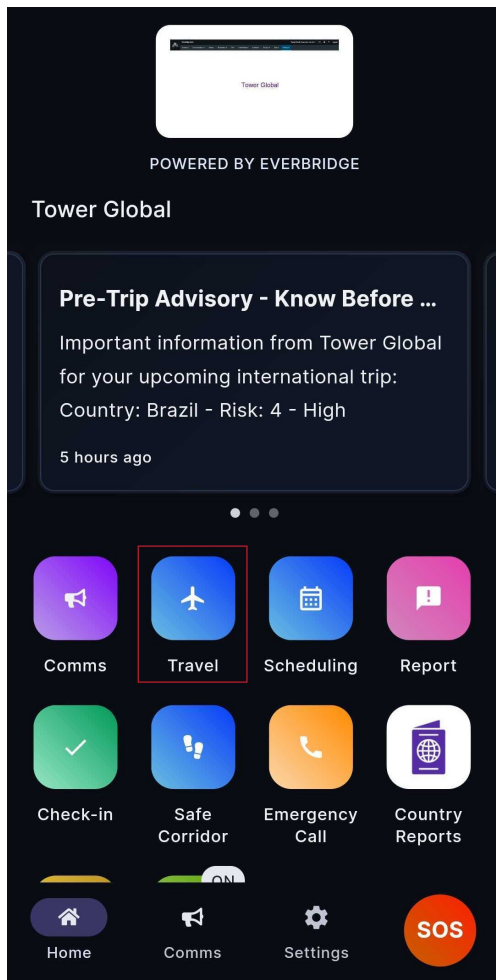
Travel Risk Management Features

Travel Risk Management customers can utilize some of its core functionality in the new Everbridge 360™ Mobile and Desktop Apps, including:

- Viewing itineraries and security briefs
- Viewing country reports
- Viewing Traveler Guidance
- Viewing Traveler Education

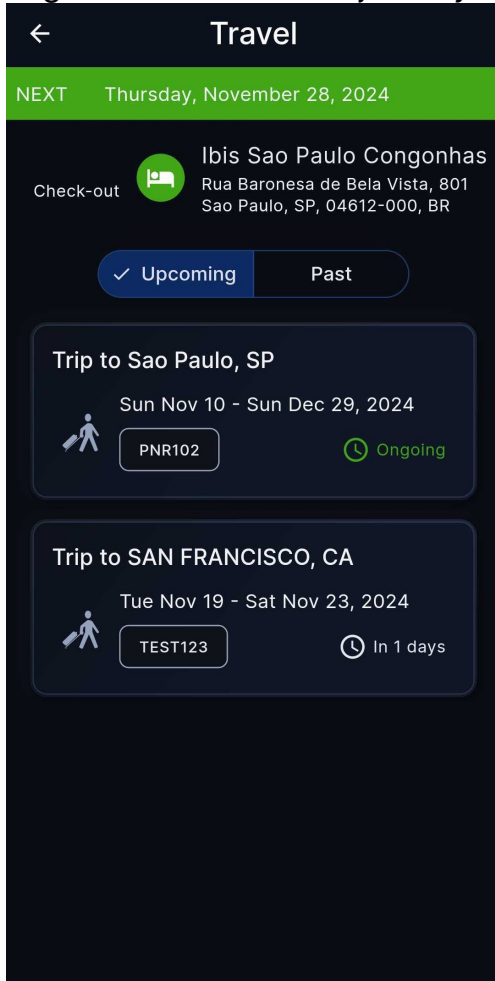
Viewing Itineraries and Security Briefs

Travelers can review their trips, including itineraries and security briefs by tapping the preconfigured **Travel** button from the home screen.

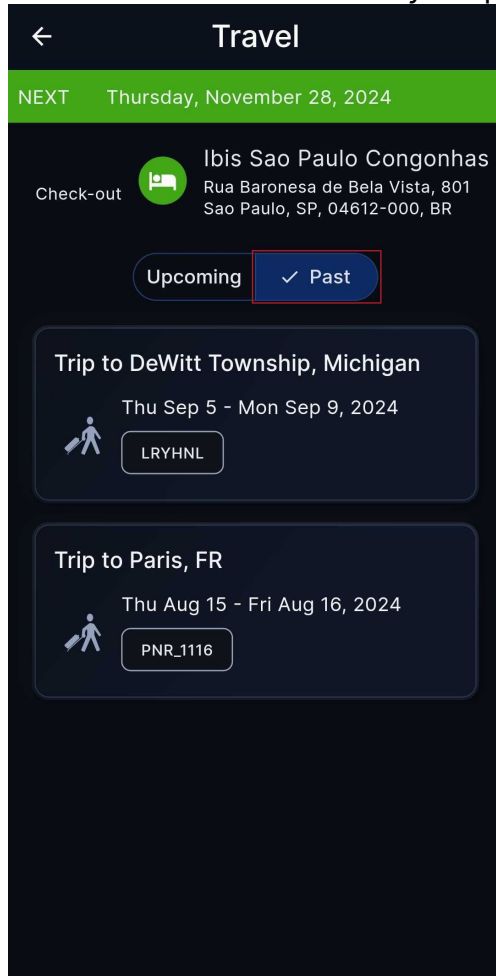


To view itinerary details:

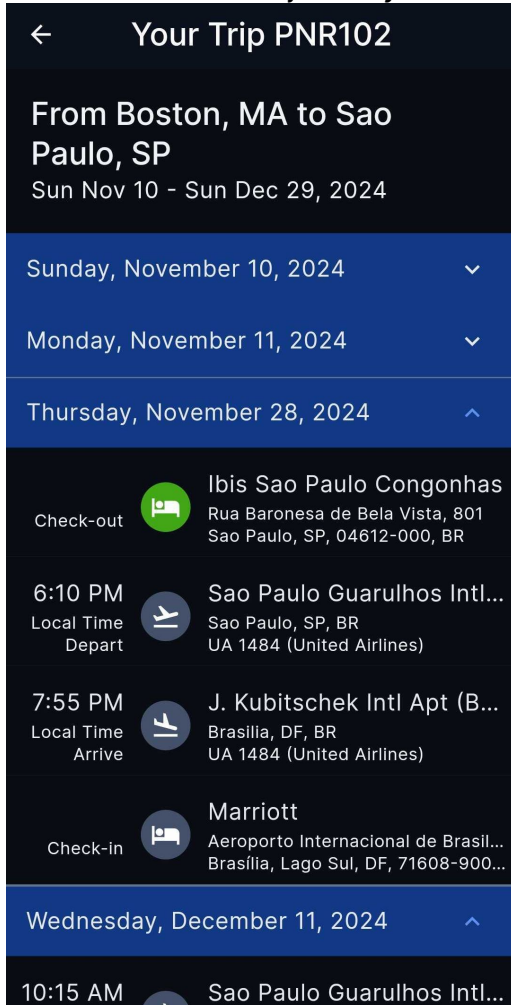
1. Tap the **Travel** button. The **Upcoming** tab will open by default, and the next segment in the current journey is displayed at the top in green.



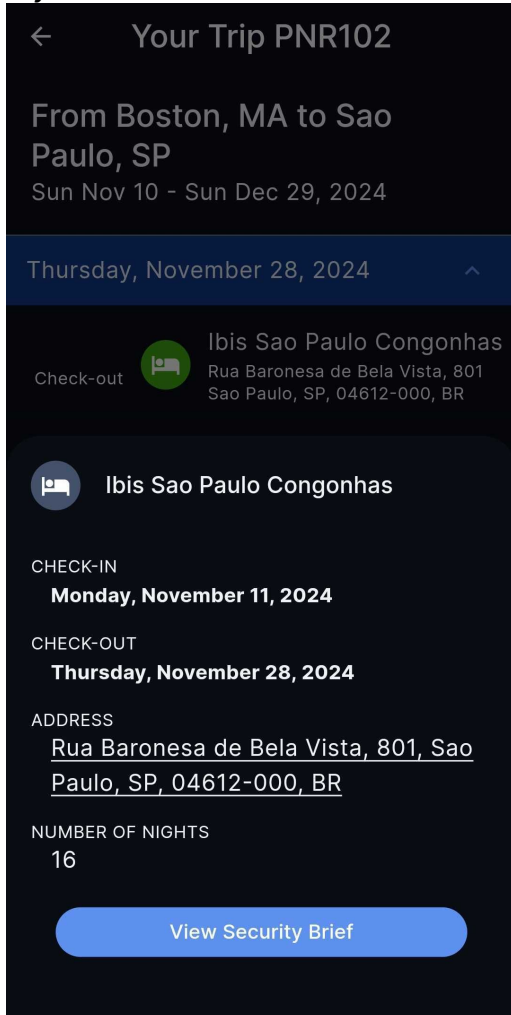
- Select the **Past** tab to see your past trips.



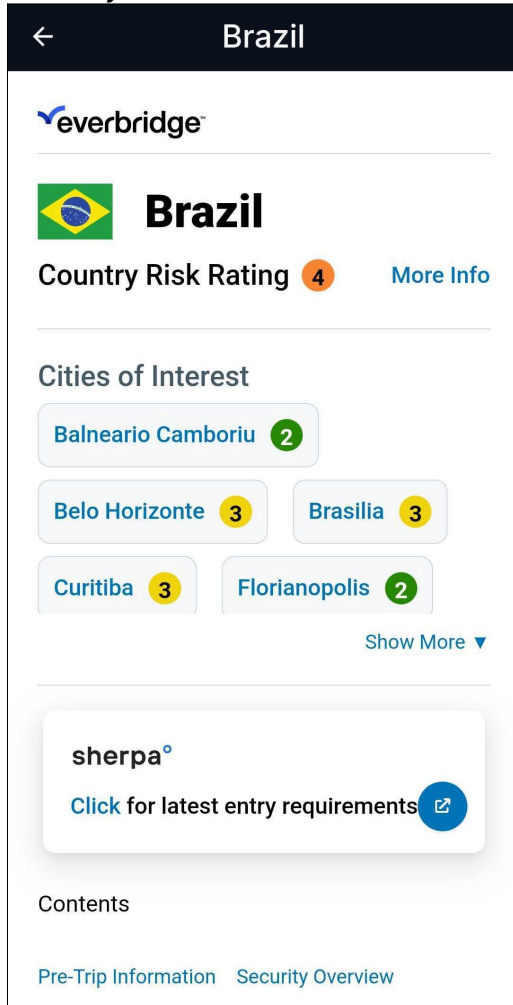
2. Tap on a trip to view its itineraries and travel segments, which are displayed in the order of the journey.



3. Tap on a segment to view its details, such as check-in or flight times and layover details.



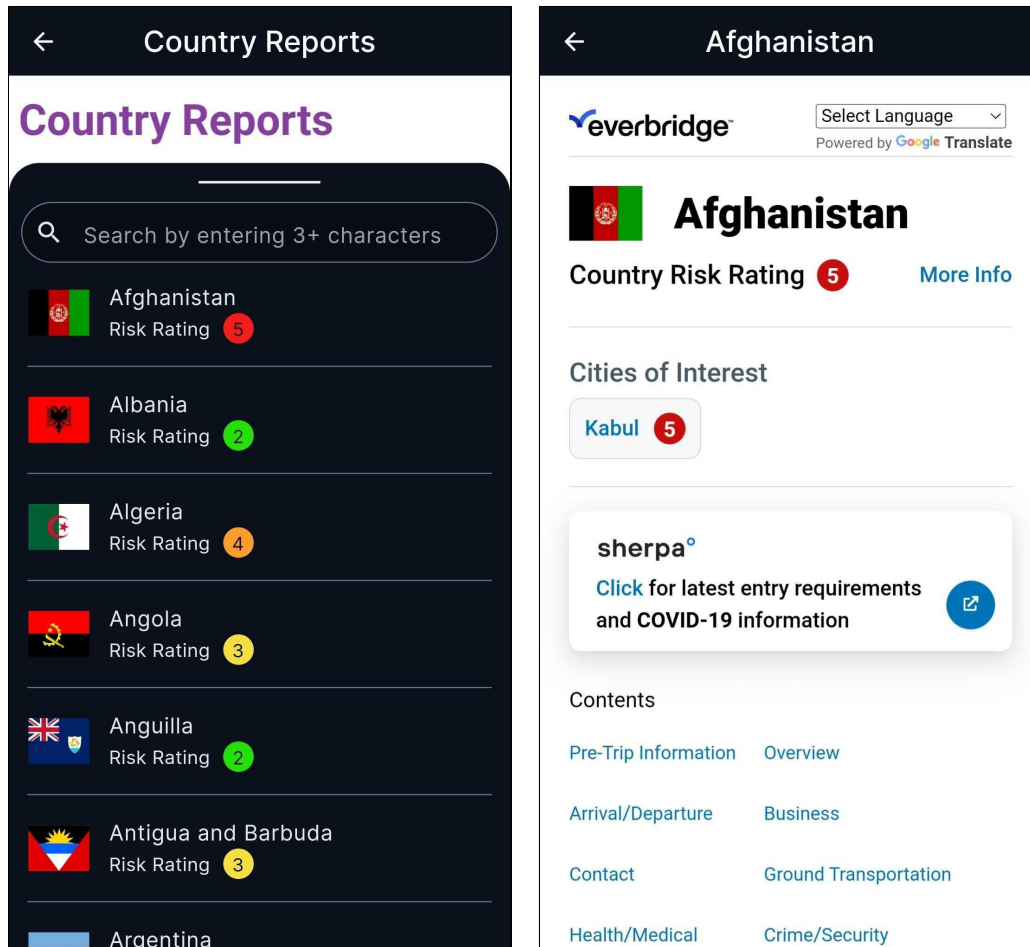
4. Tap **View Security Brief** to review the security details for the destination country.



5. Selecting an address opens it in the user's preferred map app, such as Google Maps.
6. Selecting a phone number automatically calls the number.

Viewing Country Reports

Tap the **Country Reports** button from the **Home Screen** to open the **Country Reports** page, where users can search and review the Risk Ratings for each country. Tap on a country to view its detailed Country Report, which includes crucial pre-trip information, cities of interest, entry and exit requirements, emergency services information, transportation considerations, and much more.



Viewing Traveler Guidance

Tap **Traveler Guidance** to be routed to [Sherpa's Travel Requirements](#) page, where you can view the most up-to-date travel and documentation requirements.

Viewing Traveler Education

Tapping **Traveler Education** will route you to Everbridge's **Traveler Education Portal**, which hosts informational travel videos, security fact sheets, health fact guides, and mental wellness resources to utilize while traveling abroad.




Everbridge Travel Protector™

Traveler Education Portal

DIGITAL LEARNING VIDEOS

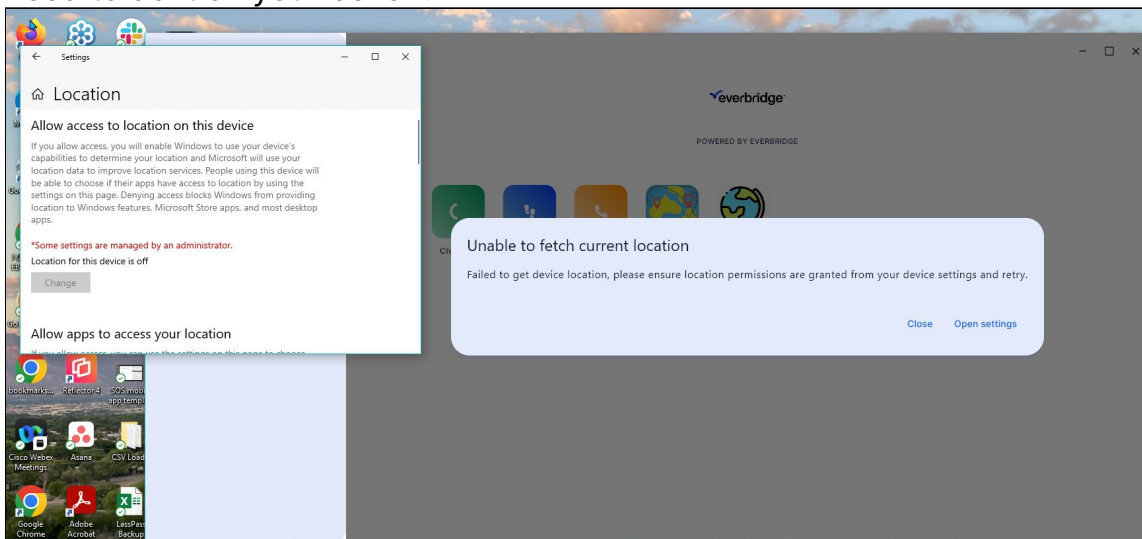
The videos linked below will give you access to useful travel risk management videos which will provide valuable travel, security, and medical information.

- [Advice for LGBTQ+ Travelers Abroad](#) - 4min
- [Advice for Women Traveling Abroad](#) - 4min
- [Before You Go Travel](#) - 4min
- [Crime and Civil Unrest](#) - 2min
- [During Your Stay](#) - 2min
- [Ground Transport](#) - 2min
- [Natural Disasters: Earthquakes & Hurricanes](#) - 3min
- [Natural Disasters: Extreme Heat & Cold Weather](#) - 2min
- [Natural Disasters: Tornadoes & Flooding and Tsunamis](#) - 2min
- [Natural Disasters: Volcanoes & Wildfires](#) - 1min
- [Staying Aware](#) - 3min

Desktop App

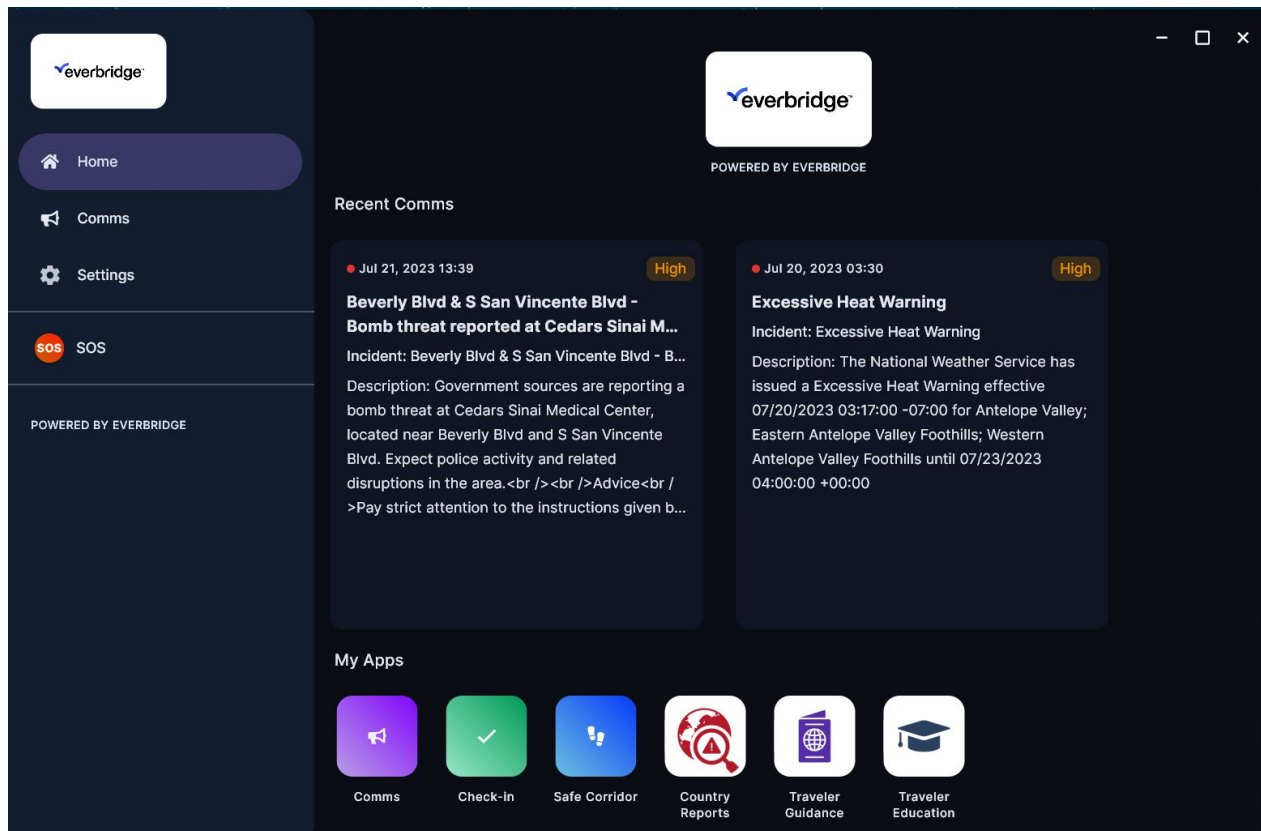
The **Everbridge 360 Desktop™ App** offers the same functionality as the Mobile App from the comfort of your desktop. It can be downloaded from the **Microsoft Store** and **Apple App Store** for Windows and iOS devices, respectively. It can also be found on our website.

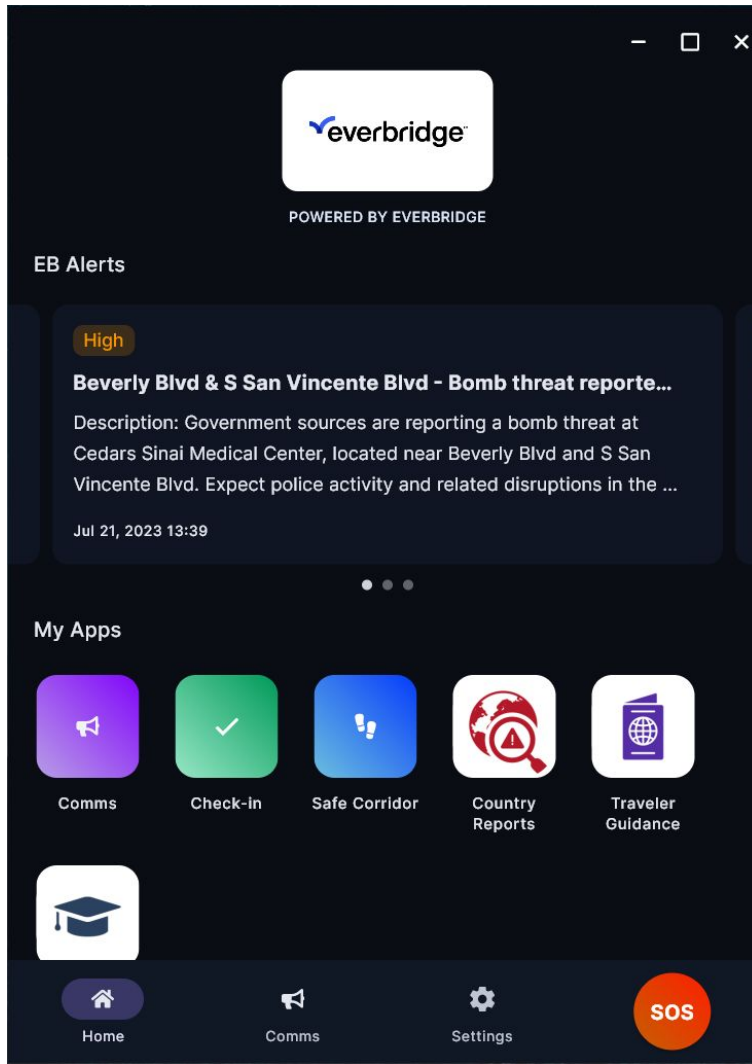
NOTE: New users will be prompted to enable **Location Settings** for their device. If this option doesn't appear, please contact your IT department, since they may have locked the ability to edit these permissions and will need to do it on your behalf.



Responsive View

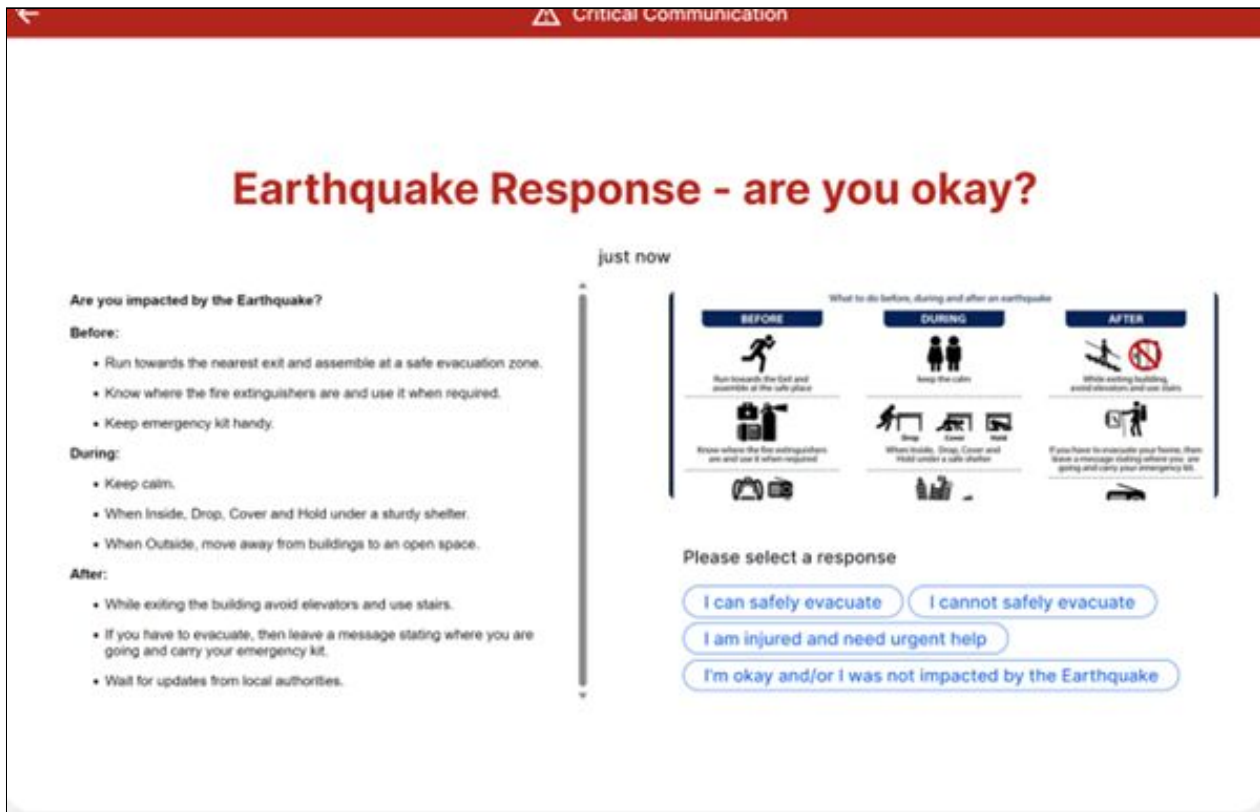
The responsive window design can be collapsed and expanded as needed, allowing for a more tailored visual experience. Wider views will display the Navigation Bar on the left, whereas a slimmer view will move it to the bottom for a more compact appearance.





Desktop Takeover

If a Communication is marked as an **Imminent Threat to Life**, the recipients will get a Critical Alert that takes over their entire desktop screen, making it nearly impossible to miss crucial information during an emergency. Text, images, polls, and confirmation are all still supported in this view.

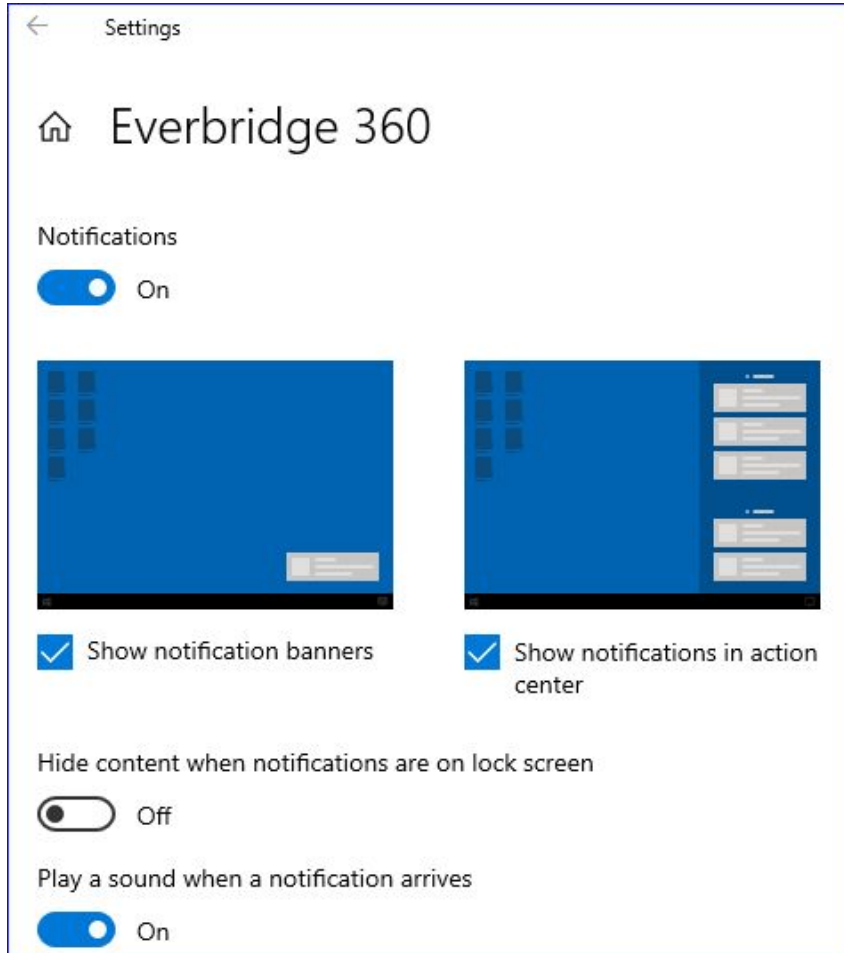


IMPORTANT: The application must be running in order for the user to receive a desktop takeover. If you intend to utilize this feature, please don't close the app.

The takeover logic is as follows:

- **Imminent Threat to Life** - Triggers the full-screen takeover.
- **High-priority** - Brings the app to the foreground of the desktop instead of taking over the whole screen. Note that this won't work if **Do Not Disturb** is enabled.
- **Standard** - Regular pop-up notification while the app is already open.

Desktop devices come with their own native notification settings, providing additional ways to customize the user experience. For example, when enabled in the Device Settings, a small notification banner and message preview can appear when a new Standard Notification is received.



NOTE: Please contact your IT department if you're unable to adjust device settings.