

Scheduling User Guide

Everbridge Suite April 2025



Everbridge Suite 2025 Printed in the USA

Copyright @ 2025. 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.

About Scheduling	
Workflow Overview	5
Shift and Shift Schedule	
Staff	7
Creating a Calendar	
Copying a Calendar	
Creating Shifts and Shift Schedules	
Override Shift	
Staffing a Shift	
Shift Staffing Options	
Defining Layers	
Order Your Layers	
Define Escalation to Next Layer (Advanced Scheduling	only)22
Preview Schedule	
Calendar Activation	
Make a Calendar Inactive	
Publishing a Calendar	
Simple Escalation and Ochoduling	
Simple Escalation and Scheduling	
Escalation when targeting a schedule	
Sequencing a Notification or Incident	
Sequencing a Notification of meldent	30
Advanced Escalation and Scheduling	
Deduplication	
Escalation When Targeting a Schedule	
Sequencing a Notification or Incident	
Escalation and Response Notification	
Setting the Advanced Scheduling and deduplication Be	ehavior40
Staff Scheduling Examples	
Scheduling Staff for a Daytime On-Call Calendar	
Scheduling Staff for an Overnight Calendar	
Scheduling Staff for an Ortho On-Call Calendar	
Scheduling Statt for an 8-Day Firefighter Option	
Staff Schodulos	00
Day View	
On Call Now	68
Staff Count	70
Editing a Schodula (Calandar Shift or Staff)	
Editing a Schedule (Calendar, Shint, Of Stan)	ا /
Edit Calendar	
Change Calendar Owner	
Edit Shift Staffing	
Reuse a Staffing Layer	77
Overriding Staff for a Shift (Shift Substitution)	77



Exporting a Calendar	
Exporting the Staff View	81
Exporting the Shift View	82
Importing a Calendar	83
Print a Calendar	
Examples of Print Formats	84
Setting Unavailability	87
Self-Service Scheduling	
Enabling Self-Service Scheduling	
About On-Call Reminders	
Enable On-Call Reminder for an Organization	
Configuring On-Call Reminder for a Specific Calendar	
Configuring On-Call Reminder for a Specific Layer	
Turning Off On-Call Reminders	
Opting Out of On-Call Reminders	
Auditing On-Call Reminders	
About the Audit Log	
Reminder Activity	101
Scheduling Audit	
Notify a Group Linked to a Calendar	
Link a Group to a Calendar	
Unlink a Group from a Calendar	
Target Linked Group in a Notification	
Notify On-Call Staff Using Rules	
Create Notification Target Rule	105
Target Rules in a Notification	105



About Scheduling

The **Scheduling** module offers a Calendar interface where users can maintain multiple Calendars in an Organization, multiple shifts on a Calendar, and manage shift assignments and staff availability.

It allows customers to create Calendars, and manage shifts and on-call staff so that when an Incident or Notification is launched, proper on-call staff members are notified, and escalations occur when responses do not meet response quotas defined in the Incident.

Workflow Overview

When creating a schedule, first, you need to analyze your schedule. Identify the shifts and the shift schedules. Then, identify your escalation levels and their rotations if any.

Schedules consist of a Calendar, shifts, and staffing layers. Calendars hold the work schedule of the team. When launching an Incident or a Notification, a Calendar can be used to dynamically select individuals scheduled at that time.

Each Calendar contains a set of shifts to match coverage times. Multiple Calendars can be created to cover different time frames or situations.

To set your schedule, navigate to **Contact** > **Scheduling**.

The first time you access the **Scheduling** page, you are prompted to create a Calendar.



×				« 💄	 e Everbridge 360[™]
<i>″</i>	Contact List Uploads Upload Dynamic Locat	ons Travel Connector and API Logs	Groups Rules Deleted Conta	acts Scheduling	Ø
ർവ	Calendars Staff Schedules Day View	On Call Now Admin			Time Zone America/Los_Angeles
4	New Calendar Import				
ះ	Search by name or desc Reset				
€ ⊡	Calendar Name ⊕ ⊕ Shift(s) ⊕		You don't have any Create on	Calendar yet. • now	
★ ¥	There are no items to display in this table.		1) Create a 2) Add Calendar Shifts	3) Add staff to Shifts	
۵					
	View: All (0)				

Once Calendar has been created, it's time to add shifts, and then add staff to the shifts.

Besides the Calendar view, you can also view by Shift or Staff. This allows you to swap shifts as needed and handle understaffed shifts. You can use automated email Notifications to monitor changes (when the Calendar is made "active").

Shift and Shift Schedule

A shift is a block of time. For example, 8:00 AM to 5:00 PM is a shift. Shifts have their own time zones, and time changes will follow the time zone of the shift.

A shift schedule includes the days. It could be a weekly shift from Sunday through Saturday, an 8-day shift, a night shift for the block of time, a weekend shift, or a split shift (where some staff members work a portion of the day and another set of staff members work the other part of the day), or a fixed number of days.

Once a Calendar has been created, as many shifts can be added to as needed. In **Shift** view, you can see the shifts on a Calendar and, later, the individuals staffing each shift. Each staff member is displayed on the Calendar by "name (external ID)". The Information icon next to a shift name provides more details about that shift.



V			« 💄	Image: Book of the second
<i>″</i>	Contact List Uploads Upload Dynamic Locati	ons Travel Connector and API Logs Groups	Rules Deleted Contacts Scheduli	ng 🕜
ഷ	Calendars Staff Schedules Day View	On Call Now Admin		Time Zone America/Los_Angeles
4	New Calendar Import	Daytime On-Call • Active	npublished	Ð
కి	Search by name or desc Reset	Main Shift View Staff View	Edit Copy	Ø
₽	Calendar Name ⊕ ⊕ ⊕ Shift(s)	< Apr 6, 2025-Apr 12, 2025 > 1	Delete New Shift	Today Day Week Month
*	Daytime On-Call 2	Sun 4/6 Mon 4/7 Tu 00:00 - 24:00 06:00 - 14:00 4.06:00 - 14:00 Afternoon Shift Team Morning Shift Team 1) Teama Dube 1) Tawana Dube 1) Elaina Admas 1) Flaina Karas	a 4/8 14:00 Make Inactive Mc Mc Mc	Fri 4/11 Sat 4/12 6:00 - 14:00 Morning Shift Team 1) Elaina Admas 1) Maria Haaby
*	IT Calendar 1	2) Maria Haaby 2) Geraldine Abati 2) Laron N 3) Daniella Jarnagin 3) Laron Nagasawa 3) Freddie	agasawa 2) Macia 3) Change Owner	2) Francesca Backous 2) Daniella Jarnagin 3) Geraldine Abati 3) Tawana Dabe
⊻ \$		4) Freddie Macia 4) Johnna 5) Johnna Jaye 5) Francesc 6) Francesca Backous 6) Geraldii	Jaye 4) ca Backous 5) First day of week 6) Export ICS file	4) Laron Nagasawa 5) Freddie Macia 6) Johnna Jaye
		L 00:00 - 24:00 Morning Shift Team 1) Elaina Admas 1) Tawana Dabe 1) Tawana Charles 1) Tawana	20:00 Shift Team Dabe 1)	Atemoon Shift Team 1) Maria Haaby Degree Content of the second
		2) Maria Haaby 2) Maria H 3) Daniella Jarnagin 3) Daniella	aaby 2) Daniella Jarnágin 2) Daniella Jarnágin Jarnagin 3) Tawana Dabe 3) Tawana Dabe	2) Danielia Jarnagin 3) Tawana Dabe
		Shifts (2)		

Staff

Staff are the people assigned to a shift. A shift contains staffing layers which can contain different sets of contacts who are part of the shift. Each layer can use a specific rotation.

A staffing layer is a unique name for different staff in the same shift. For example, one layer might be a team leader who works Monday through Friday, where another layer lists the staff who work Monday through Wednesday, and yet another layer of staff who work Thursday through Friday.

When you have a shift, you can add staffing layers and corresponding staff to the layers. In **Staff View**, staff members, including groups, are listed alphabetically by first name along the left-hand side, and their shifts are shown in the Calendar.

SCHEDULING USER GUIDE

*							« 🛓 😡	C Everbridge	360™ 🧐
*	Contact List Uploads Upload Dyna	amic Locations	Travel Connector a	nd API Logs Grou	ps Rules Dele	ted Contacts	Scheduling		0
ഷ	Calendars Staff Schedules [Day View	On Call Now Adr	nin			Т	ïme Zone America/Lo	s_Angeles
4	Daytime On-Call • A	ctive Unpub	lished 🍄						
ి. ల	Main Shift View Staff View							Add Staff	Export 🕜
	< Apr 6, 2025-Apr 12, 2025 > 1	I						Day	Week
≁	Name		Sunday 4/6	Monday 4/7	Tuesday 4/8	Wednesday 4/9	Thursday 4/10	Friday 4/11	Satur
*	Daniella Jarnagin	~	Afternoon Shift Team	Aft	Aft	Aft	Aft	Aft	Afternoo
~	Elaina Admas	~	Morning Shift Team	Morni	Morni	Morni	Morni	Morni	Mornin
*	Francesca Backous	~		Morni	Morni	Morni	Morni	Morni	
	Freddie Macia	~		Morni	Morni	Morni	Morni	Morni	
	Geraldine Abati	~		Morni	Morni	Morni	Morni	Morni	
	Johnna Jaye	~		Morni	Morni	Morni	Morni	Morni	

In the case of a sequenced shift, layers are ordered in the order of the escalation sequence.

Creating a Calendar

To create a Calendar:

 Navigate to Contacts > Scheduling and click New Calendar (or create one now if it is the first time you are accessing Scheduling). The New Scheduling wizard is displayed.

V							« 🛓	0	C Everbridge 360	™ 🖻
<i>.″</i>	Cont	ict List Uploads	Upload Dynamic Locations	Travel Connector and API Logs	Groups Rules	Deleted Contacts	Scheduling			0
ർവ			Calendar Details		Shift Details			Staffing		
4										
ঃ									0	
ę		*Calendar Nan	ne:	Night Shift						
11				Staffing schedule for the overnigh	ht shifts.					
*		Description:								
¥		Holidays:		Pick the countries/regions to see	the Holidays for		Max 500 chan	acters		
۵				United States				٠		
		Update others:		When changes are made to this ca Specific individuals via email All individuals scheduled on th	alendar always notify: his calendar					
		Schedule Remi	nders:	Send an email reminder befor	e a scheduled shift					
		External Calence	dar ID:	Generated after saving (or click to create your own)						
		Cancel						Save	Save & Continue >	

- 2. Provide a unique Calendar name and a description (up to 500 characters).
- 3. This description is displayed in the Calendars view and in the Member Portal, if needed.
- 4. Optionally, from the **Holidays** drop-down list, select one or more countries/ regions from the drop-down list to have your Calendars display the name and country flag(s) on the dates of the national holiday.

NOTE: The holidays are displayed on the Calendar Main view.

- 5. Optionally, select **Update Other** when changes are made to the Calendar. An email is sent to the specified people each time a change is made either to the Calendar, a shift, a staffing layer, or when a staff changes its schedule (create or delete an unavailability). Those notifications ONLY occur once the Calendar is active.
 - **Specific individuals via email**: you can specify any email addresses separated by a comma.

- All individuals scheduled on this Calendar.
- 6. Optionally, select if you want to send a reminder email for the on-call staff prior to their scheduled shift (see the On-call Reminder section for more details).
- 7. Optionally, specify an **ID number** for your Calendar. If no ID is specified, one is automatically generated after the Calendar is created.
 - If using APIs, select the link: Generated after saving (or click to create your own). A text box is displayed from which you enter the External Calendar ID. Do not use any spaces in your External ID. (Even if the Calendar is renamed, it keeps its ID.)
- 8. The Calendar is created once you click either Save or Save & Continue.
 - Select Cancel to return to the main page without saving.
 - Select Save to save your Calendar.
 - Select **Save & Continue** to continue setting your schedule for this Calendar.

Copying a Calendar

To copy a Calendar:

- 1. From the **Scheduling** subtab, ensure that the desired Calendar Name in the left-hand pane is selected.
- 2. Click the **Copy Calendar with shifts (no staffing)** icon of the highlighted Calendar or select **Copy** from the **Action** menu. The create wizard is opened and displays the Calendar Details.

V			« 💄 😧 💽 Everbrid	ge 360™ (∋
»				
A	Contact List Uploads Upload Dynamic Locations	Travel Connector and API Logs Groups Rules Deleted Contacts	Scheduling	0
ഷാ	Calendar Details	Shift Details	Staffing	
₽				
s "				2
ę	Only shift schedules - without staff - will	be copied to the new calendar.		
16	*Calendar Name:	Copy of Daytime On-Call	•••	
*				
-¥-	Description:			
~			Max 500 characters	
~	Holidays:	Pick the countries/regions to see the Holidays for		
~		Pick one of more countries/regions	¥	
	Update others:	When changes are made to this calendar always notify:		
	·	Specific individuals via email		
		All individuals scheduled on this calendar		
	Schedule Reminders:	Send an email reminder before a scheduled shift		
	External Calendar ID:	Generated after saving		
		(or click to create your own)		

- 3. Give the Calendar a new meaningful name (unless you want it to be named "Copy of Xxx" where Xxx is the name of the original Calendar).
- 4. Optionally, type or replace the existing Calendar description.



- 5. Optionally, select the **Update Others** checkboxes: When changes are made to this Calendar, always notify:
 - Specific individuals via email.
 - Enter email addresses for those who should be notified of changes and have not been staffed.
 - Separate each email address with a comma.
 - If the check box is not selected, the email notification does not work.
 - If the Calendar is inactive, the email notification does not work.
 - If the Calendar is active, changes are sent to the email address(es) entered here. Also, if you have removed a staff person from the Calendar, all associated staff are notified, as well as the Calendar owner/creator.
 - All individuals scheduled on this Calendar.
- 6. From the **Schedule Reminders** field, optionally select the checkbox: **Send an email reminder before a scheduled shift** (see On-Call Reminders for more details).

NOTE: If the On-Call Reminder option is not enabled for the Organization, the checkbox is grayed out.

- 7. In the External Calendar ID field, do one of the following:
 - If using APIs, select the link: Generated after saving (or click to create your own). A text box is displayed from which you enter the External Calendar ID. Do not use any spaces in your External ID. (Even if the Calendar is renamed, it keeps its ID.)
 - Otherwise, skip to the next step. The system auto-generates an external Calendar ID.
- 8. Under Shift Schedules, select one:
 - Leave all shift dates/times as they are.
 - Convert all shift end dates to 'no end date'.
- 9. Click Save or Save & Continue.

Creating Shifts and Shift Schedules

In the next step, you specify your shifts and shift schedules. A **shift** is a block of time. For example, 8:00 AM to 5:00 PM is a shift.

NOTE: Shifts have their own time zones, and time changes will follow the time zone of the shift.

A **shift schedule** includes the days. It could be a weekly shift from Sunday through Saturday, an 8-day shift, a night shift for the block of time, a weekend shift, or a split shift (where some staff members work a portion of the day and another set of staff members work the other part of the day).

To create a shift and shift schedule:

- 1. From the **Shift Details** section of the Scheduling wizard, enter a unique shift schedule name for this Calendar.
- 2. **Display color**: Click the round color icon to change the color of this shift. The shift is displayed in a specific color on the main scheduling page.
- 3. Select a time zone for the shift. The shift definition will show in that time zone.



4. Shift Schedule Type: Specify how you want to set your shift schedule:



- Day of the Week: Each week (Sunday to Saturday), the shift has the same schedule.
- Number of Days: The same schedule repeats over the same number of days.

NOTE: The maximum number of days that can be selected is 50.

- 5. Specify your Schedule period (start and end date for which the shift applies).
- 6. Specify the shift **start** and **end** date for each day. You can clear certain days if there is no shift for that day.

	Calendar Details	Shift Details	Staffing
			0
Selected Sh	ift:	Calendar:	
- New Shift	Creation -	Vight Shift	
Shift Schedu	e Name: Monday-Thursday		
Shift Schedu	le Time Zone: (GMT -07:00)Pacific Daylight Time((America/Los_Angeles) ~	
SHIFT SCH	EDULE TYPE		
Days of v	veek ONumber of days		
Schedule P	eriod: Apr 11, 2025 🛗 to: No	end date 🖌	
Day	Shifts		Clear
Sunday			
Monday	15:00 to 23:00		
Tuesday	15:00 to 23:00		
Wednesday	15:00 to 23:00		
Thursday	15:00 to 23:00		
Friday			
Saturday			
Mark this	; shift as an override shift 🚺		

 Optionally, you can set your shift as an override shift. An Override shift is a type of shift used to replace an existing shift for a specific period of time. This is used for example in the situation of overlapping holiday shifts. Once you have specified your shift schedule, you can:

- Go Back: Navigate back to the Calendar details step.
- Exit: The shift is not created, all settings done on the page are lost. You are re-directed to the Scheduling home page
- Save & Add another shift: The shift is created but not staffed. You remain on the same page, but the page is reset to create a new shift.
- You can toggle from one shift to another by selecting the shift you want to edit using the **Selected Shift** drop-down menu.
- Save & Continue: The shift is created, and you are navigated to the next step to staff your shift.

Override Shift

An **override shift** is a specific shift within a Calendar that is flagged and can be used to override another shift schedule. An override shift is a normal shift, composed of layers and staff, and can be sequenced or not.

When an administrator sets up an override shift schedule, once a Notification occurs, the system uses the override shift schedule rather than the normal schedule for the time definition of the override shift.

For example, the user has a regular rotation schedule that has coverage on December 24, but as a company, there is a different holiday schedule that might or might not completely overlap with the regular schedule.

When creating or editing a shift, the manager can specify that the shift is an override shift. There is no limitation on the number of override shifts. Any shift can be an override shift.

The following rules apply during notification:

- If there are no override shifts, the Notification is sent to the on-call staff of the regular shift.
- If there are regular shifts and override shifts, the Notification is sent to the on-call staff on the override shifts.
- If there are multiple override shifts, the Notification is sent to the on-call staff of all the override shifts.
- If the Notification request is for a specific shift (as defined in a specific rule), the override shift does not interfere, and the Notification is sent to the on-call staff of the specific shift.
 - For example, I have a morning shift from 9 AM-5 PM, and at the same time, I have an override shift from 9 am-5 pm. When a Notification

request is sent using a rule specifically targeting the morning shift, the Notification is sent to the on-call staff of the morning shift.

- If the Notification request is for all the shifts in a Calendar, then the override shift takes over and overrides the regular shifts.
- In both Member and Manager Portals, when a shift is displayed, an indicator is displayed if the shift is an override shift.



Staffing a Shift

When staffing a shift, staffing options for the shift as well as staffing layers must be specified.

A shift is composed of **staffing layers**. Layers are used to group your Staff by category and define the escalation process. Staff is added to the different layers.

					« 💄	0	C Everbridge
tact List Upload	s Upload Dynamic Locations	Travel Connector and API Logs	Groups Rule	es Deleted Contacts	Scheduling		
	Calendar Details		Shift Details			Staffing	
	0		-0				
Selected	Shift:		Ca	alendar:			0
Shift Sch	edule		- Ov	vernight			
Link a Grou	up to this Shift Select a Group	1					
Minimu	Shift Sequencing U						
Manage Lay	ers Preview & Override						
Staffing La	iyer: Team Lead						
🖋 Edit	Timeframe: 2023-12-06 Repeats: Weekly	Reminders: Off One Staff Member required: No	Individuals: 1 Groups: 0				筪
(-) 0 m	ninute(s) - Escalation to next laye	r Edit					
Staffing La	yer: M-T-W-Th						
🖋 Edit	Timeframe: 2023-12-06 Repeats: Weekly	Reminders: Off One Staff Member required: No	Individuals: 2 Groups: 0				圓
1 0	minute(s) - Escalation to next lay	er <mark>Edit</mark>					
Staffing La	iyer: F-Sa-Su						
Je Edit	Timeframe: 2023-12-06 Repeats: Weekly	Reminders: Off One Staff Member required: No	Individuals: 2 Groups: 0				圇
🗄 New Staf	fing Layer						
Cancel						Save	Save & Exit

When accessing the **Staffing** page, each layer to be defined is added in an expandable/collapsible form.

- Only one layer can be edited at a time.
- Changes made to a layer are saved by selecting **Save** on the page.



- When selecting the Add New Layer link and the layer was not explicitly saved, the user is prompted to confirm whether he or she wants to save the changes or not.
- The order of the layers on the page defines the escalation sequence between the layers.
- Layers can be re-ordered by dragging/dropping the forms.

From the shift drop-down, select the shift you want to staff. The shift that was selected in the previous step of the wizard is automatically selected.

Shift Staffing Options

When you first access the Staffing tab for your shift, no layers exist in the shift. They'll need to be configured.

To configure your shift staffing options:

- 1. Link a group to this shift. Select specific groups when you want to restrict the selection of staff members in the layers to the contacts that belong to those groups.
 - a. You can link multiple groups to a shift.
 - b. Contacts staffed on the shift must belong to the groups.
 - c. When adding or removing groups to/from the staffed shift, if any staffing layers or overrides violate the newly linked groups' rules (contacts staffed on the shift must belong to the groups), the layers and/or overrides will be deleted after user confirmation.
 - Unlinking all the groups or linking additional groups to the shift will not impact the current staffing of the shift and staffing will be kept.
- 2. Enable Shift Sequencing. A shift can be sequenced or not sequenced.
 - a. If a shift is sequenced, when an Incident is launched, staff members will be notified in the order of the sequence.
 - b. If a shift is not sequenced, when an Incident is launched, all staff members across all layers will be notified at the same time. Sequencing options in the layers will not be available.



3. Set Minimum Staff Requirements.

~								«	. 0		Everbridge 36	i0™ 🥑
»	Contact List	Uploads L	Jpload Dynamic Locations	Travel Connector and API Log	js Groups	Rules	Deleted Contacts	Schedu	ling			0
A		Minimum	staff requirements							×		
ർവ												
4		Different typ	bes of staff for each Shift									-
\$*								# Requir	ed			
ę	Se	Add anothe	r Select Field	~							v	
	M		Select Field	Î								
*			CONTACT DETAILS					Ca	ncel	Save		
	Linl	a Group to thi	s S Contact External Id									
+8 Ç		Enable Shift Se	Contact First Name									
~		Minimum staff	re Contact Last Name	-								
۵		, nen betano	Contact Suffix Contact Country									
	Mana	age Layers F	Pre VIP									
		This shift	CU Delivery Method Value									
	4	Add a staf	fir Expatriate Record Type									
			Associated Group(s)									
	< B	ack Exit	DeliveryMethod-Pager	Service					:	Save	Save & Exit	
				-								

- a. When adding contacts to the shift staffing layers, you can define the minimum number of staff members in your shift that matches certain criteria.
- b. The staff members' criteria are defined based on the fields that are predefined for the contacts.
- c. Select a field, select the matching criteria, and specify the number of required staff members that must match the criteria.

If the minimum staffing criteria are not met, a warning is displayed in the Calendar View. You can view the minimum Staff requirements by selecting **View Details**.

*						« 🛓 😧	■ Everbridge 360 [™]	
^	Contact Li	st Uploads Upload Dynamic Locati	ons Travel Connector and API Logs	Groups Rule	es Deleted Contacts	Scheduling		0
œ		Calendar Details		Shift Details		Staffing		
₽ *	_	0		-0				
ę		Selected Shift:	~	Ca Niç	l lendar: ght Shift		Q	
∎ ≁								
¥		Link a Group to this Shift Select a Group	0					
₩ •		Minimum staff requirements View Details Edit						
~		Field & Property						
		Contact Country contains United Sta	tes 1					



Defining Layers

The staffing is done by using layers, which include the on-call contacts who are notified when an Incident is launched and is targeting a Calendar. The Notification engine sends the Notification to the first layer, then to the next layer.

Although there is no limitation on the number of layers a shift can contain, there must be at least one layer.

To add a staffing layer to create the first layer:

1. From the **Staffing** section of the Scheduling wizard, click **New Staffing Layer**.

×			« 💄 😧 💽 Everbridge 360	0™ 😑
Cont	act List Uploads Upload Dynamic Locations Trav	el Connector and API Logs Groups Rules	Deleted Contacts Scheduling	0
ctu	Calendar Details	Shift Details	Staffing	
4	0	0	•	
ని ల	Selected Shift:	Calenda	ar:	
	Monday-Thursday	~ Night Sł	hift	
*	Link a Group to this Shift Select a Group 🕄			
-0,	Enable Shift Sequencing 🟮			
~	Minimum staff requirements			
Ť	Manage Layers Preview & Override			
	▲ This shift currently has no staff assoc Add a staffing layer	iated with it.		
	< Back Exit		Save Save & Exit	

When creating a layer, you must specify a name. Several layers can have the same name as long as their schedules do not override.

- 2. Specify any of the following options:
 - This layer must have at least one staff member: Any operation that results in not having one on-call contact fails (creating an unavailability without replacement, not staffing the layer for a specific day). If this option is selected, you cannot save the layer unless there is one staff member added to the layer.Send an email reminder before a scheduled shift: Whether or not an email reminder is sent to the on-call staff prior to the start of their shift. This option is grayed out if the on-call reminder is not turned on for the Calendar.
 - Start and end date: Define the time boundaries of the layer.
 - **Repeat:** Whether you want to repeat the staff settings. You can repeat weekly with a specific week interval and specify the day for which the layer will be staffed.

• **Different staff on different days:** You have the option to specify different staff per day. Select the days for which you want the layer to be staffed, then for each day select the staff to add to the layer.

NOTE: When you choose this option, you cannot use the **Rotation** settings.

3. **Define sequencing options** (only when Advanced Escalation and Scheduling is turned on).

When a shift is sequenced you can specify the sequencing options for the layer. There are three options:

- Use the Notification escalation settings: Staff in the layer are notified following the sequencing wait time defined in the Incident/Notification template.
- Use custom escalation time: Escalation wait times defined in the Notification are ignored, and staff in the layer are notified following the custom time defined in the layer.
- None Send to all at once: Escalation wait time defined in the Notification is ignored, all staff in the layer are notified at the same time. As a result, the layer is not sequenced.

In a specific shift, you can have a mix of layers with different sequencing options. The sequencing wait time defined in the template only drives the escalation time for layers with sequencing options set to **Use the Notification escalation settings**.

NOTE: No deduplication occurs between the layers. If a contact is staffed in more than one layer, he or she is notified multiple times.

If **Simple Escalation and Scheduling** is used, the layer always uses the Notification escalation settings for a sequenced shift. There is no ability to set any other option.

4. Add staff to the layer.

You can add multiple individuals or groups to a layer:

- Individuals:
 - Can be added if the shift is sequenced or not.
 - If the shift is linked to a group, the selection of individuals is restricted to the member of the group.
 - You can use advanced search to search for individuals based on specific criteria.

- Groups:
 - Can only be selected if there is no minimum staff requirement set for the shift.
 - In **Simple Escalation and Scheduling** mode, groups can only be staffed if the shift is not sequenced.
 - In Advanced Escalation and Scheduling mode, groups can be staffed to both sequenced and non-sequenced shifts. However, when a group is staffed on the layer for a sequenced shift, the sequencing options are automatically set to None - Send to all at once. You cannot change the sequencing options until the last group is removed from the layer.

NOTE: In order for a Calendar to not be shared amongst all users in a particular role, create a separate role for each group of users with who you want to share the Calendar, and only select that group as staff to that Calendar.

- 5. **Define sequence** (Sequenced shift only).
 - Drag and drop the contacts in the right-hand panel in the order in which you want the contacts to be notified.
- 6. Define Rotation (Sequenced shift only).
 - Rotation can only be defined if the staff is the same for all days.
- 7. Once the layer definition is completed, you can opt to:
 - Save: The layer is created (if not created yet) and changes are saved, and the user remains on the staffing page.
 - Save and exit: The layer is created (if not created yet) and changes are saved, and the user is returned to the Scheduling home page.
 - Add New Layer: If the current layer was not saved, the user is prompted to save, it collapses the existing layer form, and creates a new form for the next layer. The new layer is created in the selected shift.
- 8. To staff a different shift, select the shift name in the drop-down on the top of the staffing page and create or edit layers.

Order Your Layers

You can define the order of your layers in the sequence by dragging and dropping the layers in the order of the sequence.

For a sequenced shift, the layers will be targeted in the order of sequence in which they are displayed on the page.

Define Escalation to Next Layer (Advanced Scheduling only)

When the Advanced Scheduling is turned on in **Settings** > **Contacts and Groups** > **Scheduling**, the shift is sequenced and if there is more than one layer, you can define an escalation time to the next layer.

	Calendar Details		Shift Details		Staffing	
	-0		-0-			
Selected S	nift:			Calendar:		
Shift Sched	ule		~	Overnight		
		_)
Link a Group	to this Shift Select a Group	0				
Minimun	n staff requirements 🕄					
Manage Laye	s Preview & Override					
Staffing Lay	er: Team Lead					
🖋 Edit	Timeframe: 2023-12-06 Repeats: Weekly	Reminders: Off One Staff Member required: No	Individuals: 1 Groups: 0			圃
0 mi	nute(s) - Escalation to next la	ıyer Edit				
Staffing Lay	er: M-T-W-Th					
🖋 Edit	Timeframe: 2023-12-06 Repeats: Weekly	Reminders: Off One Staff Member required: No	Individuals: 2 Groups: 0			圃
(10 m	inute(s) - Escalation to next	layer <mark>Edit</mark>				
Staffing Lave	er: F-Sa-Su					
<i>₫</i> [*] Edit	Timeframe: 2023-12-06 Repeats: Weekly	Reminders: Off One Staff Member required: No	Individuals: 2 Groups: 0			筪
• • • • •						

The escalation time specified starts at the start of the layer, when the first staff is notified, to the start of the next layer, and triggers the Notification to the first staff of the next layer.

By default, when creating a layer or when editing a layer that was created using the Simple Escalation and Scheduling option, the escalation to the next layer time presented in the user interface is the one that is currently set in the Advanced



Escalation and Scheduling option at the Organization level. You can edit it and change the default value.

The escalation time set to the next layer is not overridden by the **Sequencing Wait Time** specified in the Incident/Notification. In the case of an override shift, escalation between the layers are always one of the targeted shifts (regular or override).

In the example below, a shift includes three layers, and escalation to the next layer is set to:

- 5 minutes for layer "Resolvers"
- 10 minutes for layer "Escalation 1"

A Notification was sent with a sequencing wait time of 3 minutes.

As a result:

- Staff 1 are notified first at 0 minutes, the clock for escalation to the Escalation 1 layer is starting.
- Staff 2 are notified after 3 minutes.
- Mgr 1 is notified after 5 minutes, the clock for escalation to Escalation 2 layer is starting.
- Staff 3 are notified after 6 minutes.
- Mgr 2 is notified after 8 minutes.
- Executive 1 is notified after 15 minutes.

Preview Schedule

As you are building your schedule and staffing your layers, you can preview your staffing by selecting **Preview & Override**.

In **Preview Mode**, you can see the staffing for a specific time frame of all the layers within your shifts. If working in the **Advanced Escalation and Scheduling** mode, the escalation time to the next layer is displayed.

SCHEDULING USER GUIDE



								«	1 0	C Everbrid
ntact List	Uploads	Upload Dynamic	Locations	Travel Connector a	and API Logs (Groups Rules	Deleted Contact	s Sche	duling	
		Calendar Details			S	nift Details			Staffing	
_		-0-				0				
ſ										
	Selected Shift	t:				Calen Overr	ndar: night			
	Shint Schedule	0								
	Link a Group to	this Shift Select a	Group 🚯							
	Enable Shit	ft Sequencing 🕕								
	Minimum s	staff requirements	0							
N	Manage Layers	Preview & Over	ride							
	< Apr 6, 20	25-Apr 12, 2025	> 🕮							
				Sun 4/6	Mon 4/7	Tue 4/8	Wed 4/9	Thu 4/10	Fri 4/11	Sat 4/12
	1) Staffing Lay	er: Team Lead								
1				1) Cornell Falldorf						
	Escalate 0 Minut	es in es								
	2) Staffing Lay	er: M-T-W-Th								
					1) Kenyon Lafevers	1) Kenyon Lafevers	1) Gianna Hages	1) Gianna Hages	1) Gianna Hages	
	Escalate 10 Minu	es in ites			2) Gianna Hages	2) Gianna Hages	2) Kenyon Lafevers	2) Kenyon Lafevers	2) Kenyon Lafevers	
	3) Staffing Lay	er: F-Sa-Su								
				1) Karrie Teeter					1) Darcy Galeana	1) Darcy Galeana
				2) Darcy Galeana					2) Karrie Teeter	2) Karrie Teeter
			Override	e Add	Add	Add	Add	Add	Add	Add

Calendar Activation

Until the Calendar is activated, no Notification will be sent to on-call staff.

To activate the Calendar:

- 1. Navigate to **Contacts > Scheduling > Calendar View**.
- 2. Select your Calendar, then select Make Active from the Action menu.

*							« 💄	0 C E	verbridge 360 ™ ⊜
•	Contact List Uploads Upload D	ynamic Locatio	ns Travel Connect	or and API Logs	Groups Rules	Dele	eted Contacts Schedulir	ng	0
යහ	Calendars Staff Schedules	Day View	On Call Now	Admin				Time Zone	America/Los_Angeles
rst	New Calendar Import	Θ	Daytime (Dn-Call 🔐	nactive Unpublish	ed	٥		₽
ో	Search by name or desc Reset		Main Shift View	Staff View			Edit Copy		0
₽	Calendar Name 🗦	≑ \$hift(s)	< Apr 13, 2025	5-Apr 19, 2025 >	m		Delete	Today Day	Week Month
			Sun 4/13	Mon 4/14	Tue 4/15		New Snift	Fri 4/18	Sat 4/19
*	IT Calendar	1	4 00:00 - 24:00 Afternoon Shift Team	14:00 - 14:00 Morning Shift Team	14:00 - 14:00 Morning Shift Team	1 O Morr	Make Active	L 06:00 - 14:00 Morning Shift Team	4 00:00 - 24:00 Afternoon Shift Team
- 2 4			1) Maria Haaby	1) Elaina Admas	1) Elaina Admas	1) El	Publish	1) Elaina Admas	1) Daniella Jarnagin
			2) Daniella Jarnagin 3) Tewene Debo	2) Geraldine Abati 3) Laron Nagasawa	2) Laron Nagasawa 3) Fraddia Macia	2) Fr	Change Owner	2) Francesca Backous 3) Gereldine Abeti	2) Tawana Dabe 3) Maria Haaby
<u>I~</u>			S) Turrana Dabe	4) Freddie Macia	4) Johnna Jaye	4) Fr		4) Laron Nagasawa	o) mana naaby
				5) Johnna Jaye	5) Francesca Backous	5) G	First day of week	5) Freddie Macia	
*				6) Francesca Backous	6) Geraldine Abati	6) La	Export ICS file	6) Johnna Jaye	
			1) Elaina Admas	L 14:00 - 20:00 Afternoon Shift Team 1) Maria Haaby	4:00 - 20:00 Afternoon Shift Team 1) Maria Haaby	L 1 After 1) Da	Audit Log	14:00 - 20:00 Afternoon Shift Team 1) Daniella Jarnagin	▲ 00:00 - 24:00 Morning Shift Team 1) Elaina Admas

While active, if the respective options have been turned on:

- Individuals or on-call staff are notified when the Calendar is changed.
- On-call reminders are sent to on-call staff before the start of the shift.

Make a Calendar Inactive

When making a Calendar inactive, all Notifications stop for on-call staff. While inactive, if you have set up the option to notify individuals or on-call staff upon Calendar Notification, no Notification is sent if the Calendar is modified. On-call reminders are not sent while the Calendar is inactive.

To make a Calendar inactive:

- 1. Navigate to **Contacts > Scheduling > Calendar View**.
- 2. Select your Calendar then select **Make Inactive** from the **Action** menu.

Publishing a Calendar

You can share your Calendars to your Member Portal where you can view Published Calendars and/or your Personal Schedule.

To publish a Calendar:

- 1. Navigate to **Contacts > Scheduling > Calendar View**.
- 2. Select your Calendar, then select **Publish** from the **Action** menu.

Only active Calendars can be published to the Member Portal. If the Calendar is not yet active, it is activated at the same time.

NOTE: The views to display a published Calendar on the Member Portal can be set by the administrator under **Settings > Member Portal > Publish Calendar**.

Escalation and Deduplication

Escalation and deduplication rules depend on whether the **Simple** or **Advanced Escalation and Scheduling** are chosen, as well as sequencing options defined in the targeted shifts, layers, and Notifications.

In all cases, escalation stops when the response quota is reached. Response quota is defined in the template **Sending Options** > **Sequencing**.

Simple Escalation and Scheduling

Deduplication

When using the Simple Escalation and Scheduling option, deduplication will always occur, meaning that the system will eliminate duplicate copies of repeating data. When contacts are targeted more than once as part of a Notification, they will only be notified once.

Deduplication occurs in the following order:

- Individual Contact
- Group
- Rules (including those targeting a Calendar).

If a contact is targeted as part of a group and a rule targeting a Calendar, the contact is deduplicated and will <u>not</u> receive an escalation Notification.

Escalation when targeting a schedule

Escalation occurs for on-call staff ONLY if the Notification is sequenced AND the targeted on-call staff belongs to a sequenced shift.

Shift	Notification	Result
Not Sequenced	Not Sequenced	All on-call contacts are notified at the same time.
Not Sequenced	Sequenced	All on-call contacts are notified at the same time.
Sequenced	Not Sequenced	All on-call contacts are notified at the same time
Sequenced	Sequenced	On-call contact are notified in the order of the sequence defined in the shift.

Sequencing a Notification or Incident

Escalation time when targeting a Calendar is set in the Notification or Incident template by selecting the Sequencing checkbox and clicking **Edit** in the template **Contacts > Sending Options**.

SEND	ING OPTIONS
	Send to linked calendar for all selected groups 🕚
	Send to incident subscribers
	Sequencing Edit

The escalation time between each contact in any targeted shifts is the **Wait Time** specified when editing the sequencing.

Edit Sequenced Group Settings		×
Sequencing: Wait time: 5 Minutes - between contacts	Edi	it default responses needed
Group Name	Contacts	Response Needed 🧅
There are no items to display in this table.		
		Cancel OK

By default, the wait time is 5 minutes between contacts and can be adjusted to any number between 1 and 1440 minutes or a maximum of 24 hours.

If there are multiple layers in the targeted shift, escalation from the last contact of a layer to the first contact of the next layer follows the escalation wait time defined in the template.



Sequencing a Shift

When creating or editing your shift, select the **Staffing** tab, then select the **Enable Shift Sequencing** checkbox.

S						« 🛓	0 C	Everbridge 360	™ 🗊
*	Contact List Uploads Uploa	ad Dynamic Locations	Travel Connector and API Logs	Groups F	Rules Deleted Contacts	Scheduling			0
ർ	Calenda	lar Details		Shift Details			Staffing		
F	(
5		<u> </u>		<u> </u>				•	
ę	Selected Shift:				Calendar:			U	
1.	Afternoon Shift Team		~		Daytime On-Call				
*									
¥	Link a Group to this Shi	ift Select a Group 🚯							
<u>اح</u>	 Enable Shift Sequer Minimum staff requ 	ncing 1							
۵	Manage Layers Previe	ew & Override					Show	expired layers	
	Staffing Layer: Night Sh	hift							

Then in your layer, define the sequence in which your staff will be notified by dragging and dropping the staff in the list.





Reso	lvers]	This layer must have at least o	ne staff member
From	Dec 7, 2022	To		
	Dec 7, 2023			
Repea	t Weekly ~ Ever	ry 1 week(s) on Su Mo Tu	We Th Fr Sa V V V V Diffe	erent staff on different days
Escala	ation Options:			
🔵 Us	e notification esca	alation settings ()		
⊖ Us	e custom escalati	on time 0 minute(s) ~ 1		
⊖ No	one, send to all sta	ff at the same time 🟮		
AVAI	LABLE STAFF			
Ind	lividuals Grou	ps		
		First Name Last N	ame Q Reset	t
Adva	nced Search			Selected Staff Rotation
	First Name	Last Name *	External ID	$1 \equiv \text{Lemuel Aamot}$
			70515	2 ≡ Alison Aaron 8
	Lemuel	Aamot	16515	3 ≡ Theron Aarsvold
	Alison	Aaron	alison.aaron	
	Theron	Aarsvold	TG821	
	Geraldine	Abati	TG1292	
	Tarek Ali	Abbas	TG3037	
	Donna	Abbe	TG882	
	boinid	,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,	10002	• •
		Page 1 of 330 ↦ ▶ 10	→ View 1 - 10 of 3295	5

Advanced Escalation and Scheduling

Deduplication

Non-sequenced Notification

When using non-sequenced Notifications, deduplication always occurs.

Sequenced Notification

In the case of a sequenced Notification, when using Advanced behavior, two pools of contacts are considered for deduplication:

- **Pool 1** Contacts targeted as part of a group, individual contacts, or rules (with the exception of Calendars targeting sequenced shifts)
- Pool 2 Contacts targeted as part of a sequenced shift

Each pool of contacts has its own deduplication rules; there is no deduplication occurring between the two pools of contacts.

Pool 1: deduplication always occurs in the pool of contacts targeted as part of a group, individual contacts, or rules. When a contact is targeted more than once as part of a Notification, the contact is only notified once. deduplication occurs in the following order: Individual Contact - Group - Rules.

NOTE: Contacts targeted as part of non-sequenced shifts are deduplicated along with contacts targeted as Individual Contacts, Groups, and other rules.

Pool 2:

For contacts targeted as part of a sequenced shift:

- There is no deduplication occurring if a contact is staffed in two different shifts.
- For sequenced shifts: There is no deduplication occurring if a contact is staffed in two different layers of the same shift.
- Deduplication always occurs if a contact is staffed more than once in the same layer.



As a result, if a contact is targeted as part of a group and a rule targeting a Calendar, the contact is not deduplicated and receives an escalation Notification.

Escalation When Targeting a Schedule

When the Advanced Escalation and Scheduling option is selected, each specific layer contains the following information:

- Escalation between contacts in a layer
- Is escalation time between contacts taken from the Notification template
- Escalation to the next layer

The **Scheduling** user interface only allows changing the escalation time to the next layer and whether the escalation between contacts taken from the Notification template. By default, the escalation between contact in a layer is 0 (zero); if it is not taken from the Notification template, all contacts are notified at the same time.

Sequencing a shift

When creating or editing your shift, select the **Staffing** tab and select the **Enable Shift Sequencing** checkbox.

× ~			« 🛓 😧 💽 Everbr	ʻidge 360 ™ (≘)
•	Contact List Uploads Upload Dynamic Locations	Travel Connector and API Logs Groups Rules Deleted Contacts	Scheduling	Ø
ഷ	Calendar Details	Shift Details	Staffing	
4	O	O		
కి				0
\$	Selected Shift:	Calendar: Davtime On-Call		
•	Afternoon Shift Team			
≁				
÷	Link a Group to this Shift Select a Group			
⊾	Minimum staff requirements			
۵	Manage Layers Preview & Override		Show expired la	ayers
	Staffing Layer: Night Shift			

Then in your layer, define the sequence in which your staff is notified by dragging and dropping the staff in the list.



Resolv	/ers		This layer must have	e at least one sta	ff member		
From	Apr 24, 2023	To No end	d date 🗸				
Repeat Escalat Use	tion Options:	week(s) on	/ / /	Different	staff on different days		
○ Nor AVAIL Indi	ne, send to all staff at t ABLE STAFF viduals Groups	the same time 9					
Advan	Fir	st Name Last	Name	Q Reset	Selected Staff Shift Sequencing is ON ①	Rotation	
Advan	Fir First Name	st Name Last	Name External ID	Q Reset	Selected Staff Shift Sequencing is ON ⓓ 1	Rotation	
Advan	Fir First Name Lemuel	st Name Last	Name External ID TG515	Q Reset	Selected Staff Shift Sequencing is ON ❹ 1 ≡ Celeste Abbenante 2 ≡ Coleen Grboyan 2 ≡ Sharap Hanamanan	Rotation	
Advan	First Name Lemuel Theron	st Name Last	Name External ID TG515 TG821	Q Reset	Selected Staff Shift Sequencing is ON ⓓ 1 ≡ Celeste Abbenante 2 ≡ Coleen Grboyan 3 ≡ Sharon Hanemann	Rotation	
Advan	Fir First Name Lemuel Theron Geraldine	st Name Last	Name External ID TG515 TG821 TG61292 TG1292	Q Reset	Selected Staff Shift Sequencing is ON ⓓ 1 ≡ Celeste Abbenante 2 ≡ Coleen Grboyan 3 ≡ Sharon Hanemann	Rotation	
Advan	Fir First Name Lemuel Theron Geraldine Donna	st Name Last	Name External ID TG515 TG821 TG1292 TG882	Q Reset	Selected Staff Shift Sequencing is ON ● 1	Rotation	
Advan	First Name First Name Lemuel Theron Geraldine Donna Donna	st Name Last Last Name - Aamot - Abati - Abbe - Abbe -	Name Control External ID Control TG515 Control TG821 Control TG1292 Control TG882 Control TG2063 Control	Q Reset	Selected Staff Shift Sequencing is ON ● 1	Rotation	
Advan	Fir First Name Lemuel Theron Geraldine Donna Donna Celeste	st Name Last Last Name - Last Aamot - Last Aabot - Last Abbe - Last Abbe - Last Abbenante	Name Image: Control of the state of the sta	Q Reset	Selected Staff Shift Sequencing is ON ● 1	Rotation	

Sequencing Options in a Layer

When a shift is sequenced, you can specify the sequencing options for the layer. There are three options:

- Use the Notification escalation settings: Staff in the layer are notified following the sequencing wait time defined in the Incident/Notification template.
- Use custom escalation time: Escalation wait time defined in the Notification is ignored, staff in the layer are notified following the custom time defined in the layer.
- None send to all at once: Escalation wait time defined in the Notification is ignored; all staff in the layer are notified at the same time. As a result, the



layer is not sequenced.

Staffing Layer: Resolvers	
* Staffing Layer Name:	
Resolvers	This layer must have at least one staff member
From Apr 24, 2023 To	No end date 🗸
Repeat Weekly - Every 1 week(s) on Su	Mo Tu We Th Fr Sa
Escalation Options:	
\bigcirc Use notification escalation settings $oldsymbol{1}$	
Use custom escalation time 15 minute	e(s) ~ 1
\bigcirc None, send to all staff at the same time $m{0}$	

In a specific shift, you can have a mix of layers with different sequencing options. The sequencing wait time defined in the template only drives the escalation time for layers with sequencing options set to **Use the Notification escalation settings**.

NOTE: If multiple layers are defined as **None - send all at once**, no deduplication occurs between the layers, if contacts are staffed in more than one layer, they are notified multiple times.

Escalation to the Next Layer

When the Advanced Escalation and Scheduling is turned on at the Organization level, a shift is sequenced and if there is more than one layer, you can define an escalation time to the next layer.

The escalation time specified starts at the start of the layer, when the layer is initialized and the first staff is notified, to the start of the next layer and triggers the initialization of the layer and Notification to the first staff of the next layer.

By default, when it is not set, a Notification targeting a schedule is sent, the time used to escalate to the next layer is the one that is set in the Advanced Escalation and Scheduling option at the Organization level.

When creating a layer or when editing a layer that was created prior to the 20.0 release, for which there was not escalation time to the next layer set, the time



presented in the user interface is the one that is currently set in the Advanced Escalation and Scheduling option at the Organization level.

You can set it to any value. As soon as the layer is saved, the value displayed in the user interface is persisted and is used moving forward.

- The escalation time set to the next layer is never overridden by Sequencing Wait time specified in the Incident/Notification.
- In the case of an override shift, escalation between the layers is always one of the targeted shifts (regular or override).
- As the escalation between staff within a layer is specific to the Notification the escalation to the next layer specific to the layer and the clock starts when the first staff is notified in this layer, it is possible that staff on the second layer could be notified before the last staff on the first layer is notified.

Example 1:

Shift with three layers, escalation to next layer set to 5 minutes for "resolvers" layer and 10 minutes for "Escalation 1" layer, a Notification sent with a wait time of 2 minutes.



- At t = 0 Staff 1 is notified, the clock starts for the escalation to layer "Escalation 1"
- At t= 2 min Staff 2 is notified
- At t = 4 min Staff 3 is notified
- At t = 5 min Mgr 1 is notified (escalation to next layer set in layer "Resolver" is reached, clock is starting for the escalation to layer "escalation 2")
- At t = 7 min Mgr 2 is notified
- At t = 15 min Executive 1 is notified (escalation to next layer set in layer "Escalation 1" is reached)

Example 2:

Shift with three layers, escalation to the next layer set to 5 minutes for "resolvers" layer and 10 minutes for "Escalation 1" layer, a Notification sent with a wait time of 3 minutes.




- At t = 0 Staff 1 is notified, the clock starts for the escalation to layer "Escalation 1"
- At t= 3 min Staff 2 is notified
- At t = 5 min Mgr 1 is notified (escalation to next layer set in layer "Resolver" is reached, clock is starting for the escalation to layer "escalation 2")
- At t = 6 min Staff 3 is notified
- At t = 8 min Mgr 2 is notified
- At t = 15 min Executive 1 is notified (escalation to next layer set in layer "Escalation 1" is reached)

Sequencing a Notification or Incident

Escalation time when targeting contacts in a sequenced shift is set in the Notification or Incident template by selecting the Sequencing check box and clicking **Edit** in the template **Contacts > Sending Options**.





dit Sequenced Group Settings	3
aquencing: O ait time: 5 Minutes 🗸 between contacts	Edit default responses needed
Group Name	Contacts Response Needed
Γhere are no items to display in this table.	

The escalation time specified drives ONLY the escalation time between contacts within a layer.

At the time of the Notification, it sets the Escalation between staff for all layers where the sequencing option was set to **Use Notification escalation settings**.

If there are multiple layers in the targeted shift for which the sequencing option was set to **Use Notification escalation settings**, the escalation time between the contacts within each of those layers will be the same.

For the layers where the sequencing option was set to **None, send to all staff at the same time**, the default of 0 (zero) is used and all contacts in those layers are notified at the same time.

By default, the sequencing wait time defined in the template is 5 minutes and can be adjusted to any number between 1 and 1440 minutes or a maximum of 24 hours.

NOTE: The escalation to the next layer is not driven by the sequencing wait time; it is specific to the layer and defined in the layer itself.



NOTE: The escalation wait time defined in the template does not drive the escalation from Staff3 to Mgr1.

Escalation and Response Notification

Response quota is met

Escalation stops when the response quota is reached. Response quota is defined in the template Sending options > Sequencing.

Negative Acknowledgment (NACK)

When polling and the desired response are set in the template, the non-desired response is considered a Negative Acknowledgment and at that time a Negative Acknowledgment is sent (NACK) by the contact.

• When a NACK is returned and the confirmation quota is not met, the Notification is immediately escalated to the next staff member in the layer with no wait time.

Example1:		Contact notified but do not respond
Layer1	Immediately notify	Contact notified and NACK
	next contact in the layer	Contact not yet notified
Layer2	-	↓ Indicate next contact immediately notified

• When a NACK is returned by the last staff member of a specific layer, the Notification is immediately be escalated to the next layer (next contact in the next layer) if the escalation time to the next layer has not yet been reached.



Example2:	Immediately notify next contact in the next layer	 Contact notified but do not respond Contact notified and NACK Contact not yet notified Indicate next contact immediately notified
Example3: Layer1	Immediately notify next contact in the next layer	 Contact notified but do not respond Contact notified and NACK Contact not yet notified Indicate next contact immediately notified

- When a contact sends a NACK and the next contact is immediately notified, the escalation to the next contact is at NACK time + Escalation time between staff for the layer.
 - Ex: escalation time = 2 min
 - Contact1 sent a NACK at 1 minute, Contact2 is immediately notified, escalation goes to contact3 2 minutes later at 3 minutes (NACK time + escalation time)

Duplicate/Invalid Delivery Path

If the system does not generate any attempt for a contact due to duplicate/invalid delivery paths, it follows the same behaviors as for Negative Acknowledgment (NACK). The next contact in the sequence (same layer or next layer depending on the escalation wait time and escalation time to next layers) is immediately notified.

Setting the Advanced Scheduling and deduplication Behavior

Within a Calendar, shifts can be sequenced or not sequenced. For sequenced shifts, escalations between staff are defined in the Incident template used to launch a specific incident.

You have the option to either use the Simple Escalation and Scheduling behavior or the Advanced Escalation and Scheduling behavior. The setting is on a perorganization basis.

By default, **Simple Escalation and Scheduling** is used, but you have the option to turn on/off the Advanced Escalation and Scheduling as desired. When turned on, the effect is immediate for all on-call staff.

NOTE: As staffing groups on sequenced shifts is not allowed in Simple Escalation and Scheduling mode, if you have staffed groups on layers for sequenced shifts while in Advanced Escalation and Scheduling mode, you cannot select the Simple Escalation and Scheduling option anymore. You must first remove all groups from staffing layers of sequenced shifts.

To turn on Advanced Escalation and Scheduling, navigate to **Settings** > **Organization** > **Contacts and Groups** > **Scheduling**.

Scheduling
SCHEDULING AND DE-DUPING
 Simple Escalation and Scheduling For sequenced notifications: Escalation wait time between contacts will be taken from sequencing wait time from the incident or notification template. Notification de-duplication will always occur
 Advanced Escalation and Scheduling Set advanced escalation rules for your calendar Notification de-duplication will only occur within a specific staffing layer Default escalation time to next layer: 10 minute(s)
ADDITIONAL SETTINGS
Send a calendar reminder via email
Enable schedule self-service for availability and replacement
Save

In the **Scheduling and Deduping** section, select whether you want to use **Simple Escalation and Scheduling** or **Advanced Escalation and Scheduling**.

At a glance, the Advanced Scheduling allows you to specify for sequenced Notifications the escalation times to the next escalation layers as well as specify escalation options for a specific layer (use the Notification wait time or Send to all contacts at once). It also allows you to turn off de-duping between Calendars, shifts, and layers. De-duping only occurs within a specific staffing layer.

A default escalation time to the next escalation layer of 5 minutes is proposed by default. It applies to all layers for which an escalation time to the next layer has not

been explicitly set. After you set it, the new time always applies. The default time can be changed at any time and applies immediately.

NOTE: The Escalation time is a mandatory field with a maximum limit of 1440 minutes and 24 hours.



Staff Scheduling Examples

Scheduling Staff for a Daytime On-Call Calendar

To schedule staff for a Daytime On-Call Calendar:

- 1. Analyze your schedule.
 - Shift Schedule (Time Zone, Time, and Days): Pacific Standard Time, 8:00 AM to 5:00 PM, Monday-Friday
 - Layers: There are two staffing layers:
 - Team Lead layer
 - Daytime Team layer
 - Rotation:
 - Team Lead layer: No rotation
 - Daytime Team layer: Rotate each week, second to first (the second staff member becomes the first staff member the following week)

	A	В	С	D	E	F	G	Н		J	
7	Monday-Friday 08:00-17:00				Daytime On-Call						
8	First	Craig	Teresa	Scott	Brad	Sharon	Craig	Teresa	Scott	Brad	
9	Second	Teresa	Scott	Brad	Sharon	Craig	Teresa	Scott	Brad	Sharon	
10	Third	Scott	Brad	Sharon	Craig	Teresa	Scott	Brad	Sharon	Craig	
11	Fourth	Brad	Sharon	Craig	Teresa	Scott	Brad	Sharon	Craig	Teresa	
12	Fifth	Sharon	Craig	Teresa	Scott	Brad	Sharon	Craig	Teresa	Scott	
13	Team Lead	Darren	Darren	Darren	Darren	Darren	Darren	Darren	Darren	Darren	
											-

- 2. Create your Calendar:
 - a. Calendar Name: Daytime On-Call.
 - b. Optionally, select the Update Others checkboxes, as needed. Enter email addresses (separate each email address with a comma).
 - c. Optionally, click to create your own External Calendar ID. Otherwise, the External Calendar ID is automatically generated.



d. Optionally, select the countries/regions from the menu to see the Holidays on the Calendar.

*							« 🛓 😡	C Everbridge 360 [™] .
*	Cont	tact List Uploads	Upload Dynamic Locations	Travel Connector and API Logs	Groups Rules	Deleted Contacts	Scheduling	0
ය්ත			Calendar Details		Shift Details		Staffing	
₽			_				0	
ះ								Ø
ę		*Calendar Na	me:	Daytime On-Call			•••	
1.								
*		Description:						
							Max 500 characters	
15								
*		Description:						
¥		Holidays:		Pick the countries/regions to see t	the Holidays for		Max 500 characters	
~				Pick one or more countries/reg	ions		٠	
'n								
		Update others	:	When changes are made to this ca	alendar always notify:			
				Specific individuals via email				
				 All individuals scheduled on the 	his calendar			
		Schedule Rem	inders:	Send an email reminder before	e a scheduled shift			
		External Calen	dar ID:	Generated after saving				
				131241000000	0			
		Cancel					s	Save & Exit

3. Add the shifts and staffing options (Link a Group to this Shift if needed. Enable escalation by selecting **Enable Shift Sequencing**) to this Calendar. In this Calendar, there is only one shift.

Ca	lendar Details	Shift Details	Staffing
Selected Shift: - New Shift Creati	on- 🗸	Calendar: Vancouver IT Schedule	Ø
Shift Schedule Nar	ne:)	
Shift Schedule Tim	e Zone: (GMT -8:00)Pacific Standard Time(America/Vancouve E TYPE		
Days of week	O Number of days		
Schedule Period:	Feb 13, 2024 to: No end date 🗸	Start End 24 Hours	
Day	Shifts	08 • 00 • to 17 • 00 • Clear	Clear all
Sunday	All day	Apply to these days	
Monday	All day	Select All None	
Tuesday	All day		
Wednesday	All day	Cancel Apply	

- 4. Add staff to each shift and any corresponding rotation.
 - Staffing layer1 Team Lead
 - Staffing layer2 Daytime Team
 - • No. of staff on shift 5
 - Escalation Option Use notification escalation settings
 - Rotate [#] staff members 1
 - Rotation Order First to Last
 - Repeat Rotation Timeframe Daily (for example purposes only)

Staffi	ng Layer Name:		Th	is laver m	ust have at least one staff	member		
Daytin	ne Team			,				
From	Dec 1, 2023	То	No end date	~				
Repeat	Weekly ~ Every	1 week(s) on	Su Mo Tu We	Th F	r Sa	taff on different day	s	
AVAIL	ABLE STAFF							
Indi	viduals Groups							
First	Name	b	٩		Selected Staff	Rotation	 Rotation Settings 	
Reset	and Soorah				Individuals	Rotation Preview	No. of staff on shift: 5	
Advan	ceu Search				Geraldine Abati	0		
	First Name	Last Name 🔺	External ID		Laron Nagasawa	0	Rotate 1	0
	Francesca	Backous	TG309	•		0	Rotation Order:	0
	Michell	Badder	TG1640		Francesca Backous	0	 First to last Last to first 	
							Repeat Rotation:	6
0	Christin	Baerlocher	1G1082				⊖ Shift schedule start	-
Ο	Mordechai	Baff	TG2434				IImetrame (daily, weekly, monthly)	
	Monique	Bagby	TG629				Daily ~	
0	Norris	Bagdasarian	TG1706	-			Every 1 day(s)	
	Page	1 of 22 ↦ ►	10 V iew 1 - 10 o	f 211				
New Staf	fing Layer							



If the Escalation to the next layer is set to 0, the team lead will be notified at the same time as the first staff of the daytime team.

Contact List Uploads	Upload Dynamic Locations Groups Rules Deleted Contacts Scheduling		
	Calendar Details Shift Details	Staffing	
		0	
	Selected Shift: Calendar: Daytime Team Daytime On Call		
	Link a Group to this Shift Select a Group		
	Enable Shirt Sequencing Minimum staff requirements		
	Manage Layers Preview & Override		
	Statistic Larges: Feature Read Timeframe: 2023-12.04 Reminders: Off Individuals: 1 PEdit Timeframe: 2023-12.04 Reminders: Off Individuals: 1 Repeats: Weekly One Staff Member required: No Groups: 0	ŵ	
	10 minute(s) - Escalation to next layer Edit		
	Staffing Layer: Daytime Team		
	Fait Timeframe: 2023-12-04 Reminders: Off Individuals: 5 Repeats: Weekly One Staff Member required: No Groups: 0	ŵ	
	New Staffing Layer		
	Cancel	Save Save & Exit	

5. Edit the Daytime Layer and select **Rotation Preview**. Scroll as needed. Click **Save** when done.

If you change the Rotation Settings (in the right-hand pane), select **Update Preview**.



6. Review your Staffing Layers after you have added all the layers by clicking **Preview and Override**, then click **Save & Exit**.

Contact List Uploads U	oload Dynamic Locations Groups Rules Deleted Contact	s Scheduling			
	Calendar Details	Shift Details		Staffing	
	Selected Shift: Daytime Team	Cali V	endar: time On-Call	6	
	Link a Group to this Shift Select a Group ① C Enable Shift Sequencing ① Minimum staff requirements ① Manage Layers Preview & Override C Dec 3, 2023-Dec 9, 2023 > m				
	Sun 12/3	Mon 12/4 Tue 12/5	Wed 12/6 Thu 12/7	Fri 12/8 Sat 12/9	
	Escalates in 10 Minutes	1) Elaina Admas 1) Elaina Admas	1) Elaina Admas 1) Elaina Admas	1) Elaina Admas 1) Elaina Admas	
	2) Staffing Layer. Daylima Team	1) Geradine Abati 1) Laron Nagasan 2) Laron Nagasawa 2) Predde Macia 3) Johnna Jaye 4) Johnna Jaye 4) 9) Prancesca Backous 5) Geradine Abati	a 1) Fredde Macia 1) Johnna Jaye 2) Johnna Jaye 2) 7 Francesca Backou Francesca Backou 3) Geraldine Abati 4) Geraldine Abati 5) Laron Nagasawa 5) Fredde Macia	1) Francesca Backous 2) Geraldine Abati 3) Laron Napasawa 4) Freddie Macia 5) Johnna Jaye	
	Override	Add Add	Add Add	Add Add	
	Cancel			Save Save & Exit	

7. From the Calendar view, hover the mouse over a silhouette to view the staffing for that day.

		Deutine On C	N=11						
lew Calendar Import	⊕	Daytime On-C	all Inactive Un	published	¢				
Search by name or desc Reset		Main Shift View Staff	View						
Calendar Name 🕀	⇒ Shift(s)	C Dec 3, 2023-Dec 9,	2023 > 踊					Show Staffing Today	Day Week Month
	_	Sun 12/3	Mon 12/4		fue 12/5	Wed 12/6	Thu 12/7	Fri 12/8	Sat 12/9
Davtime On-Call	1		1. 09:00 - 17:00	1. 09:00 - 1 Dautimo Ter	7:00	109:00 - 17:00	1 09:00 - 17:00	1 09:00 - 17:00	1. 00:00 - 24:00
			1) Elaina Admas	1) Elaina Ad	lmas	1) Elaina Admas	1) Elaina Admas	1) Elaina Admas	1) Elaina Admas
IT Colorday	1		2) Geraldine Abati	2) Laron Na	gasawa	2) Freddie Macia	2) Johnna Jaye	2) Francesca Backous	
Ti Galendai			3) Laron Nagasawa	3) Freddie M	łacia	3) Johnna Jaye	3) Francesca Backous	3) Geraldine Abati	
			4) Freddie Macia	4) Johnna J	aye	4) Francesca Backous	4) Geraldine Abati	4) Laron Nagasawa	
			5) Johnna Jaye	5) Franceso	a Backous	5) Geraldine Abati	5) Laron Nagasawa	5) Freddie Macia	
			6) Francesca Backous	6) Geraldine	Doutimo Toom	6) Loron Nagacowa	6) Freddie Macia	6) Johnna Jaye	
					09:00 to 17:00				
					Tue 12/5				
		Shifts (1)							
		Doloto 🕒 New Shift			1) Elaina Admas				
					2) Laron Nagasawa	9			
					3) Freddie Macia				
		Shift Name			5) Francesca Back	ous			Sequence
					6) Geraldine Abati				
		Daytime Team	1						Yes

- 8. When an individual is not available, see the procedure, to provide dates to make an individual unavailable.
- 9. Click the **Make Active** action in the Calendar Action menu when you are done creating your schedule.

Scheduling Staff for an Overnight Calendar

To schedule staff for an Overnight Calendar:

1. Analyze your schedule.

1	A	В	С	D	E	F	
1	Coverage	Early 6:30am-8:00am	Mid 8:00am-1:00pm	Late 1:00pm-7:00pm	Overnight 7:00pm-6:30am	Overnight Secondary 7:00pm-6:30am	Overnight
2	Mon, Feb 8	Craig	Teresa	Scott	Scott	Brad	n -
3	Tue, Feb 9	Craig	Teresa	Scott	Scott	Brad	
4	Wed, Feb 10	Craig	Teresa	Brad	Brad	Scott	
5	Thu, Feb 11	Craig	Teresa	Brad	Brad	Scott	
6	Fri, Feb 12	Craig	Teresa	Brad	Teresa	Craig	
7	Sat, Feb 13				Teresa	Craig	
8	Sun, Feb 14				Teresa	Craig	
9	Mon, Feb 15	Craig	Teresa	Brad	Scott	Brad	T
10	Tue, Feb 16	Craig	Teresa	Brad	Scott	Brad	
11	Wed, Feb 17	Craig	Teresa	Scott	Brad	Scott	IVI-1-VV-1 m
12	Thu, Feb 18	Craig	Teresa	Scott	Brad	Scott	
13	Fri, Feb 19	Craig	Teresa	Scott	craig	Brad	h
14	Sat, Feb 20				Craig	Brad	E-Sa-Su
15	Sun, Feb 21				Craig	Brad	
16							ť
17							1
	< > 5	iheet1 (+			1	Þ	1

- Shift Schedule (Time Zone, Time, and Days): Pacific Standard Time, 24hours/day, Weekly
- Layers:
 - Team Lead layer (not shown above)
 - M-T-W-Th layer
 - F-Sa-Su layer
- Rotation:
 - Team Lead layer: No rotation
 - M-T-W-Th layer: 2 staff rotate Mondays and Wednesdays
 - F-Sa-Su layer: 2 of 3 staff rotate weekly every Friday
- 2. Create your Calendar:
 - a. Calendar Name: Overnight.
 - b. Optionally, select the Update Others checkboxes, as needed. Enter email addresses (separate each email address with a comma).
 - c. Optionally, click to create your own External Calendar ID. Otherwise, the External Calendar ID is automatically generated.
 - d. Optionally, select the Update Others checkboxes, as needed. Enter email addresses (separate each email address with a comma).
 - e. Optionally, click to create your own External Calendar ID. Otherwise, the External Calendar ID is automatically generated.
- 3. Add the shifts.
- 4. Specify staffing options (Link a Group to this Shift if needed. Enable escalation by selecting Enable Shift Sequencing) and add staff to the shift and any corresponding rotation. Once finished, click **Save & Exit**.
 - Staffing Layer 1: Team Lead
 - Staffing Layer 2: M-T-W-Th
 - No. of staff on shift: 2
 - Rotate [#] staff members: 1
 - Rotation Order: First to Last

M-T-V	V-Th			iyer must have at leas	st one start m	ember		
From Repea	Dec 6, 2023 t Weekly > Every ABLE STAFF	Tr 1 week(s) on	No end date Su Mo Tu We T	h Fr Sa	Different staf	f on different day	S	
Firs	t Name		٩	Selected St Individuals Gianna H	aff Rot	Rotation tation Preview	Rotation Settings No. of staff on shift	
	First Name	Last Name -	External ID	Kenyon L	afevers	0	Rotate 1 ~	Ð
	Erin	Labovitch	TG1253	•			Rotation Order:	Ð
0	Raynard	Lacasse	TG2467				 First to last Last to first 	
	Rhea	Lachney	TG1770				Repeat Rotation:	Ð
0	Stella	Lacks	TG784				Timeframe (daily, weekly, monthly)	
	Martha	Lacoste	TG580				Weekly ~	
	Kenyon	Lafevers	TG1468	•			Every 1 weeks on	
	Page	1 of 13 🔹 🖬	10 V iew 1 - 10 of 12	6			Su Mo Tu We Th Fr Sa	

• Repeat Rotation: Timeframe—Weekly on Monday and Wednesday

- Staffing Layer 3: F-Sa-Su
 - No. of staff on shift: 2 of 3
 - Rotate [#] staff members: 1
 - Rotation Order: First to Last
 - Repeat Rotation: Timeframe—Weekly on Friday



Stam	ng Layer Name:		This	layer must h	ave at least one s	taff member	
F-Sa-S	iu						
From	Dec 6, 2023	To To	No end date 🐱				
Repeat	Weekly ~ Every	1 week(s) on	Su Mo Tu We	Th Fr S	Differen	nt staff on different days	S
AVAIL	ABLE STAFF						
Indi	viduals Groups	3					
First	Name	t	٩				
Rese	t			In	dividuals	Rotation Preview	Rotation Settings
Advar	ced Search				Darcy Galeana	0	No. of staff on shift: 2
	First Name	Last Name +	External ID		Karrie Teeter	0	Rotate 1 🗸
	Rosetta	Tedrick	TG724	•			Rotation Order:
	Raul	Teed	TG1752				 First to last Last to first
	Karrie	Teeter	TG1445				Repeat Rotation:
	Emil	Tekell	TG1248				Timeframe (daily, weekly, monthly)
	Angle	Tensley	TG924				Weekly ~
	Zandra	Terhune	TG2565				Every 1 weeks on
							Su Mo Tu We Th Fr Sa
	i∙ ∢• Pa	ige 2 of 9 ⊷ ⊷	10 View 11 - 20 of	87			
New Staf	fing Layer						

5. Define your escalation rules: Order your layers and set escalation time to the next layer (Advanced Escalation and Scheduling only).

Set the escalation from Team Lead to M-T-W-Th to 0 if you want the Team Lead to be notified at the same time as the overnight staff.

6. Click Preview & Override to review your schedule, then Save & Exit.



Manage Layers Preview & Overrid	e							
C Dec 10, 2023-Dec 16, 2023	> #							
		Sun 12/10	Mon 12/11	Tue 12/12	Wed 12/13	Thu 12/14	Fri 12/15	Sat 12/16
1) Staffing Layer: Team Lead								
Escalates in 0 Minutes		1) Cornell Falldorf	1) Cornell Falldorf	1) Cornell Falldorf	1) Cornell Falldorf	1) Cornell Falldorf	1) Cornell Falldorf	1) Cornell Falldorf
2) Staffing Layer: M-T-W-Th								
Escalates in 10 Minutes			1) Kenyon Lafevers 2) Gianna Hages	1) Kenyon Lafevers 2) Gianna Hages	1) Gianna Hages 2) Kenyon Lafevers	1) Gianna Hages 2) Kenyon Lafevers	1) Gianna Hages 2) Kenyon Lafevers	
3) Staffing Layer: F-Sa-Su								
		1) Darcy Galeana 2) Karrie Teeter					1) Karrie Teeter 2) Darcy Galeana	1) Karrie Teeter 2) Darcy Galeana
	Override	Add	Add	Add	Add	Add	Add	Add
Cancel							Save	Save & Exit

7. Return to the Calendar view and hover the mouse over a silhouette to view the staffing for that day.

ew Catendar Import O Search by name or desc Reset Catendar Name Shift View Catendar Name Shift View Staff View Staff View Catendar 1 If Catendar 1 Shift Name 9 Shift Name	wew Catendar Import Daytime On-Call • Inactive Unpublished • Celearch by name or desc Reset Calendar Name: Shift View Suin 12/3 Mon 12/4 To Calendar 1 If Calendar 1 Shift (1) Dette: 0 New Shift Dette: 0 New Shift If Calendar 1 Differe Tam 0 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 <	ew Calendar Import Search by name or desc Rese	©	Douting On C							
Search by name or dess Rest Calendar Name • • • • • • • • • • • • • • • • • • •	Search by name or dess Read Calendar Name Shiffs Daytime On-Call 1 IT Calendar 1 Staffs (1) Degradine Taken Digeradine Taken 2) Lone Nagasawa 1 Daytime Can-Call 1 Digeradine Taken 1 Degradine Taken 1 Digeradine Taken 1 Distain Admass 1 Distain Admass <tr< td=""><td>Search by name or desc Rese</td><td></td><td>Daytime On-C</td><td>all Inactive Unp</td><td>ublished</td><td>¢</td><td></td><td></td><td></td><td></td></tr<>	Search by name or desc Rese		Daytime On-C	all Inactive Unp	ublished	¢				
Calendar Name Shift Dytime On-Cali 1 I' Calendar 1 I' Calendar 1 I' Calendar 1 J' Calendar Name 1	Calendar Name Shifts Daytime On-Call 1 IT Calendar 1 Shifts (1) Shifts (1) Dettice New Shift Shifts (1) Shifts (1) Dettice New Shift Daytime Team Shifts Admas Shifts (1) Shifts Admas Dettice New Shift Dettice New Shift Shifts (1) Shifts Admas Dettice New Shift Dettice New Shift			Main Shift View Staff	View						
Daytime On-Call Sun 12/3 Mon 12/4 Tu 12/5 Word 12/6 Tu 12/27 Pi 12/28 Sait 2/30 IT Calendar 1 IT Calendar 1 IT Calendar 1 Sin 12/3 Mon 12/4 IT Calendar 1 Sin 12/4 1 Juna Nagaza 2) Fredid Macia Juna Nagaza 2) Fredid Macia Juna Nagaza 3) Abana Jaye Juna Nagaza 3) Abana Jaye Juna Nagaza 5) Abana Jaye Sinft Sin	Daytime On-Call 1 Sin 12/3 Mon 12/4 Tur 12/5 Wod 12/6 Tur 12/7 Fr1 12/8 Stat 12/9 IT Calendar 1 IT Calendar 1 Sin 12/3 Mon 12/4 Tur 12/5 Wod 12/6 Tur 12/7 Fr1 12/8 Stat 12/9 IT Calendar 1 IT Calendar 1 Sin 12/3 Perform Tam Deprine Tam<	Calendar Name 🗢	⇒ Shift(s)	< Dec 3, 2023-Dec 9, 2	2023 > 🌐					Show Staffing Today	Day Week Month
Daytime On-Cali 1 1 0.9980-1730 Digitime Team 0.9980-1730-1730-	Daytime On-Call 1 1 0.9980-1730 Dynime Team 0.9980-1730 Dynime Team<		_	Sun 12/3	Mon 12/4	1	Tue 12/5	Wed 12/6	Thu 12/7	Fri 12/8	Sat 12/9
IT Calendar 1 1/Bina Admas 1/Bina Admas<	If Calendar 1	Daytime On-Call	1		1 09:00 - 17:00	1 09:00 - 1	7:00	109:00 - 17:00	109:00 - 17:00	1 09:00 - 17:00	1 00:00 - 24:00 Destino Team
Tr Calendar 1 21 area Histophical 21 area Hi	IT Calendar 1 2) Gendario Adali 2) Gendario Macia 2) Fredel Macia 2) Johna Jaye 2) Johna Jaye 2) Fredel Macia 3) Johna Jaye 3) Gendario Adali 3) Gendario Adali 3) Johna Jaye 3) Gendario Adali 3) Gendario Macia 3) Gendario				1) Elaina Admas	1) Elaina Ad	imas	1) Elaina Admas	1) Elaina Admas	1) Elaina Admas	1) Elaina Admas
11 Cuencidad 1 <	11 Cuentical 1 <	IT Colondor	1		2) Geraldine Abati	2) Laron Na	gasawa	2) Freddie Macia	2) Johnna Jaye	2) Francesca Backous	
4) Johna Jaye 4) Johna Jaye 4) Johna Jaye 4) Johna Jaye 5) Johna Jaye 6) Francesca Backous 6) Gradine Adait 4) Lanon Nagasana 6) Francesca Backous 6) Francesca Backous 6) Gradine Adait 6) Francesca Backous 6) Francesca Backous 6) Gradine Adait 6) Gradine Adait 6) Francesca Backous 6) Francesca Backous 6) Gradine Adait 6) Gradine Adait 6) Gradine Adait 6) Francesca Backous 6) Francesca Backous 6) Gradine Adait 6) Francesca Backous 6) Gradine Adait 6) Francesca Backous 6) Francesca Backous 7) Francesca Backous 6) Gradine Adait 6) Francesca Backous 6) Francesca Backous 6) Francesca Backous 8) Francesca Backous 7) Francesca Backous 7) Francesca Backous 6) Francesca Backous 6) Francesca Backous 9) Deptime Team 1) Exitine Admas 2) Luon Nagasana 7) Francesca Backous 6) Francesca Backous 1) Francesca Backous 1) Francesca Backous 1) Francesca Backous 1) Francesca Backous 6) Johna Jaye 1) Francesca Backous 1) Francesca Backous 1) Francesca Backous 1) Francesca Backous 6) Johna Jaye 1) Johna Jaye 1) Francesca Backous 1) Francesca Backous 1) Francesca Backous 6) Johna Jaye 1) Francesca Backous	4) dredit Madia 4) Johns Jays 4) Johns Jays 4) Johns Jays 4) Johns Jays 5) Johns Jays 6) Fractors Backous 6) Graditin Adati 1) Lone Nagasava 6) Fredit Madia 6) Fractors Backous 6) Graditin Adati 1) Lone Nagasava 6) Fredit Madia 6) Johns Jays 5) Johns Jays 6) Graditin Adati 1) Lone Nagasava 6) Johns Jays 6) Johns Jays 5) Johns Jays 10 Lone Nagasava 6) Johns Jays 6) Johns Jays 5) Johns Jays 10 Lone Nagasava 6) Johns Jays 0) Johns Jays 10 Lone Nagasava 6) Johns Jays 0) Johns Jays 10 Lone Nagasava 6) Johns Jays 0) Johns Jays 10 Lone Nagasava 6) Johns Jays 0) Johns Jays 10 Lone Nagasava 6) Johns Jays 0) Johns Jays 10 Lone Nagasava 6) Johns Jays 1) Lone Nagasava 10 Lone Nagasava 6) Johns Jays 1) Lone Nagasava 10 Lone Nagasava 10 Lone Nagasava 1) Lone Nagasava 10 Lone Nagasava 10 Lone Nagasava 1) Lone Nagasava 10 Lone Nagasava 10 Lone Nagasava 1) Lone Nagasava 10 Lone Nagasava 10 Lone Nagasava 1) Lone Nagasava 10 Lone Nagasava 10 Lone Nagasava 1) Lone Nagasava 10 Lone Nagas	Ti Galendar			3) Laron Nagasawa	3) Freddie N	tacia	3) Johnna Jaye	3) Francesca Backous	3) Geraldine Abati	
S) Johns Jaye S) Francesca Backous S) Grandim Adati S) Damit Magisawa S) Freddim Madia 6) Francesca Backous 6) Grandim Team 0) Grandim Team 0) Freddim Madia 0) Johns Jaye Shifts (1) Tue 12/5 Tue 12/5 Tue 12/5 Deleta Shift Name 0) Johns Jaye 0) Johns Jaye 0) Johns Jaye 0) Johns Jaye 0) Johns Jaye 0) Johns Jaye 0) Johns Jaye 0) Johns Jaye 0) Johns Jaye 0) Johns Jaye 0) Johns Jaye 0) Johns Jaye 0) Johns Jaye 0) Johns Jaye 0) Johns Jaye 0) Johns Jaye 0) Johns Jaye	9) Johns Jays 9) Francesca Backous 9) Greadine Adati 9) Lanon Nagasawa 9) Fredde Macia 9) Johns Jays 9) Fredde Macia 9) Greadine Adati 9) Lanon Nagasawa 9) Fredde Macia 9) Johns Jays Shifts (1) 09000 1700 Tue 12/5 10 10 Decisite 10 New Shift 10 10 Admas Jamas 9) Fredde Macia 9) Johns Jays 10 Parka Admas 2) Laron Nagasawa 10 Fredde Macia 9) Johns Jays 10 10 10 10 Fredde Macia 0) Johns Jays 2) Laron Nagasawa 10 <td></td> <td></td> <td></td> <td>4) Freddie Macia</td> <td>4) Johnna J</td> <td>aye</td> <td>4) Francesca Backous</td> <td>4) Geraldine Abati</td> <td>4) Laron Nagasawa</td> <td></td>				4) Freddie Macia	4) Johnna J	aye	4) Francesca Backous	4) Geraldine Abati	4) Laron Nagasawa	
Image: Shift S(1) Image: Shift S	(a) frameses Backous (a) derdim table (b) frameses Backous (b) prediction table (b) prediction table (b) prediction table Shifts (1) Use 12/5 Delete D New Shift 1) Elana Admas 0) Jordine Table 0) Jordine Table 0) Jordine Table 0) Jordine Adati 0) Deptime Table 0) Jordine Adati				5) Johnna Jaye	5) Francesca	a Backous	5) Geraldine Abati	5) Laron Nagasawa	5) Freddie Macia	
Bitts (1) Delete D New Shift Shifts Shift Name 1) Exana Adnas 3) Fradestera Backous 3) Fradestera Backous b) Fradestera Backous 5) Fradestera Backous b) Patrier Feam Yes	Shifts (1) Up 20/00 is 7/20 Delete New Shift Shift Name 2) Laron Nagaswa 1) Freder Matia 3) Francesca Biskowa 0) dotina Jaje 3) Francesca Biskowa				6) Francesca Backous	6) Geraldine	Abati	4) Loton Nonocowo	6) Freddie Macia	6) Johnna Jaye	
Shifts (1) 10 lain 3 dmas Delete New Shift 1) Elain 3 dmas 2) Lain Nagaswa 2) Lain Nagaswa 3) Fridde Matia 4) Johnna Jaya 5) Fridde Katal 9) Shift Name 9) Sinter-sta Backora 9) Sinter-sta Backora 9) Sinter-sta Backora 9) Sinter-sta Backora Yes	Shifts (1) 1) Elana Admas Delete D New Shift Shift Name 1) Elana Admas 0) Friedde Macia 1) Friedde Macia 1) Shift Name 0) Orradine Abadi 1) Orradine Abadi 1) Orradine Abadi						Daytime Team				
Shifts (1) Delete New Shift Discret Admas D	Shifts (1) Delete New Shift Delete Shift Name Shift Name Daytime Team Daytime Team Delete Daytime Team Delete Del						Tue 12/5				
Delete New Shift 1) Elma Admas 2) Lucon Nagaewa 3) Frades Masca 4) Johnan Jape 9) Francesca Biskowa 0) el autom Kanagawa 1) Francesca Biskowa 1) Bina Casa 1) Elma Casa	Delete New Shift 1) Ean Amas 2) Laron Nagawa 3) Fride Matia 4) Johna Jape 6) Gradine Apati Shift Name 6) Gradine Apati Daytime Team 6) Gradine Apati			Shifts (1)							
Deterter 2) Endos Macia 3) Fredos Macia 4) Johnna Juge 5) Frinderada Backous 5) Pinderada Backous 6) Baytime Team 10 Baytime Team	Shift Name Disprime Team Devide Team 0) Francisca Devide Team 0) Geratine Acet			Delete New Shift			1) Elaina Admas				
3 Shift Name 3 Johns Jape 9 Johns Jape 9 Financesa Biskows 1 Daytime Team 0 exatine Actrit	Shift Name S			Delete			2) Laron Nagasawa	3			
Shift Name 4) John Jape Shift Name 9) Financeira Balvaos Operatione Abatt	Shift Name 0. Joint Asian 3. Prancescal Bistosis Sequence Daytime Team 0. Joint Asian Yes						3) Freddie Macia				
Daytime Team Daytime Team Yrianteete aaxioos Gydraitine Abati Yrianteete aaxioos Yriantee	Operations across			Shift Name			4) Johnna Jaye				Sequence
Daytime Team Yes	Daytime Team Void Biole Russel Yes						 Francesca Backi Goroldino Abati 	ous			ocquente
Yes	Vegune ream			Deutime Team			-,				Mag
				Daytime ream							res

- 8. Set unavailability for any of the Staff.
- 9. Click Make Active when you are done creating your schedule.

Scheduling Staff for an Ortho On-Call Calendar

To schedule staff for an Ortho On-Call Calendar:

1. Analyze your schedule.

	А	В	С	D	E	
1	Day	Date	Attending	Office Phone	Pager	
2	Monday	2/15/2016	Sharon	(626) 485-9669	661-296-6515	
3	Tuesday	2/16/2016	Sharon	(626) 485-9669	661-296-6515	
4	Wednesday	2/17/2016	Sharon	(626) 584-9669	661-296-6515	
5	Thursday	2/18/2016	Sharon	(626) 485-9669	661-296-6515	
6	Friday	2/19/2016	Teresa	(661) 993-8074	818-230-9732	
7	Saturday	2/20/2016	Teresa	(661) 993-8074	818-230-9732	
8	Sunday	2/21/2016	Teresa	(661) 993-8074	818-230-9732	
9	Monday	2/22/2016	Teresa	(661) 993-8074	818-230-9732	
10	Tuesday	2/23/2016	Teresa	(661) 993-8074	818-230-9732	
11	Wednesday	2/24/2016	Teresa	(661) 993-8074	818-230-9732	
12	Thursday	2/25/2016	Teresa	(661) 993-8074	818-230-9732	
13	Friday	2/26/2016	Scott	310-991-5526	310-529-3487	
14	Saturday	2/27/2016	Scott	310-991-5526	310-529-3487	
15	Sunday	2/28/2016	Scott	310-991-5526	310-529-3487	
16	Monday	2/29/2016	Scott	310-991-5526	310-529-3487	
17	Tuesday	3/1/2016	Scott	310-991-5526	310-529-3487	
18	Wednesday	3/2/2016	Scott	310-991-5526	310-529-3487	
19	Thursday	3/3/2016	Scott	310-991-5526	310-529-3487	
20						-
	< → She	eet1 +		÷ •	•]

- Shift Schedule: Pacific Standard Time, 24-hours/day
- Layers: There is one staffing layer.
- Rotation: Rotation every Friday.
- 2. Create your Calendar:
 - a. Calendar Name: Ortho On-Call.
 - b. Optionally, select the Update Others checkboxes, as needed. Enter email addresses (separate each email address with a comma).
 - c. Optionally, click to create your own External Calendar ID. Otherwise, the External Calendar ID is automatically generated.
 - d. Optionally, select the Update Others checkboxes, as needed. Enter email addresses (separate each email address with a comma).



e. Optionally, click to create your own External Calendar ID. Otherwise, the External Calendar ID is automatically generated.

Calendar Details	Shift Details	Staffing
		Q
* Calendar Name:	Ortho On-Call	
Description:		
		Max 500 characters
Holidays:	Pick the countries/regions to see the Holidays for	
	Pick one or more countries/regions	¢
Update others:	When changes are made to this calendar always notify:	
	Specific individuals via email	
	All individuals scheduled on this calendar	
Schedule Reminders:	Send an email reminder before a scheduled shift	
External Calendar ID:	Generated after saving	
	(or click to create your own)	
Cancel		Save Save & Continue >

- 3. Add the shifts.
- 4. Specify staffing options (Link a Group to this Shift if needed. Enable escalation by selecting Enable Shift Sequencing) to this Calendar.
- 5. Add staff to each shift and any corresponding rotation.
 - Staffing Layer 1: Ortho On-Call
 - No. of staff on shift: 1
 - Rotate {#] staff members: 1
 - Rotation Order: First to Last
 - Repeat Rotation: Timeframe—Weekly on Friday



*Staffi						
Ortho	ng Layer Name: On-Call		— П ТІ	his layer m	nust have at least one staff member	
From	Dec 6, 2023	то	No end date	~		
Repeat	Weekly ~ Every	1 week(s) on	Su Mo Tu We	Th F	Fr Sa	lays
Escalat	ion Options:					
Use	notification escala	tion settings 🕄				
O Use	custom escalation	i time 0 minu	ite(s) Y			
O Non	e, send to all staff	at the same time 🚺				
AVAIL	ABLE STAFF					
Indi	viduals Groups	•				
First	Name	Last Name	Q		Selected Staff Rotation	Detetion Cattings
						(e) ROLATION SETTINGS
Reset	L				Shift Sequencing is ON ()	Rotation Settings
Reset Advan	ced Search				Shift Sequencing is ON Rotation Preview 1 = Randle Vaci	No. of staff on shift: 1
Reset Advan	ced Search <u>First Name</u>	Last Name +	External ID		Shift Sequencing is ON ① Rotation Preview	No. of staff on shift: 1
Advan	ced Search First Name Gracie	<u>Last Name</u> ▲ Balmores	External ID TG1309	*	Shift Sequencing Is ON Rotation Preview 1 = Randle Vaci 2 = Audrey Gunther 3 = Ina Drexier	Rotation Settings
Advan	ced Search First Name Gracie Tawnya	Last Name • Balmores Baltzley	External ID TG1309 TG1906	Â	Shift Sequencing Is ON Rotation Preview 1 = Randle Vaci 2 = Audrey Gunther 3 = Ina Drexter	Rotation Settings
Advan	ced Search Eirst Name Gracie Tawnya Terris	Last Name + Balmores Baltzley Bangert	External ID TG1309 TG1906 TG2163	Å	Shift Sequencing Is ON Rotation Preview 1 = Randle Vaci 3 2 = Audrey Gunther 3 3 = Ina Drexier 3	 Rotation Settings No. of staff on shift: 1 Rotate 1 Rotation Order: First to last Last to first Repeat Rotation: C Shift schedule start
Reset Advan	ced Search First Name Gracie Tawnya Terris Blair	Last Name - Balmores Baltzley Bangert Barbara	External ID TG1309 TG1906 TG2163 TG84	•	Shift Sequencing Is ON Rotation Preview 1 = Randle Vaci • 2 = Audrey Gunther • 3 = Ina Drexler •	 Rotation Settings No. of staff on shift: 1 Rotation Order: First to last Last to first Repeat Rotation: Shift schedule start Timeframe (asity, weekly, monthly)
Reset Advan	ced Search First Name Gracie Tawnya Terris Blair barfy	Last Name - Balmores Baltzley Bangert Barbara barfbarf	External ID TG1309 TG1906 TG2163 TG24 TG64 TG63		Shift Sequencing is ON Rotation Preview 1 = Randle Vaci 2 = Audrey Gunther 3 = Ina Drexter	 Rotation Settings No. of staff on shift: 1 Rotate 1 Rotation Order: First to last Last to first Repeat Rotation: Shift schedule start Timeframe (salix, weekly, monthly) Weekly
Reset Advan	ced Search First Name Gracie Tawnya Terris Blair barfy Lynwood	Last Name - Balmores Baltzley Bangert Banbara barfbarf Barginear	External ID TG1309 TG1906 TG2163 TG2463 TG63 TG2404	Â	Shift Sequencing Is ON Rotation Preview 1 = Randle Vaci 2 = Audrey Gunther 3 = Ina Drexler	 Rotation Settings No. of staff on shift: 1 Rotate 1 Rotation Order: First to last Last to first Repeat Rotation: Shift schedule start Timeframe (awiy, weekly, monthly) Weekly Every 1 weeks on
Reset Advan	ced Search First Name Gracie Tawnya Terris Blair barfy Lynwood	Last Name - Balmores Baltzley Bangert Barbara bartbarf Barginear	External ID TG1309 TG1906 TG2163 TG2463 TG63 TG2404	2571	Shift Sequencing Is ON Rotation Preview 1 = Randle Vaci • 2 = Audrey Gunther • 3 = Ina Drexler •	 Rotation Settings No. of staff on shift: 1 Rotate 1 Rotation Order: First to last Last to first Repeat Rotation: Shift schedule start Timeframe (awky, weekly, monthly) Weekly Every 1 weeks on Su Mo Tu We Th Fr Sa



6. From the Add/Edit Staff dialog, select **Rotation Preview**. Scroll as needed. Click **Save** when done.

ew Staffing Layer:	
* Staffing Layer Name:	
Ortho On-Call	nust have at least one staff member
From Dec 6, 2023 To No end date 🗸	
Repeat Weekly - Every 1 week(s) on Su Mo Tu We Th V	Fr Sa Different staff on different days
Escalation Options:	
Use notification escalation settings	
O Use custom escalation time 0 minute(s) → ①	
\bigcirc None, send to all staff at the same time $\ensuremath{\mathfrak{g}}$	
Rotation Preview (shows the next 90 days with rotation)	Close © Rotation Settings
Dec 6, 2023	No of staff on shift
Randle Vaci	
Dec 8, 2023	Rotate 1 🗸 🚯
Audrey Gunther	Rotation Order: (1)
Dec 15, 2023	First to last
Ina Drexler	Reneat Rotation:
Dec 22 2023	O Shift schedule start
Randle Vaci	Timeframe (daily, weekly, monthly)
	Weekiy ~
	Every 1 weeks on
Update Preview	
	Su Mo Tu We Th Fr Sa
lew Staffing Layer	

- If you change the Rotation Settings (in the right-hand pane), select the Update Preview button.
- 7. Once all of the staffing layers have been added, review them by selecting **Preview & Override**, then click **Save and Exit**.



C Dec 10, 2023-Dec 16, 2023	> 🏛							
		Sun 12/10	Mon 12/11	Tue 12/12	Wed 12/13	Thu 12/14	Fri 12/15	Sat 12/16
1) Staffing Layer: Ortho On-Call								
		1) Audrey Gunther	1) Ina Drexler	1) Ina Drexler				
	Override	Add	Add	Add	Add	Add	Add	Add

- 8. From the Calendar view, hover the mouse over a silhouette to view the staffing for that day. Set unavailability for any of the Staff (see Setting Unavailability section).
- 9. Click the Make Active button when you are done creating your schedule.

Scheduling Staff for an 8-Day Firefighter Option

To schedule staff for an 8-Day Firefighter option:

1. Analyze your schedule. There might be different options to create your schedule.

8-Day Rot	ation								
Day Shift	(D) – 0800	to 1800							
Night Shift (N) – 1800 to 0800									
400 Firefighters									
4 Groups:									
• 1-0 • 2-1 • 3-0 • 4-1 June 2016	5, 0, 0, 0, 0, N, 0, 0, 0, 0, O, N, N, 0, D, D, O, N,	0, N, N, O D, D, O, N O, O, D, D N, O, O, O							
			1	2	3	4			
5	6	7	8	9	10	11			
12	13	14	15	16	17 Day 1 (4,2)	18 Day 2 (4, 3)			
19 Day	20 Day	21 Day	22 Day	23 Day	24 Day	25			
3 (1,3)	4 (1,4)	5 (2,4)	6 (2, 1)	7 (3,1)	8 (3, 2)				

Option 1:

• Shift Schedule (Time Zone, Time, and Day): Pacific Standard Time

- 08:00 to 20:00 DD
- 20:00 to 08:00 NN
- Layers: 1 staffing layer per shift
 - DDOO for DD shift schedule
 - NNOO for NN shift schedule
- Rotation: Rotate 2 staff every Shift Schedule Start (in this case, every 2 days)
 - DD | DD | DD | DD (Team order: 4, 1, 2, 3)
 - NN | NN | NN | NN (Team order: 3, 4, 1, 2)

Option 2: (Option 2 is provided as an example in this documentation)

- Shift Schedule (Time Zone, Time, and Day): Pacific Standard Time: Shifts/Teams 1-4. (O = Off; D = Day; N = Night)
 - 08:00 to 18:00 and 18:00 to 08:00 DDONNOOO
 - 18:00 to 08:00 and 08:00 to 18:00 NOOODDON
 - 18:00 to 08:00 and 08:00 to 18:00 ONNOOODD
 - 08:00 to 18:00 and 18:00 to 08:00 OODDONNO
- Layers: There is one layer per shift.
- Rotation: Rotate staff by the order shown next:
 - Shift 1: DDONNOOO (for Team 1)
 - Shift 2: NOOODDON (for Team 2)
 - Shift 3: ONNOOODD (for Team 3)
 - Shift 4: OODDONNO (for Team 4)

Option 3:

- Shift Schedule (Time Zone, Time, and Day): Pacific Standard Time
 - 06:00 to 18:00 Day Shift: 4 4 1 1 2 2 3 3
 - 18:00 to 06:00 Night Shift: 2 3 3 4 4 1 1 2
- Layers: 1 staffing layer per shift
 - Day Shift for Day Shift 8-Day shift schedule
 - Night Shift for Night Shift 8-Day shift schedule
- Rotation: Different staff on different days (no rotation).
- 2. Set the scheduling option at the Organization level to **Simple Escalation and Scheduling**.



Organization Member Portal	Everbridge Open Everbridge Mobile App
Organization >	Scheduling
Map >	SCHEDULING AND DE-DUPING
Interactive Visibility >	Simple Escalation and Scheduling
Publishing Options >	For sequenced notifications: • Escalation wait time between contacts will be taken from sequencing wait time from the incident or notification template. • Notification de-duplication will always occur
Notifications >	Advanced Escalation and Scheduling
Contacts and Groups 🛛 🗸	Set advanced escalation rules for your calendar Notification de-duplication will only occur within a specific staffing layer
Default Options	ADDITIONAL SETTINGS
Contact Record Types	Send a calendar reminder via email
Contact Upload Mapping	Enable schedule self-service for availability and replacement
Additional Information	
Alert Subscriptions	Save
Incident Subscriptions	
Scheduling	

- 3. Create your Calendar:
 - a. Calendar Name: 8-Day FireFighter Option 2 OODDONNO Staff Pattern Approach.
 - b. Optionally, select the Update Others checkboxes, as needed. Enter email addresses (separate each email address with a comma).
 - c. Optionally, click to create your own External Calendar ID. Otherwise, the External Calendar ID is automatically generated.
 - d. Optionally, select the Update Others checkboxes, as needed. Enter email addresses (separate each email address with a comma).
 - e. Optionally, click to create your own External Calendar ID. Otherwise, the External Calendar ID is automatically generated.

Calendar Details	Shift Details	Staffing
		Ø
*Calendar Name:	8 Day FireFighter Option 2 - OODDONNO Staff Pattern Approach	
Description:		Max 500 characters
Holidays:	Pick the countries/regions to see the Holidays for Pick one or more countries/regions	•
Update others:	When changes are made to this calendar always notify: Specific individuals via email All individuals scheduled on this calendar 	
Schedule Reminders:	Send an email reminder before a scheduled shift	
External Calendar ID:	Generated after saving (or click to create your own)	
Cancel		Save Save & Continue >

- 4. Add the shifts to this Calendar.
- 5. Specify staffing options (Link a Group to this Shift if needed. Enable escalation by selecting Enable Shift Sequencing if needed) and add staff. For each shift add the corresponding staff and rotation.



- 6. From the Calendar View, hover the mouse over a silhouette to view the staffing for that day.
- 7. Set unavailability for any of the Staff (see Setting Unavailability section).
- 8. Click Make Active when you are done creating your schedule.

Viewing a Schedule

Once your Calendar is staffed, you can view your schedule from the **Scheduling** home page.

Calendar View

Main View

The **Main Calendar View** is the default view when accessing the scheduling area. It displays by default the list of active Calendars, and for a selected Calendar, a graphical representation of the shifts and a table with the list of shifts. Shifts will display in the user's time zone, not in the time zone of the shift.

							« 🛓	0 C E	verbridge 360 ™
	Contact List Uploads Upload D	ynamic Locatio	ns Travel Connecto	or and API Logs (Groups Rules	Deleted Contacts	Scheduling		0
ർ	Calendars Staff Schedules	Day View	On Call Now	Admin				Time Zone	America/Los_Angeles
ы	New Calendar Import	۲	Daytime (Dn-Call 🗛	active Unpublished	d 🗘			₽
స్	Search by name or desc Reset		Main Shift View	Staff View					0
•	Calendar Name 🖨	Shift(s)	< Apr 13, 2025	i-Apr 19, 2025 >			Show Staffing	g Today Day	Week Month
*	Daytime On-Call	2	Sun 4/13	Mon 4/14 06:00 - 14:00 Morning Shift Team	Tue 4/15	Wed 4/16 06:00 - 14:00 Morning Shift Team	Thu 4/17 2 06:00 - 14:00 Morning Shift Team	Fri 4/18 06:00 - 14:00 Morning Shift Team	Sat 4/19
भ	IT Calendar	1	1) Maria Haaby 2) Daniella Jarnagin 3) Tawana Dabe	1) Elaina Admas 2) Geraldine Abati 3) Laron Nagasawa 4) Freddie Macia 5) Johnna Jaye 6) Francesna Backous	1) Elaina Admas 2) Laron Nagasawa 3) Freddie Macia 4) Johnna Jaye 5) Francesca Backous 6) Goralding Abati	1) Elaina Admas 2) Freddie Macia 3) Johnna Jaye 4) Francesca Backous 5) Geraldine Abati 6) Laron Negesewa	1) Elaina Admas 2) Johnna Jaye 3) Francesca Backous 4) Geraldine Abati 5) Laron Nagasawa 6) Froddia Macia	1) Elaina Admas 2) Francesca Backous 3) Geraldine Abati 4) Laron Nagasawa 5) Freddie Macia 6) Johnna Java	1) Daniella Jarnagin 2) Tawana Dabe 3) Maria Haaby
Ť			© 00:00 - 24:00 Morning Shift Team 1) Elaina Admas	 14:00 - 20:00 Afternoon Shift Team 1) Maria Haaby 2) Daniella Jarnagin 3) Tawana Dabe 	 14:00 - 20:00 Afternoon Shift Team 1) Maria Haaby 2) Daniella Jarnagin 3) Tawana Dabe 	14:00 - 20:00 Afternoon Shift Team 1) Daniella Jarnagin 2) Tawana Dabe 3) Maria Haaby	 11:00 - 20:00 Afternoon Shift Team 1) Daniella Jarnagin 2) Tawana Dabe 3) Maria Haaby 	 14:00 - 20:00 Afternoon Shift Team 1) Daniella Jarnagin 2) Tawana Dabe 3) Maria Haaby 	1. 00:00 - 24:00 Morning Shift Team 1) Elaina Admas
			Shifts (2) Delete Net	w Shift					
	View: Active (2)		Shift N	ame		Lin	k To Group		Sequenced
			Aftern	oon Shift Team		Edit Staffing			Yes
			Mornir	ng Shift Team		Edit Staffing			Yes
					Pag	ge 1 of 1 10	00 ~		View 1 - 2 of 2

In the list of Calendars, a drop-down menu allows you to toggle between different filters:

- All: Displays active and inactive Calendars
- Active: Displays only the active Calendars (published or not)

- Inactive: Displays only the inactive Calendars
- **Published**: Displays only the list of active and published Calendars
- Unpublished: Displays the list of unpublished Calendars (active or not)

You can expand or collapse your Calendar by selecting the arrow in the **Calendar** pane.

When viewing a Calendar in the Calendar list, you can access the specific actions for this Calendar: **Edit**, **Copy**, or **Delete**. (You can also access these actions from the **Action** menu.

In the **Graphical** view, when you hover the mouse over a shift, you can see the staffing for that shift and directly access actions to edit the shift staffing or schedule. You can select to display the Calendar for the **Day**, **Week**, or **Month** by selecting the option on the right-hand side.

					« 💄	Everbrid	ge 360™
» ♠	Contact List Uploads Upload Dynamic Locat	ons Travel Connector and API Logs	Groups Rules	Deleted Contacts	Scheduling		0
ഷ	Calendars Staff Schedules Day View	On Call Now Admin				Time Zone America/	Los_Angeles
¥	New Calendar Import	Daytime On-Call •	Active Unpublishe	d 🗘			Ð
8	Search by name or desc Reset	Main Shift View Staff View					0
€	Calendar Name ⊕ ⇔ Shift(s)	< Apr 13, 2025-Apr 19, 2025 >	m		Show Staffing	Today Day Week	Month
*	Daytime On-Call 2	Sun 4/13 Mon 4/14 00:00 - 24:00 1 06:00 - 14:00 Afternoon Shift Team 11 Flaina Admas	Tue 4/15	Wed 4/16 06:00 - 14:00 Morning Shift Team 1) Elaina Admas	Thu 4/17	Fri 4/18 S	at 4/19 - 24:00 n Shift Team
¥	IT Calendar 1	2) Daniella Jarnagin 2) Geraldine Abati 3) Tawana Dabe 3) Laron Nagasawa	2) Laron Nagasawa 3) Freddie Macia	2) Freddie Macia 3) Johnna Jaye	06:00 to 14:00 Wed 4/16		a Dabe Haaby
₹ 1		4) Freddie Macia 5) Johnna Jaye 6) Francesca Backous	4) Johnna Jaye 5) Francesca Backous 6) Geraldine Abati	4) Francesca Backous 5) Geraldine Abati 6) Laron Nagasawa	1) Elaina Admas 2) Freddie Macia 3) Johnna Jaye		
		00:00 - 24:00 Morning Shift Team 1) Elaina Admas 1) Maria Haaby 2) Daniella Jamagin 3) Tawana Dabe	A 14:00 - 20:00 Afternoon Shift Team 1) Maria Haaby 2) Daniella Jarnagin 3) Tawana Dabe	14:00 - 20:00 Afternoon Shift Team 1) Daniella Jarnagin 2) Tawana Dabe 3) Maria Haaby	4) Francesca Backous 5) Geraldine Abati 6) Laron Nagasawa		- 24:00 Shift Team Admas
		Shifts (2) Delete New Shift			Edit Staffing Edit Shift Schedule		

NOTE: If Month is selected, the selected holidays will be displayed.

You can hide the staffing for the Calendar by clearing the **Show Staffing** checkbox. This selection persists for the entire user session and all Calendars.



A warning icon is displayed if there is a staffing issue in a specific shift. Hover the mouse over the shift to see more details.

The **shift table** displays the list of shifts for this Calendar, where you can delete or add a new shift, edit a shift schedule by selecting the shift, edit the staffing, see the group linked to the shift, and see whether the shift is sequenced or not.

Shift View

The **Shift View** lists all the shifts and the daily staffing for each shift. Shifts will display in the user's time zone, not in the time zone of the shift.

						« 🖬 😡	Everbridg	e 360 ™
Contact List Uploads Upload D	namic Locatio	ns Travel Connect	or and API Logs Gr	oups Rules De	leted Contacts	Scheduling		
Calendars Staff Schedules	Day View	On Call Now	Admin				Time Zone America/L	.os_Ange
Daytime On-Call	Active Unpu	blished 🔅						
Main Shift View Staff View							Add Shift	Export
< Apr 13, 2025-Apr 19, 2025 >	#						Day	Wee
Name		Sunday 4/13	Monday 4/14	Tuesday 4/15	Wednesday 4/16	Thursday 4/17	Friday 4/18	Sa
Morning Shift Team	~	1) Elaina Admas	1) Ela					
Monning Shirt ream			2) Geraldine Abati	2) Laron Nagasawa	2) Freddie Macia	2) Johnna Jaye	2) Francesca Backous	
			3) Laron Nagasawa	3) Freddie Macia	3) Johnna Jaye	3) Francesca Backous	3) Geraldine Abati	
			4) Freddie Macia	4) Johnna Jaye	4) Francesca Backous	4) Geraldine Abati	4) Laron Nagasawa	
			5) Johnna Jaye	5) Francesca Backous	5) Geraldine Abati	5) Laron Nagasawa	5) Freddie Macia	
			6) Francesca Backous	6) Geraldine Abati	6) Laron Nagasawa	6) Freddie Macia	6) Johnna Jaye	
	~	1) Maria Haaby	1) Maria Haaby	1) Maria Haaby	1) Daniella Jarnagin	1) Daniella Jarnagin	1) Daniella Jarnagin	1) Da
Afternoon Shift Team				2) Desialla Jassania	2) Tawana Daha	2) Tawana Daha	2) Tawana Dahe	2) Tay
Afternoon Shift Team 🚯		2) Daniella Jarnagin	2) Daniella Jarnagin	2) Daniella Jamagin	2) Tumunu Dube	2) Turrana Dabe	2) 1011010 0000	2) 101

You can select any of the following:

- Staffing—edit or delete individuals from shifts.
- **Clear all staff**—remove all staff from the current shift. When you select this option, you must confirm the deletion of staff from the current shift.

In the **Shift** view, all the layers are consolidated into a single view. It displays the layer in the order of priority for the notification engine. The top layer has a higher priority than the lower layer. The Override layer has the highest priority.

Staff View

Staff View allows you to display all the staff for a specific Calendar during a specific time frame. Shifts will display in the user's time zone, not in the time zone of the shift.

SCHEDULING USER GUIDE



						« 🛓 😡	C Everbridge	9 360™
Contact List Uploads Upload	d Dynamic Location	s Travel Connector a	nd API Logs Group	os Rules Delete	ed Contacts	Scheduling		(
Calendars Staff Schedules Daytime On-Call	Day View • Active Unput	On Call Now Adr	nin			٦	Time Zone America/Lo	os_Angele
Main Shift View Staff View							Add Staff	Export
< Apr 13, 2025-Apr 19, 2025	> 🛗						Day	Week
Name		Sunday 4/13	Monday 4/14	Tuesday 4/15	Wednesday 4/16	Thursday 4/17	Friday 4/18	Sat
Daniella Jarnagin	~	Afternoon Shift Team	Aft	Aft	Aft	Aft	Aft	Aftern
Elaina Admas	~	Morning Shift Team	Morni	Morni	Morni	Morni	Morni	Morn
Francesca Backous	~		Morni	Morni	Morni	Morni	Morni	
Freddie Macia	~		Morni	Morni	Morni	Morni	Morni	
Geraldine Abati	~		Morni	Morni	Morni	Morni	Morni	
Johnna Jaye	~		Morni	Morni	Morni	Morni	Morni	
Laron Nagasawa	~		Morni	Morni	Morni	Morni	Morni	
Maria Haaby	~	Afternoon Shift Team	Aft	Aft	Aft	Aft	Aft	Aftern
Tawana Dabe	~	Afternoon Shift Team	Aft	Aft	Aft	Aft	Aft	Aftern

From the staff view, you can select any of the following:

- Scheduling-edit or delete this individual's schedule.
- Make unavailable-provide dates that a selected individual is unavailable, for example, on vacation or holiday. The Staff view for the individual displays "UNAVAILABLE", removing the person from any shifts. The individual cannot be added to any shifts while unavailable.
- Clear from all shifts-remove this individual from all shifts on this Calendar.

Staff Schedules

You can see an individual's schedule directly from the Scheduling subtab.

To see a staff member's schedule:

1. From the **Scheduling** subtab, in **Calendar** view, select **Staff Schedules** located above the Calendar name. The list of staff members from all Calendars is

displayed.

×					« 🛓 😡	C Everbridge 360 [™] ອ
*	Contact List Uploads Upload Dynamic Locations	Travel Connector and API Logs	Groups Rules Del	leted Contacts	Scheduling	0
ය්ව	Calendars Staff Schedules Day View Or	n Call Now Admin				Time Zone America/Los_Angeles
4	Search for Individual Group First Name	Last Name	Q Advanced Rese	et		0
\$ ⁴	First Name	Last Name 🕈		External ID ⇒		
•						A
	Lemuel	Aamot		TG515		
*	Alison	Aaron		alison.aaron		
*	Theron	Aarsvold		TG821		
\$	Geraldine	Abati		TG1292		
	Tarek Ali	Abbas		TG3037		
	Donna	Abbe		TG882		
	Donna	Abbe		TG2063		-
		Page 1 of 330	0 > ≫ 10 ~			

2. Search by individual or group and select the name of the person whose schedule you want to see. You can see the schedule for the **Day**, the **Week**, or the full **Month**.

~							« 💄	Everbridge 36	0™ 🕞
•	Contact List Uplo	ads Upload Dynami	ic Locations Travel	Connector and API Log	is Groups Rules	Deleted Contacts	Scheduling		0
ഷാ	Calendars Sta	aff Schedules Day	/View On Call No	w Admin				Time Zone America/Los_Ar	ngeles
₽	Geraldin	e Abati			First	Name 🛄	Last Name	Q Advanced Search	Reset
গ	Apr 13, 2025-Apr	19, 2025 🖒 🎬				Day	Week Month		₽
	Sun 4/13	Mon 4/14	Tue 4/15	Wed 4/16	Thu 4/17	Fri 4/18	Sat 4/19	Garaldina's	
*		06:00 to 14:00 Cal: Daytime On-Call		Location:					
- x -		Shift: Morning Shift Team		None External ID:					
<u>ا~</u>								TG1292 Primary Email:	
۵									
								Associated Group(s): Night Shift Support 	
								Administration Go to contact details	Θ
								oo to contact details	-

3. Optionally, hover the mouse over a time and click the **Calendar** icon that appears next to the date to change unavailable dates or add a replacement.

							« 💄	0	C Everbridge 360 ™	▣
»	Contact List Uplo	oads Upload Dynam	ic Locations Travel	Connector and API Log	js Groups Rules	Deleted Contacts	Scheduling			0
ഷ	Calendars St	aff Schedules Day	/View On Call No	ow Admin				Tim	e Zone America/Los_Angel	les
₽	Geraldin	e Abati			First N	ame 🛄	Last Name	٩	Advanced Search Rese	et
ని	Apr 13, 2025-Apr	19.2025 > 🛗				Day	Week Month		-	0
ę	X • 4 • • • 5					Day	week Month			
	Sun 4/13	Mon 4/14	Tue 4/15	Wed 4/16	Thu 4/17	Fri 4/18	Sat 4/19	Gera	ldine's	
¥ ★ ⊻		06:00 to 14:00 Cal: Daytime On-Call Shift: Morning Shift Team	06:00 to 14:00 Make unavailable in Call Team		Locat None Exterr TG124	ion: nal ID: 92				
								Prima	iry Email:	

For more details, see <u>Setting Unavailability</u>.

Day View

Day View shows all Calendars and their shifts/staff for the day. You can filter by Calendar or staff. Shifts will display in the user's time zone, not in the time zone of the shift.

To use Day View:

1. From the **Scheduling** subtab, in **Calendar View**, click **Day View** located above the Calendar name. The list of all active Calendars and their shifts/staff is displayed.

8							« 🛓	€ Everbridge 360 [™]
↑	Contact List Upload	s Upload Dy	mamic Locations Trav	el Connector and API Logs	Groups Rules	Deleted Contacts	Scheduling	0
ഷാ	Calendars Staff	Schedules	Day View On Call	Now Admin				Time Zone America/Los_Angeles
5	K Mon Apr 14, 2	025 >	Calendar Staff	Click to choose specific	calendars		• Reset	Customize Delivery Methods 🔒 Customize Additional Information 💡
5 "	Calendar	Shift	Staffing Layer	Name	Primary SMS	Primary Email		Notes
₽	Daytime On-Call	Morning Shift Team	1) Team Lead	1) Elaina Admas				
		06:00 to 14:00	2) Daytime Team	1) Geraldine Abati				
*				2) Laron Nagasawa				
- 2 -4				3) Freddie Macia				
				4) Johnna Jaye				
~				5) Francesca Backous				
۰		Afternoon Shift Team	1) Night Shift	1) Maria Haaby				
		14:00 to 20:00		2) Daniella Jarnagin				
				3) Tawana Dabe				
	IT Calendar	IT Day Shift 09:00 to	1) IT Day	1) 📲 IT (6 Group members)				Group
		17:00	2) Escalations	1) Leslie Triola				
				2) Randle Vaci				

2. Select the desired Calendar(s) from the drop-down list to filter by Calendar.



V						« 🛓	 e Everbridge 360[™]
<i>"</i>	, Contact List Upload	s Upload Dy	namic Locations Travel	Connector and API Logs Groups	Rules Deleted Contacts	Scheduling	0
ർ	Calendars Staff	Schedules	Day View On Call No	ow Admin			Time Zone America/Los_Angeles
4	K Mon Apr 14, 2	025 >	Calendar Staff	Daytime On-Call	٥	Reset	Customize Delivery Methods
ង	Calendar	Shift	Staffing Layer	Search by name or description	✓ Check All 🗙 Uncheck All		Notes
ę	Daytime On-Call	Morning Shift	1) Team Lead	🕑 Daytime On-Call		fke.com	
1.		06:00 to 14:00	2) Daytime Team	🔲 IT Calendar		erbridge.com	
*						rbgfke.com	
-¥						oridgefake.com	
						idgenot.com	
~						evrbgfke.com	
۵		Afternoon Shift Team	1) Night Shift			idgenot.com	
		14:00 to					
		20.00		3) Tawana Dabe			

The columns next to a staff member's name can show two delivery methods. In this example, two email address delivery methods are shown. If there is an information icon to the right of the Calendar name, hover the mouse over the icon to see the Calendar description.

3. Click **Customize Delivery Methods** to select up to two different contact delivery methods.

NOTE: Fax, TTY, and Mobile Push delivery methods are not supported.

4. Select a maximum of two columns and click **Update**.

×											«	±	Ø	C Everbridge 360™	
* *	Contact List Uploa	ds Upload Dy	namic Lo	cations	Trave	l Connector and API L	.ogs Groups	Rules	Deleted Contacts		Sch	edulinç	9	(0
ർ	Calendars Staf	f Schedules	Day View	w Or	n Call N	ow Admin								Time Zone America/Los_Angel	les
4	K Mon Apr 14,	2025 >		alendar	Staff	Daytime On-Call				٥	Reset		Cus Cus	tomize Delivery Methods tomize Additional information	ē
\$*	Calendar	Shift	Staffing	Layer		Name	Prin	nary SMS	Primary Email					Notes	
ę	Daytime On-Call	Morning Shift	1) Tea	Custom	nize Ta	ble View				×	fke.com				
٠		06:00 to 14:00	2) Day	Salaat a	movim	um of 2 columns. The	aa aalaatiana will b	o opplied t	o oll Llooro of vour	_	rbridge	.com			
*				Organiza	ation.	ann or 2 columns. The	se selections will b	e applieu t	o all osers or your	0	rbgfke.c	om			
ł				≡		Primary SMS					ridgefa	ke.com	ı		
				≡		Primary Email					dgenot.	com			
~				≡		Primary Mobile					evrbgfk	e.com			
\$		Afternoon Shift Team	1) Nigl								dgenot.	com			
		14:00 to 20:00							Cancel Upda	te	erbridg	enot.co	m		
				_							ridgenor	.com			

These selections are only applied to your view. If there are replacements, the time of the unavailability and replacement employee will automatically



populate in the Notes column.

Contact List Uploads	Upload Dy	namic Locations Groups Rules De	leted Contacts Scheduling			
Calendars Staff S	chedules	Day View On Call Now Admin				т
Fri Oct 6, 2023	3 > 1	Calendar Staff Click to choose s	pecific calendars	• Reset		Customize Del Customize Ad
Calendar	Shift	Staffing Layer	Name	Home Phone	Personal Email	Notes
Otim - Copy of (1)	WFM-1585 01:30 to	1) New layer	1) (U) Tim Andrews			00:00 - 24:00
Paulomi - Rotation	01:30 (next day)		2) Tim Andrews			
			3) Totoff Boley			10/6 01:30 - 10/7 01:30 Replacement for Tim Andrews (00:00 - 24:00)
		2) my layer 1	1) Prashant Desai			
			2) Totoff Boley			
		3) !@	1) benjamin ho			
	Evening Shift	1) Level 1	1) (U) Tim Andrews			00:00 - 24:00
	18:00 to 05:00 (next		2) (R) Totoff Boley			Replacement for Tim Andrews (00:00 - 24:00)

- 5. Click **Customize Additional Information** to select up to two different Additional Information contact attributes.
- 6. Once the selections have been made, click **Update**.

S											«	.	0	C Everbridge 360™ 🧔
» ♠	Contact List Upload	s Upload Dy	namic Lo	ocations	Trave	el Connector and API Log	s Groups F	Rules	Deleted Contacts		Sci	neduling	9	0
ଝ ⊈	Calendars Staff	Schedules 025 >	Day Vie	w Calendai	On Call N r Staff	low Admin Daytime On-Call				٥	Reset		Cus	Time Zone America/Los_Angeles
\$ "	Calendar	Shift	Staffing	g Layer		Name	Primar	y SMS	Primary Email					Notes
ę	Daytime On-Call	Morning Shift Team	1) Tea	Custo	omize Ta	able View				×	fke.cor	n		
		06:00 to 14:00	2) Day	Select	t a maxim	um of 2 columns. These	selections will be a	applied to	all Users of your	0	rbridge	e.com		
*				Organ	ization.					U	rbgfke.	com		
-¥				≡		Certifications					ridgefa	ke.com	1	
I ~				≡		Toronto Office Floor					dgeno	.com		
_			0.01	≡		Singapore Office Floor					evrbgf	ke.com		
*		Afternoon Shift Team	1) Nigi	≡		Unsubscribed?					dgeno	.com		
		20:00		≡		New Test					ridgeng	t com	2011	
									Cancel Upda	te				

These attributes will be displayed after the Delivery Methods attributes in the tabular format in the **Day View** and **On Call Now** tabs.

- 7. Optionally, click the link next to the Group name to see the members' names. (Click the link again to collapse the group name list.)
- 8. Optionally, click a group name to see the staff schedule and members of the group.
- 9. Optionally, click the following to:
 - Print icon prints the Calendar currently displayed. You can expand all groups before printing to see the group members' names in addition to the group names.
 - Calendar name returns you to the Calendar view.
 - **Staffing Layer**-opens that staffing layer, where you can edit the layer and/or add staff.
 - Staff name displays that individual's schedule.



On Call Now

On Call Now shows all active Calendars and shifts/staff who are currently on-call. You can filter by Calendar or staff. Shifts will display in the user's time zone, not in the time zone of the shift.

To use On Call Now:

1. From the **Scheduling** subtab, select **On Call Now**. The list of all active Calendars and their shifts/staff who are on call now is displayed. If there is an information icon to the right of the Calendar name, hover the mouse over the icon to see the Calendar description.



To filter by Calendar, select the desired Calendar(s) from the drop-down list.
 As needed, select more than one Calendar.

4. Optionally, from **On Call Now**, click the number of group members to see their names. Click the number again to collapse the group name list.

							« 🛓	 e Everbridge 360[™]
» ♠	Contact List Uploads	Upload Dyn	amic Locations T	ravel Connector and API Logs	Groups Rules Delet	ed Contacts	Scheduling	Ø
ഷാ	Calendars Staff Schedules Day View On Call Now Admin Time Zone America/Los_Angeles							
₽	Current Time 15:50 Monday Apr 14, 2025	9 PDT		Calendar Staff Click to	choose specific calendars		\$	Reset
ę	Calendar	Shift	Staffing Layer	Name	Primary SMS	Primary Email		
-	Daytime On-Call	Afternoon Shift Team	1) Night Shift	1) Maria Haaby				
		14:00 to 20:00		2) Daniella Jarnagin				
*				3) Tawana Dabe				
- k <	IT Calendar 🚺	IT Day Shift 09:00 to	1) IT Day	1) 📲 IT (6 Group members)				
<u>~</u>		17:00		Barbara Sloane				
				Leslie Triola				
*				Randle Vaci				
				Sarah Smith				
				Muhammad Watton				
				Marybeth Witaszek				
			2) Escalations	1) Leslie Triola				
				2) Randle Vaci				

5. Optionally, from **On Call Now**, click a group name to see the current staff schedule.

	× •	Image: Book of the second
↑	Contact List Uploads Upload Dynamic Locations Travel Connector and API Logs Groups Rules Deleted Contacts Scheduling	Ø
ർ	Calendars Staff Schedules Day View On Call Now Admin	Time Zone America/Los_Angeles
Ч	First Name with Last Name	Q Advanced Search Reset
5	Apr 13, 2025-Apr 19, 2025 > #	₽
ę	Sun 4/13 Mon 4/14 Tue 4/15 Wed 4/16 Thu 4/17 Fri 4/18 Sat 4/19	
₽	All day 09:00 to 17:00 Cal: IT Calendar Shift: IT Day Shift Shift: IT Day Shift Shift: IT Day Shift Shift: IT Day Shift Shift: IT Day Shift	 IT's Members Barbara Sloane Manufath Witegrafy
¥		Randle Vaci Leslie Triola
⊻ \$		 Muhammad Watton Sarah Smith

- 6. Optionally, click the following to:
 - **Print icon** Prints the Calendar currently displayed. You can expand all groups before printing to see the group members' names in addition to the group names.
 - Calendar name Returns you to the Calendar view.
 - **Staffing Layer** Opens that staffing layer, where you can edit the layer and/or add staff.
 - Staff name Displays that individual's schedule.



Staff Count

You can see the staff count for one or all Calendars. Select a date range and then optionally select a Calendar if you do not want to see the staff count for all Calendars or a specific Calendar of your choice.

V							«	.	Everbridge 36	0™ 🗐
*	, Contact List Uploads	Upload Dynam	ic Locations Travel Conne	ector and API Logs	Groups Rules	Deleted Contacts	Sched	luling		0
മ	Calendars Staff Sc	hedules Day	/View On Call Now	Admin					Time Zone America/Los_An	igeles
4	Admin 🗸	Staff Cour	nt							0
కి	Staff Count	Date Range:	Apr 14, 2025	to Apr 14	l, 2025 🛗					
ę	Audit Logs Unavailability	The maximum	i date range is 1 year.							
	,	Pick Calendar:	All Calendars 🗸							
*			9 View Staff							
. *		First Name			<u>M. I.</u>	Last Name		External I	D	
<u>۲</u>		Tawana				Dabe		TG808		
¢		Maria				Haaby		TG2121		
		Daniella				Jarnagin		TG2048		
		Barbara				Sloane		TG2024		
		Leslie				Triola		TG1532		
		Randle				Vaci		TG2140		
		Sarah				Smith		1234567	3	
		Muhammad				Watton		TG1667		
		Marybeth				Witaszek		TG2124		
					Page 1 of	1 10 ~			View 1 - 9	of 9

Editing a Schedule (Calendar, Shift, or Staff)

Schedules can be edited from different places in the Scheduling page, when selecting an action, it always opens the Edit wizard. Depending on what is edited (Calendar, Shift, or Staff), you are directed to different steps of the wizard.

Once the wizard is open, you can navigate directly to the shift or staffing tabs by selecting each tab. If there are no shifts in a Calendar, the staffing tab is inactive.

Edit Calendar

You can edit a Calendar from the following places in the Calendar view:

• From the Calendar list, hover the mouse over the Calendar and select **Edit**. It opens the Calendar tab.

New Calendar Import	©
Search by name or desc	Reset
Calendar Name 🖨	<pre> Shift(s) </pre>
IT Calendar	



• Select a Calendar and select Edit in the action list.



Editing a Calendar navigates you to the Calendar page of the wizard. Here, you can change the Name, Description, Holidays, Update Other settings, Schedule Reminders, and the External Calendar ID.

Contact List Uploads Upload Dynamic L	.ocations Travel Connector and API Logs Groups Rules Deleted Conta	ts Scheduling
Calendar Details	Shift Details	Staffing
	0	\bigcirc
		0
*Calendar Name:	Daytime On-Call	
Description:		
Halland		Max 500 characters
Holidays:	Pick the countries/regions to see the Holidays for Pick one or more countries/regions	\$
Update others:	When changes are made to this calendar always notify:	
	Specific individuals via email	
Schedule Reminders:	 Send an email reminder before a scheduled shift 	
External Calendar ID:	Generated after saving	
	131241000000	
Change Calendar Owner

By default, the Calendar is owned by the user who created the Calendar. <u>Only</u> a Group Manager or Organization Administrator can own a Calendar.

To change Calendar owner:

- 1. From the **Scheduling** subtab, ensure that the desired Calendar Name in the left-hand pane is selected.
- 2. From the Action menu, select Change Owner.

								*	.	0	C E	verbridge 360	™ 🗊
»	Contact List Uploads Upload Dynam	ic Locations	Travel Connect	or and API Logs	Groups Rules	De	eleted Contacts	Sc	heduling	9			0
යුත	Calendars Staff Schedules Day	y View	On Call Now	Admin							Time Zone /	America/Los_Ang	eles
₽	New Calendar Import	©	Daytime (On-Call 🕠	Active Unpublishe	ed	•						₽
8	Search by name or desc Reset		Main Shift View	Staff View			Edit Copy						0
₽	Calendar Name 🖗 🔶	Shift(s) ⊜	< Apr 13, 2025	5-Apr 19, 2025	#		Delete New Shift		J	Toda	y Day	Week Month	
*	Daytime On-Call	2	Sun 4/13 00:00 - 24:00 Afternoon Shift Team 1) Maria Haaby	Mon 4/14 06:00 - 14:00 Morning Shift Team 1) Elaina Admas	Tue 4/15 06:00 - 14:00 Morning Shift Team 1) Elaina Admas	1)	Make Inactive			F 06:00 Morning 1) Elaina	ri 4/18 - 14:00 Shift Team Admas	Sat 4/19 . 00:00 - 24:00 Afternoon Shift Tea 1) Daniella Jamagir	m
-*	IT Calendar	1	2) Daniella Jarnagin 3) Tawana Dabe	2) Geraldine Abati 3) Laron Nagasawa	2) Laron Nagasawa 3) Freddie Macia	2) 3)	Change Owner			2) Franco 3) Gerald	esca Backous line Abati	2) Tawana Dabe 3) Maria Haaby	
*				4) Freddie Macia 5) Johnna Jaye 6) Francesca Backous	 Johnna Jaye Francesca Backous Geraldine Abati 	4) 5) 6)	First day of week		_	4) Laron 5) Fredd 6) Johnn	Nagasawa ie Macia ia Jaye		
			A 00:00 - 24:00 Morning Shift Team 1) Elaina Admas	1 14:00 - 20:00 Afternoon Shift Team 1) Maria Haaby 2) Daniella Jarnagin 3) Tawana Dabe	14:00 - 20:00 Afternoon Shift Team 1) Maria Haaby 2) Daniella Jarnagin 3) Tawana Dabe	4ft 1) 2) 3)	Audit Log Tawana Dabe : Maria Haaby :	2) Tawana Da 3) Maria Haab	be Y	Afternoo 1) Danie 2) Tawar 3) Maria	- 20:00 n Shift Team Ila Jarnagin na Dabe Haaby	0:00 - 24:00 Morning Shift Team 1) Elaina Admas	

The Change Calendar Owner dialog is displayed. The current owner role is



displayed.

hif	Change Calendar Owner		×
o∨ ur 4:0	Current Owner Role: Organization Admin Change Owner Role to: Org Admin (Organization Admin)	• •	G Search Q
	Role Name 🤿	Role Type	
	There are no items to displa	y in this table.	
	Page	1 of 1 > ≫ 10 · ·	
			Cancel Change Owner Role

- 3. Select the radio button corresponding to the owner role you want.
- 4. Click **Change Owner Role**. An email notification is sent to your Calendar distribution list.

Edit Shifts Schedule

You can edit a shift schedule or add a shift for a Calendar from the following places in the **Calendar** > **Main View**:

- Create a shift in an existing Calendar: Select the Add Shift action on the top of the shift table. It launches the wizard and sets the wizard to the Shift Details tab for the specific Calendar.
- Create a shift in an existing Calendar: Select the Add Shift action from the Calendar action list. It launches the wizard and sets the wizard to the Shift Details tab for the specific Calendar.
- Edit an existing shift: Select the shift hyperlink in the shift table. It launches the wizard, opens the Shift Details tab, and displays the selected shift schedule.
- Edit an existing shift: Hover the mouse over a shift in the Calendar view and select Edit Shift Schedule. It launches the wizard, opens the Shift Details tab, and displays the selected shift schedule.

To edit a shift schedule:



- 1. Select the shift you want to edit. The **Shift Details** tab of the wizard is displayed.
- 2. Change the following information: Name, Shift Schedule type, Shift schedule period and times, and Override information.

	Cal	undar Dataile	Shift Details		Staffing
	Cal				
	Selected Shift:		Cale	endar:	
	Afternoon Shift Tea	n 🗸	Dayi	ume on-call	
:	Shift Schedule Nam	e: Afternoon Shift Team	•		
:	Shift Schedule Time	Zone: (GMT -07:00)Pacific Daylight Time(America/Los_Ang	eles)	~	
:	SHIFT SCHEDULE	ТҮРЕ			
	Days of week () Number of days			
	Schedule Period:	Dec 7, 2023 to: No end date V			
	Day	Shifts			Clear
	Sunday	All day			
	Monday	14:00 to 20:00			
	Tuesday	14:00 to 20:00			
	Wednesday	14:00 to 20:00			
	Thursday	14:00 to 20:00			
	Friday	14:00 to 20:00			
	Saturday	All day			
	Mark this shift a	s an override shift 🚯			

3. Click Save & Add Another Shift, Save, or Save & Exit.

Edit Shift Staffing

You can edit shift staffing from the following places:

- In the Calendar > Main view, select the Edit Staffing link in the shift table, which launches the wizard and opens the Staffing tab on the selected shift.
- In the Calendar > Main view, hover the mouse over the shift, select the Edit Staffing link in the shift table, which launches the wizard and opens the Staffing tab on the selected shift.

- In the **Shift View** for a specific shift, select the **Staffing** action, which launches the wizard and opens the **Staffing** tab on the selected shift.
- In the **Shift** view, to clear all staff from a shift, select the **Clear All Staff** action for a specific shift. This action removes all the staff from the specific shift for the specific Calendar.
- In the **Staff View** for a specific staff member, select **Scheduling**, then in the **Manage Staff Schedule** window, select the Pencil icon, which launches the wizard and opens the **Staffing** tab on the selected shift.
- In the **Staff View**, to clear staff from all the shifts, for a specific staff member, select **Clear from all Shifts**, which removes the staff from all the shifts (including override) for the specific Calendar.

Selecting any of those actions opens the **Staffing** tab of the edit wizard.

Calendar Details	Shift Details	Staffing
0	0	
Selected Shift:	Calendar:	
Afternoon Shift Team	∽ Daytime On-Call	
Link a Group to this Shift Select a Group ()		
✓ Enable Shift Sequencing [●]		
Minimum staff requirements (1)		
Manage Layers Preview & Override		Show expired la
Staffing Layer: Night Shift		
Image: Constraint of the second sec	: Off Individuals: 3 Member required: No Groups: 0	ĩ

From the Staffing tab, you can:

- Change the shift staffing options
- Add / Delete layers

- Edit layers
- Change layer sequencing options (Advanced Escalation and Scheduling mode only)
- Add / Remove staff from a layer
- Reorder layer sequence.
- Set the escalation time to the next layer (Advanced Escalation and Scheduling mode only)
- Preview the schedule



Set overrides

Reuse a Staffing Layer

You can use the same Staffing layer name for multiple layers as long as the schedule does not override. This can be used when you want to define different staff for a different time period for the same layer.

To reuse a staffing layer name:

- 1. Select **Edit Staffing** from one of the entry points listed above. The **Staffing** tab is opened.
- 2. Select New Staffing Layer.
- 3. In the **Staffing Layer Name** field, make sure to select the same Staffing Layer name of an existing layer.
- 4. Enter your From and To dates.

NOTE: Staffing layers with the name cannot overlap with each other.

5. Select your staff and click **Save**.

Overriding Staff for a Shift (Shift Substitution)

Within a specific shift, for a specific day, the Administrator can choose to override all the staff members.

To override staff for a shift:



1. <u>Select Preview and Override from the Staffing page.</u>

Contact List Uploads Up	oad Dynamic Locations Groups Rules Deleted Contacts Scheduling	0
	Calender Details Shiff Details Staffing	
	Selected Shift: TI Day Shift TI Calendar TI Calendar	
	Link a Group to this Shift Select a Group 💿	
	Manage Layers Preview & Override Staffing Layer: IT Day I Impframe: 2023.05.02 Reminders: Off Individuals: 0 -	
	Edit Repetits: Weekly One Staff Member required: No Groups: 1	
	Staffing Layer. Escalations Filed Timeframe: 2023-05-02 Reminders: Off Individuals: 2. Repeats: Weekly One Staff Member required: No Groups: 0 @	
	New Staffing Layer	
	Cancel Save & Exit	

2. In the **Override** section, click **Add**.

	Calendar Details		SI	nift Details			Staffing		_
Sel	ected Shift: Day Shift		~	Cale IT Ca	ndar: lendar			0	
Link 💟 E	a Group to this Shift Select a Group ① nable Shift Sequencing ①								
Manaç	Inimum staff requirements re Layers Preview & Override								
1) 51	affinn Laver: IT Day	Sun 12/10	Mon 12/11	Tue 12/12	Wed 12/13	Thu 12/14	Fri 12/15	Sat 12/16	
e	Escalates in 10 Minutes	1) ada. (T	1) alla IT	1) alla (T	1) alla (T	1) aða (T	1) alls (T	1) ada (T	
2) St	affing Layer: Escalations								
		1) Leslie Triola 2) Randle Vaci	1) Leslie Triola 2) Randle Vaci	1) Leslie Triola 2) Randle Vaci	1) Leslie Triola 2) Randie Vaci	1) Leslie Triola 2) Randle Vaci	1) Leslie Triola 2) Randle Vaci	1) Leslie Triola 2) Randle Vaci	
	Override	Add							
Can	el						Save	Bave & Exit	



3. Select the checkbox of the name(s) with whom you want to override the current staff, and click **Save**.

Override Staff					×
Shift Name: IT Day S Override Date Dec 1 AVAILABLE STAF	Shift 0, 2023 'F: Groups		Seq	uencing is ON 🚯	
Individuals	-			Current Staff	
	First Name	Last Name	I Search Reset	1. щ. IT	
📄 First Name 🖨	Last Name 🕈	External ID 🌩		2. Leslie Triola	
	Abau	101292	▲	3. Randle Vaci	
Donna	Abbe	TG882			
Donna	Abbe	TG2063			
Celeste	Abbenante	TG141		Copy Staff	
Cathi	Abele	TG138			
Gabriel	Abels	TG1286		Override with	
Vickey	Abigantus	TG2173		1 ■ Monique Bagby 😵	
Alexandra	Abkemeier	TG10		2 Charmaine Hainey 😮	
	Page 1 of 258 > >	10 🗸		4	
				Cancel	ve



Calendar Details									
-		5	Shift Details			Staffing			
0			0						
Selected Shift:			Cale	endar:				0	
IT Day Shift		~	IT C	alendar					
Link a Group to this Shift Select a Group	up A								
Enable Shift Sequencing ¹									
Minimum staff requirements ¹									
Manage Layers Preview & Override									
C Dec 10, 2023-Dec 16, 2023	m								
	Sun 12/10	Mon 12/11	Tue 12/12	Wed 12/13	Thu 12/14	Fri 12/15	Sat 12/16		
1) Staffing Layer: IT Day									
	1) ada-#	1) alls (T	1) alls (T	1) alls (T	1) alls. IT	1) alls (T	1) alls (T		
10 Minutes									
2) Staffing Layer: Escalations									
	1) Leslie Triola	1) Leslie Triola	1) Leslie Triola	1) Leslie Triola	1) Leslie Triola	1) Leslie Triola	1) Leslie Triola		
	2) Rendle Vaci	2) Randle Vaci	2) Randle Vaci	2) Randle Vaci	2) Randle Vaci	2) Randle Vaci	2) Randle Vaci		
]	Override 1) Monique Bagby	Add	Add	Add	Add	Add	Add		
	2) Charmaine Haine	ey							
L	Edit Remove								
	Selected Shift: IT Day Shaft Link a Group to this Shift Select a Gro C Enable Shift Sequencing C Manage Layers Preview & Override C Dec 10, 2023-Dec 16, 2023 > 1) Staffing Layer: IT Day C Escalates in 10 Minutes 2) Staffing Layer: Escalations Cancel	Selected Shift TT Day Shaft Link a Group to this Shift Select a Group • Enable Shift Sequencing • This S	Secrete Surf: T Day Shift Day Shift Secret a Group Surf Sequencing Inhimum staff requirements Dec 10, 2023 Oec 16, 2023 To consider the shift Secret a Group Dec 10, 2023 Oec 16, 2023 To consider the shift Secret a Group Dec 10, 2023 Oec 16, 2023 To consider the shift Secret a Group Sun 12/10 Mon 12/11 Mon 1	Selected Shift: Can T Day Shift Select a Group ① Challen a Group to this Shift Select a Group ① Challen Shift Sequencing ① Manage Layers Preview & Override C Dec 10, 2023-Dec 16, 2023 > 11 San 12/10 Mon 12/11 Tue 12/12 Dec 10, 2023-Dec 16, 2023 > 11 San 12/10 Mon 12/11 Tue 12/12 Dec 10, 2023-Dec 16, 2023 > 11 San 12/10 Mon 12/11 Tue 12/12 Dec 10, 2023-Dec 16, 2023 > 11 San 12/10 Mon 12/11 Tue 12/12 Dec 10, 2023-Dec 16, 2023 > 11 San 12/10 Mon 12/11 Tue 12/12 Dec 10, 2023-Dec 16, 2023 > 11 Dec 10, 2023-Dec 10, 2023 > 11 Dec 10, 2023-Dec 10, 2023 > 12 Dec 10, 2023-Dec 10, 2023 > 11 Dec 10, 2023-Dec 10, 2023 > 12 Dec 10, 2023-Dec 10, 2023-Dec 10, 2023 > 12 Dec 10, 2023-Dec 10, 2023-D	Selected Suffic T Day Shift T Day Shift T Calendar Unk a Group to this Shift Select a Group Chable Shift Sequencing The main staff requirements T Calendar Unk a Group to this Shift Select a Group Chable Shift Sequencing T Calendar T C Calen	Secreted Suit: Luterbar: If Calendar If Day Shift Calendar Units a Group to this Shift Select a Group Chable Shift Sequencing Chable Shift Sequencing Chable Shift Sequencing Chable Shift Sequencing Chable Shift Sequencing Cancel Luterbar: If Calendar If Calend	Secreted Suit: T Day Shift T Calendar Unit a Group to this Shift Select a Group C Enable Shift Select a Group C Enable Shift Select a Group Cancel Unit a Group to this Shift Select a Group Cancel Link a Group to this Shift Select a Group Cancel	Selected Sam: IT Calendar: IT Calendar: It Calendar: Units a Group to this Shift Select a Group Calendar Units Shift Select a Group Calendar Units Shift Select a Group Calendar Units Shift Select a Group Calendar Units Shift Select a Group Calendar Calendar Units Shift Select a Group Calendar	server dan dan i T Calendar T Calen

4. As a result, the on-call staff will be the ones defined in the override.

- If the shift is sequenced, the on-call contacts defined in the override are notified in the order of the sequence. There is no possibility to turn off the sequence.
- If the shift is not sequenced, the on-call contacts are all notified at the same time.

When advanced scheduling is turned on, for sequenced shift:

- For that specific day, the predefined layers do not exist any longer.
- The escalation between staff is taken from the sequencing wait time as defined in the Incident/Notification template.

NOTE: If a shift is not sequenced, on the day of the override, all contacts are notified at the same time.

To remove the overrides, select **Remove** from the desired date on the Staffing Layers dialog.

Exporting a Calendar

You can export a Calendar into a .ics format. Export creates an iCal in ICS format that you can later import into Microsoft Outlook or Google Calendar.

To export a Calendar:

- 1. From the **Scheduling** subtab, ensure that the desired Calendar Name in the left-hand pane is selected.
- 2. From the Action menu, select Export ICS file. The ICS file is exported.

*								«	÷	Ø	() E	verbridge 360	™ 🖲
•	Contact List Uploads Upload D	ynamic Locatio	ns Travel Connect	tor and API Logs	Groups Rules	De	leted Contacts	Sc	heduling	9			0
C\$0	Calendars Staff Schedules	Day View	On Call Now	Admin							Time Zone /	America/Los_Ang	jeles
₽	New Calendar Import	۲	Daytime (On-Call 🕠	Active Unpublishe	ed	•						₽
8	Search by name or desc Reset		Main Shift View	Staff View			Edit Copy						0
♥	Calendar Name 🖨	Shift(s)	< Apr 13, 2025	5-Apr 19, 2025	#		Delete New Shift		3	Toda	y Day	Week Month	
*	Daytime On-Call	2	Sun 4/13 00:00 - 24:00 Afternoon Shift Team	Mon 4/14 06:00 - 14:00 Morning Shift Team 1) Flaina Admas	Tue 4/15 06:00 - 14:00 Morning Shift Team 1) Flaina Admas	Mc 1)	Make Inactive			A 06:00 Morning	ri 4/18 0 - 14:00 Shift Team	Sat 4/19	m
- X	IT Calendar	1	2) Daniella Jarnagin 3) Tawana Dabe	2) Geraldine Abati 3) Laron Nagasawa	2) Laron Nagasawa 3) Freddie Macia	2) 3)	Publish Change Owner			2) Franc 3) Geral	esca Backous dine Abati	2) Tawana Dabe 3) Maria Haaby	
*				 Freddie Macia Johnna Jaye Francesca Backous 	 4) Johnna Jaye 5) Francesca Backous 6) Geraldine Abati 	4) 5) 6)	First day of week	c	_	4) Laron 5) Fredd 6) John	Nagasawa lie Macia na Jaye		
			▲ 00:00 - 24:00 Morning Shift Team 1) Elaina Admas	 14:00 - 20:00 Afternoon Shift Team 1) Maria Haaby 2) Daniella Jarnagin 3) Tawana Dabe 	 14:00 - 20:00 Afternoon Shift Team 1) Maria Haaby 2) Daniella Jarnagin 3) Tawana Dabe 	Aft 1) 2) T 3) M	Audit Log	2) Tawana Dal 3) Maria Haab	50 Y	4 14:00 Afternoo 1) Danie 2) Tawa 3) Maria) - 20:00 in Shift Team Ila Jarnagin na Dabe Haaby	 00:00 - 24:00 Morning Shift Team 1) Elaina Admas 	

- 3. Import your ICS file according to your Help documentation from the respective Calendars (Microsoft Outlook or Google Calendar).
 - The file will be imported to your calendar according to your calendar's time zone regardless of the shift time zone.

Exporting the Staff View

To export the staff view in a PDF or CSV format:

- 1. From the **Scheduling** subtab, select the **Staff View** link.
- 2. Select the week you want to report.
- 3. Select Export.



4. Select the export format (PDF or Excel) and select Export.

8				« 💄 🚱	C Everbridge 360™ 🤤
»	Contact List Uploads Upload Dynamic Locations Tra	Export PDF/CSV	×	cts Scheduling	Ø
ក ឈ	Calendars Staff Schedules Day View On Call	Time April 13 - 19, 2025	0		Time Zone America/Los_Angeles
ħ	Daytime On-Call • Active Unpublished	Export as: PDF			
\$ "	Main Shift View Staff View	⊖ Excel 🕅			Add Staff Export
ę	< Apr 13, 2025-Apr 19, 2025 > 1		Cancel Export		Day Week
	Name Sund	day 4/13 Monday 4/14	Tuesday 4/15 Wednes	sday 4/16 Thursday 4/17	Friday 4/18 Satur
÷ ×	Daniella Jarnagin XAfternoo	on Shift Team Aft	Aft	Aft Aft	Aft Afternor
<u>اح</u>	Elaina Admas 💙 Morning	g Shift Team Morni	Morni Mor	rni Morni	Morni Mornin
*					

The exported file includes each staff member, and the list of shifts for each day is displayed in the selected time range. Shifts will be exported in the user's time zone rather than in the shift's time zone.

Exporting the Shift View

To export the shift view in a PDF or CSV format:

- 1. From the Scheduling subtab, select the Shift View link.
- 2. Select the week you want to report.
- 3. Select Export.
- 4. Select the export format (PDF or Excel) and select Export.

V							« 🛓 😡	C Everbridge	e 360™ ⊜
»	Contact List Uploads Upload Dyna	amic Locations	Export Pl Tra	DF/CSV	:	contacts	Scheduling		0
ரி பி	Calendars Staff Schedules	Day View	On Call Time Frame:	April 13 - 19, 2025		0		Time Zone America/Lo	os_Angeles
14 5			Export as:	● PDF 上 ○ Excel 🕱				0 /22	Evenent O
e l	Main Shift View Staff View					_		Add Shires	Export
	< Apr 13, 2025-Apr 19, 2025 > 1				Cancel			Day	Week
	Name		Sunday 4/13	Monday 4/14	Tuesday 4/15	Wednesday 4/16	Thursday 4/17	Friday 4/18	Sature
	Morning Shift Team	~	1) Elaina Admas	1) Elaina Admas	1) Elaina Admas	1) Elaina Admas	1) Elaina Admas	1) Elaina Admas	1) Elaina A
-X-				2) Geraldine Abati	2) Laron Nagasawa	2) Freddie Macia	2) Johnna Jaye	2) Francesca Backous	
				3) Laron Nagasawa	3) Freddie Macia	3) Johnna Jaye	3) Francesca Backous	3) Geraldine Abati	
₩				4) Freddie Macia	4) Johnna Jaye	4) Francesca Backous	4) Geraldine Abati	4) Laron Nagasawa	
				5) Johnna Jaye	5) Francesca Backous	5) Geraldine Abati	5) Laron Nagasawa	5) Freddie Macia	
¢				6) Francesca Backous	6) Geraldine Abati	6) Laron Nagasawa	6) Freddie Macia	6) Johnna Jaye	
	Afternoon Shift Team	~	1) Maria Haaby	1) Maria Haaby	1) Maria Haaby	1) Daniella Jarnagin	1) Daniella Jarnagin	1) Daniella Jarnagin	1) Daniella
			2) Daniella Jarnagin	2) Daniella Jarnagin	2) Daniella Jarnagin	2) Tawana Dabe	2) Tawana Dabe	2) Tawana Dabe 2) Tawana	
			3) Tawana Dabe	3) Tawana Dabe	3) Tawana Dabe	3) Maria Haaby	3) Maria Haaby	3) Maria Haaby	3) Maria H

The exported file includes for each shift the list of staff members and their replacements for each day displayed in the selected time range. Shifts will be exported in the user's time zone rather than in the shift's time zone.



Importing a Calendar

You can import your .ics Calendar files to your Calendars in Scheduling. Only .ics files are supported from Microsoft Outlook and Google Calendar. For details about creating .ics files, see your Help documentation from the respective Calendars.

To import a Calendar:

- 1. From the **Calendars** page, click the **Import** link. The Import Calendar dialog is displayed.
- 2. Click the Select a file link.
- 3. Choose your .ics file and click **Open**.
- 4. Select the Target Calendar from the drop-down list. It can be an existing Calendar, or you can create a new Calendar.

~				« 💄	😧 💽 E	verbridge 360 ™ 🤤
»»	Contact List Uploads Upload Dynamic Locati	ons Travel Connector and API Logs Groups Rules	Deleted Contacts	Scheduling		0
^					Time Zone	America/Los Angeles
යා	Calendars Staff Schedules Day View	On Call Now Admin			Time Zone	America/Los_Angeles
₽	New Calendar Import	Import Calendar	×			0
\$*	Search by name or desc Reset	Main Select a file (.ics files only)	0			0
ę	Calendar Name	Target Calendar: Select	~	🗹 Show Staffing	Today Day	Week Month
		Su Create a new calendar	4/16	Thu 4/17	Fri 4/18	Sat 4/19
*	Daytime On-Call 2	Afternoor Daytime On-Gall 1) Maria IT Calendar	ft Team mas	Morning Shift Team 1) Elaina Admas	Morning Shift Team 1) Elaina Admas	Afternoon Shift Team 1) Daniella Jarnagin
**	IT Calendar 1	2) Daniel Night Shift 3) Tawan Ortho On-Call	4acia aye	2) Johnna Jaye 3) Francesca Backous	2) Francesca Backous 3) Geraldine Abati	2) Tawana Dabe 3) Maria Haaby
~		Overnight Test	a Backous Abati	4) Geraldine Abati 5) Laron Nagasawa 6) Eroddio Masia	4) Laron Nagasawa 5) Freddie Macia 6) Johnna Javo	
÷		L 00:00 Morning :	Import 0:00 hift Team	Afternoon Shift Team	14:00 - 20:00 Afternoon Shift Team	L 00:00 - 24:00 Morning Shift Team
		1) Elaina Aomas 1) mana naaby 1) mana naaby 2) Daniella Jarnagin 2) Daniella Jarnagin 3) Tawana Dabe	2) Tawana Dabe 3) Maria Haaby	1) Daniella Jarnagin 2) Tawana Dabe 3) Maria Haaby	1) Daniella Jarnagin 2) Tawana Dabe 3) Maria Haaby	1) Llàina Admàs

5. Click Import.



Print a Calendar

A calendar can be printed from the **Main Calendar View**. When printed, the calendar will reflect the user's time zone instead of the shift's time zone.

To print a Calendar:

- 1. From the **Scheduling** subtab, select the desired Calendar Name in the lefthand pane.
- 2. Click the **Print** icon. The **Print Calendar** dialog is displayed.

Print Calendar
Printing preferences: ☑ ☑ Show staff □ Include staff name list under Group names □ Include unavailable/replacement details
Cancel Print

- 3. Optionally, select one or both checkboxes:
 - Include staff name list under Group names
 - Include unavailable/replacement details
- 4. Click **Print**. The document is put together depending on your options, then is displayed in a Print dialog. See Example Calendars Using the Print Icon, next.
- 5. Optionally, change the Layout, Paper size, Margins, and other print options.
- 6. Click **Save** to save the Calendar as a PDF file if you want to keep the printed Calendar. The **Save As** dialog is displayed.
- 7. Type a new filename and place the PDF on your computer.
- 8. Print your PDF as you normally would.

Examples of Print Formats

Show staff:



Print		Calendar, II Das Grafficitor	w Option 2 - 000000WV					& March 4, 2018 - March 18
Total: 2 pages		Den 141	No.17	1015	Wei 3/7	74.15	1433	Bet 270
		Man-1880	NAME OF TAXABLE	BLOD-TAXOD	Intel-Male	Martin - Martin	NAME - TAXAB	Non-Man
	Save Cancel	Draig Barrich Darren Dessinger	Craig Barrich Real Consular	Craig Barrick Real Conculso	Sattlaky	South Colley	Brad Carrier Transe Galleges	Real Carlier Passes Calleges
		Next Carley Recordson	Nettodoon Real Carlier	Investorio Draig Barrich	Description Energy Service	Deschargene Costa Barrisk	DOCHNOCO Cody Ranks	Test - Color Inconcerne Senti Laby
Destination	Save as PDF	Trans Lakepa	Traine Gallegee	Daries Pacange	Cares Destroye	Teel Servake	Part Internet	
	Change							
	Changen							
Pages	IA (I)							
	e.g. 1-5, 8, 11-13							
Layout	Landscape 👻							
Paper size	Letter							
Margins	Default							
margins	D'ERDAL							
Carlo	100. 1							
Scale	100 🗣							
Ontions	Headers and fosters							
options	in theorem and toovers							
	Background graphics							
- Fewer set	tings							

Show Staff and include staff name list under group names

pages	Calendar, 8 Day FireFig	Mer Dylice 2 - 00000MND				Me	ek. March-4, 2018 - March 10
	Sur 34	Mon 3/5	Tae 3/6	Wed 5/7	The 3/8	Fil3/9	Set 3/10
Save Ca	1021 00.00-10.00	1000-1000	08:00 - 18:00	MM-1040	88.00-18.00	0800-1808	00.00-10.00
	0400000	0004000	DEONHEOG	BCOD/OWHER	DOBD (IMNO	MECOEDOEN	NOODDON
	Draig Barrick	Cray Barrick	Graig Barrick	Cleant Colley	Som Geby	Brad Carrier	final Carlier
	farw-bearings	Rad Designed	Plaul Descales			Wasser Callegos	Waterer Gallegen
Save as PDF	1000 0000	the second second	100 m m	lane and	100.00	100000.000	in the second
ion			1000-000			1000 000	
	NORODOW NOR AND A	ACCOUNT OF	Charleson	president of	COD-MCCO	Cocomococo	Sectores .
Channe	the contra	And the second second	Course Section	Cong the owner	Read Street street	Construction of the second sec	Contraction of the local division of the loc
	the second second	Contraction of the local division of the loc	Canada Canada	Concernants.			_
(i) 41							
3 M							
C							
() an 1.5 8 11.13							
10 1849 1-3 6 11-13							
and the second s							
Landscape							
re settings							
re settings							
re settings							
re settings							
re settings							
re settings							
re settings							
re settings							
re settings							
re settings							
re settings							
re settings							
re settings							
re settings							
e settings							
e settings							
e settings							
e settings							
e settings							
e settings							
e settings							
re settings							
re settings							
e settings							
e settings							
e settings							
e settings							
e settings							
e settings							
e settings							
e settings							
e settings							
e settings							

Show staff and include unavailable/replacement details



Tetal 2 more								
iotai: z page		Calendar: II Day FireFight	er Option 2 - OODDONMD	T 14		7.15	Ner Ciam	ek: March 4, 2018 - March 10,
	Save Cancel	SUB-3/4 SUS-1820 SVACEORE	0600-1800 0600-1800	DEDD - 1838	Wed A/7	0100-1000 DODDANIO	0600-1800 HEXEDON	5453-1850 NOODOON
	Save as PDF	Dang Karitak Barran Dassingar	Drag Bankh Raul Genzakz	Cong Barroll Real Genzalez	Taod Cally	ballCally	Read Carrier Yvonne Gallegoe	Binal Danier Yvonne Gallegoe
Destination	Change	Talac-dedo MODODON Baal Currier Frome Colleges	1600-0600 HEODEOEM Brad Carrier Ywenne Gallogoe	1800 - INUE DAMODICO Craig Ramick Osmon Deceleper	18,00 - 08,00 IN-MODICOB Cxeig Barriek Demon Oscolnger	198/00-08/00 DOEMINOOD Dasig Rawink Real Consolist	1800-9830 DBOWR000 Dang Banisk Reul Genzalez	7839 - MILO (0000044) (Sant Cally)
Pages	AI							
	🔘 e.g. 1-5, 8, 11-13							
Lawrent	Landscare 👻							
capoor	conversion of the							
+ More se	ttinga							
+ More se	ttings							
+ More se	ttinga							
+ More se	ttings							
+ More se	ttinga							
 More se 	ttings							
+ More se	ttings							
+ More or	ttinga							
+ More se	ttingu							

Setting Unavailability

Administrators can manage unavailability and replacement for staff in the Calendar.

You can set an unavailability for a specific Calendar or all Calendars.

- When setting an unavailability for a specific Calendar, the unavailability and replacement apply to all shifts and layers within the Calendar where the contact is staffed.
- When setting an unavailability for All Calendars, the unavailability and replacement apply to all Calendars, shifts, and layers within the organization where the contact is staffed. If the contact is staffed in a new Calendar, that contact will automatically be unavailable.

To make a contact unavailable:

- 1. Navigate to **Contacts** > **Scheduling** and select **Unavailability** under the **Admin** tab.
- 2. Select a contact and select either a Calendar in the drop-down menu or All Calendars.
- 3. Select Add Unavailability next to the contact name.
- 4. In the **Make Unavailable** dialog, select the **Start** and **End** dates, if all day or a period of time, and a recurring time (daily, weekly, or monthly).

		« 🙎	
‴ ♠ യ	Contact List Uploads Up Calendars Staff Schedul	load Dynamic Locations Travel Connector and API Logs Groups Rules Deleted Contacts Scheduling Make Unavailable	Time Zone America/Los_Angeles
¶2 % ₽	Admin V UI Staff Count Sta Audit Logs Cal	Calendar Name: Daytime On-Call Staff Name: Lemuel Asmot Start Apr 14, 2025 All Repeat None ~	Ø
□ ★	Le	End: Apr 14, 2025	
* 보	-	Cancel Save	View 0 - 0 of 0

NOTE: A contact cannot be unavailable and set as a replacement at the same time.

When selecting **All day**, the unavailability starts at 00:00 on day1 and ends at 00:00 on day2. Therefore, if you make a contact unavailable all day on day1, but select that same contact as a replacement on day2, you need to select a Start and End for either day1 or day2 so there is no overlap between the unavailability and the replacement.

For example:

- Day1 Unavailable from 00:00 to 23:59 and Day2 All Day, or
- Day1 All day and Day2 00:01 to 00:00
- 5. Click **Replace** to select a replacement.

Repla	ice		×
		First Name	Last Name Q Reset
	First Name	Last Name +	External ID
0	Lemuel	Aamot	TG515
0	Theron	Aarsvold	TG821
0	Geraldine	Abati	TG1292
۲	Donna	Abbe	TG882
0	Donna	Abbe	TG2063
0	Celeste	Abbenante	TG141
		Page 1 of 257 ↦ ▶ 10	✓ View 1 - 10 of 2569
			Cancel

When setting an unavailability and replacement, the minimum staffing requirement for the layers applies.

- The **Unavailability** setting without replacement fails if the minimum staff requirement is not met for any of the layers.
- You cannot replace a staff with an unavailable contact. If you select a replacement that is unavailable at any time during the period of time for which you set the unavailability, an error message is displayed, and the unavailability creation fails.



- The list of unavailability and their replacements for the specific contact is listed in the table after saving.
- 6. To Edit an unavailability, select the Pencil icon in the table.
- 7. To Delete an unavailability, select the **Delete** action in the table.

For any sequenced shift, the contact selected as a replacement takes the place of the contact it replaces in the sequence.

Unavailability can also be viewed, set, deleted, or edited for a specific contact in the following views:

• Calendar view - Hover the mouse over a shift to see the staffing, select Edit Staffing.

	Everbridge Su	ite								Tower Glob	al (Organization Admin) 🗸		•	?	Logout
Y	Dashboard	Universe	Notificatio	ons 🗸 🛛 ITA 🗸	Critical Events 🗸	Incidents	✓ Contacts ✓	Reports	Settings 🗸						
Co	ontact List Uploads	Upload Dyna	imic Locatior	ns Groups R	ules Deleted Cor	itacts	Scheduling								0
c	Calendars Staff Sch	edules [Day View	On Call Now	Admin						Tin	ne Zone A	merica/	Los_Ar	ngeles
N	New Calendar Import		©	Night Sh	ift Staffing	 Inactive 	Unpublished 🌣								₽
	Search by name or des	Reset		Staffing schedule f	or the overnight shift	for the Dorm fi	ront desks.								
	Calendar Name		Shift(s)	Main Shift View	Staff View										0
	Night Shift Staffing		1	< Apr 23, 2023	Apr 29, 2023 > 🎬						Show Staffing Today	Day	Week	Month	
	Night Shirt Starling		·	Sun 4/23	5 <u> </u>	/lon 4/24	Tue 4/25		Wed 4/26	Thu 4/27	Fri 4/28		Sat 4/	29	
					1 (99:00 -1 Night Shift 1) Celeste A 2) Coleen 6 3) Sharon H 4) Alexandri 5) Gracie Ba 6) Kendall C 7) Marilynn	hbbenante rboyan anemann a Abkemeier Illmores thui Barnett	(ight Shift 99:00 to 17:00 Mon 4/24 () Celeste Abbenante () Coleen Grooyan () Sharon Hanemann () Alexandra Abkemeier () Gracie Balmores	- D9:04	enante yan imann bkemeier ores imett	Lopyao - 17:00 Kight Shift 1) Coleste Abbenante 2) Coleen Grooyan 3) Sharon Haemann 4) Alexandra Abkemeier 5) Gracie Balmores 6) Kendal Chui 7) Marilynn Barnett	Color 1/00 Might Shift Night Shift Shift Coleen Groyan Sharon Haemann Alexandra Abkemeier Si Gracie Balmores ok Kendat Chui 7) Marilynn Barnett				
				Shifts (1) Delete	lew Shift	E	5) Kendall Chul 7) Marilynn Barnett Edit Staffing		in Group				Sog		4
v	/iew: All (1) -			Nigh	t Shift	E	dit Shift Schedule	Edit Staffing	o Group				Yes	uenceo	

• Staff Schedule - Hover the mouse over a shift and select Make unavailable, edit, or delete.

Calendars Staf	f Schedules Day View	w On Call Now	Admin				Time Zone America/Los_Ange
Shawna	Aadland				First Name	Last Name	a Advanced Search Res
Nov 21, 2021-Nov	27, 2021 🖒 🎬				C	Day Week Month	
Sun 11/21	Mon 11/22	Tue 11/23	Wed 11/24	Thu 11/25	Fri 11/26	Sat 11/27	Obaura da Datalla
00:00 to 09:00	00:00 to 09:00	00:00 to 09:00	00:00 to 09:00	00:00 to 09:00	00:00 to 09:00	00:00 to 09:00	Snawna's Details
cal: U2 shift: S22	Cal: U2 Shift: S22	Cal: U2 Shift: S22	Cal: U2 Shift: S22	Cal: U2 Shift: S22	Cal: U2 Shift: S22	Cal: U2 Shift: S22	Location: None
	06:00 to 17:00	06:00 to 17:00	06:00 to 17:00	06:00 to 17:00	06:00 to 17:00	09:00 to 24:00	External ID:
09:00 to 24:00	00.00 10 17.00		<u>.</u>	Onl: Deutine On Onli	Cal: Dautimo On-Call	0-1:112	EB001799
09:00 to 24:00 Cal: U2 Shift: S22	Cal: Daytime On-Call Shift: Monday-Friday	Cal: Daytime On-Call Shift: Monday-Friday	Cal: Daytime On-Call Shift: Monday-Friday	Make unavailable	Shift: Monday-Friday	Shift: S22	
09:00 to 24:00 Cal: U2 Shift: S22	Cal: Daytime On-Call Shift: Monday-Friday 09:00 to 24:00	Cal: Daytime On-Call Shift: Monday-Friday 09:00 to 24:00	Cal: Daytime On-Call Shift: Monday-Friday 09:00 to 24:00	Make unavailable 09:00 to 24:00	09:00 to 24:00	Shift: S22	Associated Group(s):



• Day View - Hover the mouse over a contact and select Make unavailable.

Calendars Staff S	Schedules	Day View On Call No	w Admin		Time Zone America/Los_Ang			
〈 Sun Nov 21, 2021 〉	Cal	endar Staff Click to c	hoose specific calendars	• Reset	Customize			
Calendar	Shift	Staffing Layer	Name	Second Email	Notes			
CalSeqShiftTest Unstaffed on this day								
Daytime On-Call 🚯	-Call 1 Unstaffed on this day							
FlexCal2	\$22 08:00 to	1) L1	1) Christiana Aakre					
	08:00 (next day)		2) Clyde Aanenson					
		2) L2	1) Shani Abati					
			2) Gretchen Abatti					
Ortho On-Call	Unstaffed on t	his day						
Overnight	Unstaffed on t	his day						
PDTestCal	GrpShift 21:00 to 21:00 (next day)	Layer 1	All PDTestGroup (3 Group membe	rz)	Group			
Primary On-Call 🚯	First Shift 06:00 to	1) Resolver	1) Gaylord Abdulla					
	14:00		2) Jaysen Abbington					
			3) Tanya Abbey					
		2) Escalation 1	1) Gretchen Abatti					
			2) Shani Abati					
		3) Escalation 2	1) Gretchen Abatti					
U2	\$22 09:00 to 09:00 (next day)	1) S1	1) Shawna Aadland					
U3	Unstaffed on t	his day						

Self-Service Scheduling

Using the Everbridge Mobile App or the Member Portal, staff members can use the Calendar to view their schedule and unavailability. Depending on the Organization settings, they can manage their unavailability (that is, make themselves unavailable and/or name replacements while they are unavailable or delete their unavailability).

Enabling Self-Service Scheduling

Administrators can enable Self-Service Scheduling for the entire Organization.

To enable self-service scheduling:

- 1. Navigate to Settings > Organization > Contacts and Groups > Scheduling.
- 2. Select the checkbox: Enable schedule self-service for availability and replacement.

~		 ✓ ▲ Ø ✓ Everbridge 360[™] Ø
<i>*</i>	Organization Member Portal	Everbridge Open Everbridge Mobile App
ഷ	Organization >	Scheduling
4	Map >	SCHEDULING AND DE-DUPING
5 7	Interactive Visibility >	Simple Escalation and Scheduling
ę	Publishing Options >	For sequenced notifications: • Escalation wait time between contacts will be taken from sequencing wait time from the incident or notification template. • Notification de-duplication will always occur
11	Notifications >	Advanced Escalation and Scheduling
*	Contacts/Assets ~	 Set advanced escalation rules for your calendar Notification de-duplication will only occur within a specific staffing layer
¥	Default Options	Default escalation time to next layer: 10 minute(s) ~
<u>~</u>	Contact Record Types	ADDITIONAL SETTINGS
*	Contact Upload Mapping	Send a calendar reminder via email
	Contact and Group Integration	Enable schedule self-service for availability and replacement
	Asset Types	Saua
	Asset Upload Mapping	
	Asset Association	
	Additional Information	
	Alert Subscriptions	
	Incident Subscriptions	
	Scheduling	
	Upload Options	

- When enabled, contacts can view and manage their unavailability both from the Member Portal and the Everbridge Mobile App.
- When disabled, contacts can only view their unavailability. They cannot create, edit, or delete any unavailability.
- The option applies to both Member Portal and Everbridge Mobile App.

About On-Call Reminders

The **On-Call Reminder** feature allows contacts to be reminded by email a predefined time ahead of the start of their shift.

Reminders are enabled for an organization, then configured on a per Calendar and staffing layers basis.

When an on-call reminder is set up for a Calendar staffing layer, all on-call staff for that layer will receive an email at a predefined time prior to the start of their shift.

On-call reminders are only sent by email by a predefined email address **noreply@everbridge.net** to the on-call contacts registered email address.

If there is no registered email address for the contact, On-Call Reminder email will be sent to the first email address specified in the delivery options for the contact.

Enable On-Call Reminder for an Organization

In order to receive an On-Call Reminder, the feature must first be turned on at the Organization level.

To enable the On-Call Reminder feature:

- 1. Navigate to Settings > Organization > Contacts and Groups > Scheduling.
- 2. Select the checkbox: Send a Calendar reminder via email.

»		 ≪ ▲ ② Everbridge 360[™] ○
*	Organization Member Portal	Everbridge Open Everbridge Mobile App
ය්ව	Organization >	Scheduling
₽	Map >	SCHEDULING AND DE-DUPING
* "	Interactive Visibility >	Simple Escalation and Scheduling
¢	Publishing Options >	For sequenced notifications: • Escalation wait time between contacts will be taken from sequencing wait time from the incident or notification template. • Notification de-duplication will always occur
15	Notifications >	Advanced Escalation and Scheduling
*	Contacts/Assets 🗸	• Set advanced escalation rules for your calendar • Notification de-duplication will only occur within a specific staffing layer
- -¥	Default Options	Default escalation time to next layer: 10 minute(s) ~
<u>~</u>	Contact Record Types	
*	Contact Upload Mapping	Send a calendar reminder via email
	Contact Integration	$1 d_{av(s)} \neq prior to the start of a shift$
	Asset Types	Allow contacts to opt out of reminders
	Asset Upload Mapping	Enable schedule self-service for availability and replacement
	Asset Association	
	Additional Information	Save

- 3. Specify the time in hours or days prior to the start of the shift for which the reminder will be sent. The minimum time allowed to be set is 1 hour.
- 4. Specify whether you want to allow your contacts to be able to opt out of the reminders. By default, contacts can opt out of reminders from the Member Portal.
- 5. Click Save.
- 6. Time configured at the Organization level applies to all Calendars and layers where the On-Call Reminder has been enabled.
- 7. Disabling On-Call Reminder in an Organization wipes out all On-Call Reminder configurations made for Calendars and layers.
- Every half hour, the system scans for the next reminder to be sent. Reminders are sent in a window of +/- 15 minutes of the scheduled time specified.
 - For example, the administrator set the reminder time to 1-hour before the start of the shift, and the shift starts at 8:00 AM. The reminder is sent between 6:45 AM and 7:15 AM (+/- 15 minutes from 1 hour before start of the shift).

Configuring On-Call Reminder for a Specific Calendar

Enabling the On-Call Reminder feature at the Organization level will allow you to configure On-call reminder for each individual Calendar. By default, none of the Calendars are configured to receive On-Call Reminders.

- Turning **on** On-Call Reminder for a specific Calendar will apply to all Staffing layers in the Calendar.
- Turning **off** On-Call Reminder for a specific Calendar will wipe out any on-call reminder configuration made for layers within that Calendar.

NOTE: If On-Call Reminder is not enabled at the Organization level, the option will appear in the Calendar, but will be grayed out (not selectable).

To configure On-Call Reminder for a specific Calendar:

- 1. Navigate to **Contacts** > **Scheduling**.
- 2. Create a new Calendar or edit an existing one.
- 3. Under Calendar Details, select the checkbox: Send an email reminder before a scheduled shift.
- 4. Click Save.

Configuring On-Call Reminder for a Specific Layer

When On-Call Reminder is turned on for a Calendar, it applies to all staffing layers within this Calendar.

Each staffing layer can be configured individually, and On-Call Reminder can be turned off for a specific layer.

- If On-Call Reminder is not turned at the Organization level, the option will not be displayed in the layer.
- If On-Call Reminder is turned on at the Organization level, but not at the Calendar level, the option will be displayed but disabled in the layer.
- If On-Call Reminder is turned on at the Calendar level, the option is displayed and enabled in the layer.

To configure On-Call Reminder for a specific layer:

- 1. Create a new layer or edit an existing layer.
- 2. Clear the checkbox: **Send an email reminder before a scheduled shift** to turn off On-Call Reminder for the on-call staff of that specific layer.
- 3. Click Save.

Once the On-call Reminder has been turned off, it can be turned back on at any time.

Turning Off On-Call Reminders

When turning **off** On-Call Reminder for a Calendar, it wipes out all settings made for any layers within that Calendar. No further reminders are scheduled to be sent to on-call staff.

When disabling On-Call Reminder for an Organization, it wipes out all settings made for any Calendar and layers within the Organization. No further reminders are scheduled to be sent to on-call staff.



Opting Out of On-Call Reminders

Administrators can allow contacts to opt out from On-Call Reminders. This is an Organization setting and applies to all contacts in the Organization. When allowed, contacts will be able to opt out from the Member Portal.

To allow contacts to opt out from On-Call Reminders:

- 1. Navigate to **On Call Schedule** > **My Schedule**.
- 2. To opt out, clear the Reminders checkbox.
- 3. To opt in, select the **Reminders** checkbox. If opt-out has been restricted for the Organization, the checkbox is selected, but grayed out.

Auditing On-Call Reminders

On-Call Reminders configuration changes for layers and Calendars are displayed in **Scheduling > Admin > Audit log > Scheduling Audit**. It records per Calendar and per layer when and by whom the On-Call Reminder has been turned on or off.

If the On-Call Reminder feature has been disabled for the Organization, a specific item is recorded in the audit log that applies to all Calendars.

On-Call Reminder sending activity is recorded in **Scheduling > Admin > Audit log > Reminder Activity**. It records the reminder sending success/failure per Calendar and layer, along with the time sent. You can further filter by recipients and status.



About the Audit Log

All changes made to a schedule and on-call reminder activity are recorded and displayed in the **Audit Log**.

To use the Audit Log:

- 1. In the **Calendar Main** view, select your Calendar.
- 2. Select Audit Log in the action menu of the Calendar.

It opens the audit log and filters all information for the specific selected Calendar.

Alternatively, you can:

- 1. Select Contacts > Scheduling > Admin > Audit Logs.
- 2. Select the **Date Range** for which you want to run your audit as well as the Calendar, then select **Search**. By default, it displays the past six months and



SCHEDULING USER GUIDE

all Calendars.

\checkmark						« 🚨 😡	C Everbridge 360™ 🧔
» ♠	Contact List Uploads	Upload Dynamic Locations	Travel Connector and AF	PI Logs Groups R	ules Deleted Contacts	Scheduling	Ø
c R o	Calendars Staff Sc	hedules Day View Or	n Call Now Admin				Time Zone America/Los_Angeles
	Admin 🗸	Audit Logs					0
4*	Staff Count	0					
9	Audit Logs	> SEARCH					
ę	Unavailability	Scheduling Audit Reminde	r Activity				
a.							0
*		Time -	Action	Item	Description		Done by
*		A 14 2025 16:40:19 DDT	Descellability serviced	Deutine On Oall	University from Are 14 2025 00	00 DDT to Are 15 2025	
┢╴		Apr 14, 2025 16:49:16 PD1	Unavailability removed	Daytime on-call	00:00 PDT removed for Lemuel Aar	not	
¢		Apr 14, 2025 16:49:11 PDT	Staff made unavailable	Daytime On-Call	Lemuel Aamot unavailable from Ap Apr 15, 2025 00:00 PDT with no rep	or 14, 2025 00:00 PDT to placement	
		Apr 14, 2025 14:31:16 PDT	Calendar updated	Daytime On-Call	Made active		
		Apr 14, 2025 14:27:21 PDT	Calendar updated	Daytime On-Call	Made inactive		
		Apr 11, 2025 14:18:41 PDT	Shift created	Night Shift : Monday	Shift period: Apr 11, 2025 - N Shift type: Days of the wee Linked groups: None Shift sequencing: Disabled Override shift: Override shift: No Schedule: Days Mon, Tue, Wed, 15.00 - 2: Thu (America	o end date k 3:00 /Los_Angeles)	
		Apr 11, 2025 13:36:18 PDT	Calendar updated	Night Shift	"United States" holiday calendars a	dded	
		Apr 11, 2025 13:35:57 PDT	Calendar created	Night Shift	Description: Staffing schedul Active: No Published: No Email reminder: Disabled Holiday None calendars: Email Disabled notification:	e for overnight shifts.	
		Mar 19, 2025 14:01:41 PDT	Calendar created	Test	Description: None Active: No Published: No Email reminder: Disabled Holiday None calendars: Email Disabled notification:		
		Dec 19, 2024 14:24:09 PST	Shift deleted	Calendar 1 : Shift 1			
		Dec 19, 2024 14:24:09 PST	Calendar deleted	Calendar 1			
				Page 1	of 8 🗭 🖬 10 🗸		View 1 - 10 of 80

Reminder Activity

All the records for reminder sending success/failure per calendar and layers, along with the time sent, are displayed under the **Reminder Activity** subtab. You can further filter by recipients and status to narrow your results.

Contacts Uploads	Groups Rules Deleted Contacts Scheduling		Ø
Calendars Staff Sc	chedules Day View On Call Now Admin		Time Zone America/Los_Angeles
Admin 🗸	Audit Logs		Ø
Staff Count			
Audit Logs	> SEARCH		
Unavailability	Scheduling Audit Reminder Activity		Ø
	Viewing: All statuses V Recipient: Select a contact	Clear Filters	
	<u>Time Sent</u> ← Calendar	Status Recipients	
	Feb 2, 2021 09:00:0 U2	Failure: Please review your configurations or contact your	
		administrator	
	Feb 2, 2021 09:00:0 U2	Failure: Please review	
		contact your	
		administrator	
	Feb 1, 2021 09:00:0 U2 : S22 : S1	Success 🖂 Shawna Aadland	
	Jan 31, 2021 09:00: U2 : S22 : S1	Success 🖂 Shawna Aadland	
	Jan 30, 2021 09:00: U2 : S22 : S1	Success 🖂 Shawna Aadland	
	Jan 29, 2021 09:00: U2 : S22 : S1	Success 🖂 Shawna Aadland	
	Jan 28, 2021 09:00: U2 : S22 : S1	Success 🖂 Shawna Aadland	
	Jan 27, 2021 09:00: U2 : S22 : S1	Success 🖂 Shawna Aadland	
	Jan 26, 2021 09:00: U2 : S22 : S1	Success 🖂 Shawna Aadland	
	Jan 25, 2021 09:00: U2 : S22 : S1	Success 🖂 Shawna Aadland	
		Page 1 of 1 10 v	View 1 - 10 of 10



Scheduling Audit

Any changes made to a Calendar, shift, or layer are recorded under the **Scheduling Audit** tab. It records:

- **Time** The time the change was made.
- Action The action performed.
 - The item changed in the schedule or setting changed that will affect the schedule.
 - For Schedule items, the format is the following: Calendar:Shift:Layer.
- **Description** A description of the change.
- Done By Who performed the change.



Notify a Group Linked to a Calendar

Linking a group to a Calendar allows you to send a Notification to on-call staff of the linked Calendar. If there are no on-call contacts on the linked Calendar, the Notification is sent to all contacts in the selected group.

Link a Group to a Calendar

To link a group to a Calendar:

- 1. Navigate to **Contacts** > **Groups**.
- 2. In the Linked Calendar drop-down menu, select a Calendar.
 - Only an active Calendar can be selected.
 - There can be only one Calendar linked to a specific group.
 - There can be more than one group linked to the same Calendar.
 - If the Calendar is active, a link is displayed.

Unlink a Group from a Calendar

To unlink a group from a Calendar:

- 1. Navigate to **Contacts** > **Groups**.
- 2. In the Linked Calendar drop-down menu, select the Calendar.
- 3. Click the X button that appears when hovering the cursor over the chosen Calendar.

[≪] everbridge ⁻ «		» ▲ Pfieffer University (Organization Admin) • Ø C Everbridge 360 [™] ☉
A Home	Contact List Uploads Groups Rules	Deleted Contacts Scheduling
😰 Situational Awareness	Group Name or Descript	Faculty 🖉 🖬
Communications	Drag Groups to rearrange	May 28, 2024 15:34:08 PDT,
① Crisis Management	💠 🗖 🖿 All Contact Groups (Total Groups: 27)	
♥ Contacts + Assets	 An contact groups (rotar groups, 27) 	Description: The faculty group includes all teaching staff at the north, central, west and east region campus.
Contacts	∷ ⊕ Ch Staff 5 🖀	2000 characters
Reports + Analytics	🗄 主 Ch Students 5 營	Linked Calendar. Night Shift Staffing
Settings		✓ Add a sequence. ●
		Move Remove V Add Contact V First Name C Last Name Q Reset
		Seque First Name M.I. Last Name External ID Record Type
		□
		□
	۲	□
	🖀 = Subgroup 🔹 = Sequenced Group	□

4. A confirmation modal will appear, warning that unlinking the group from the Calendar can't be undone. To proceed, click **Confirm**.



5. The group is unlinked from the Calendar.

Target Linked Group in a Notification

To target a group linked to a Calendar as part of a Notification:

- 1. Select Incident > Templates.
- 2. Select and edit your template.
- 3. From the **Contacts** tab, select **Groups**, then select your targeted group.
- 4. Select Send to linked Calendar for all selected groups in the Sending options.

When a Notification or Incident Notification targeting a group is sent, each selected group is checked for a linked Calendar before broadcasting so that the Notification is sent to the on-call contacts on the linked Calendar. If there are no on-call contacts on the linked Calendar, the Notification is sent to all contacts in the selected group. If the group is sequenced, the sequence is honored.



Notify On-Call Staff Using Rules

When you send a Notification, you can apply a rule based on the characteristics of the contact that will receive the message. Rules can be added to Name, Location, Delivery Method, and the other contact data fields.

Rules are a dynamic way of selecting contacts using multiple filters based on their contact information, such as Name and Address, Calendar, or Additional Information that is custom to your Organization.

If the data content for a contact record is current, then the rule is up-to-date whenever you send a notification. You do not have to "maintain" the list.

Create Notification Target Rule

To create a rule to be used as a notification target:

- 1. Navigate to **Contacts** > **Rules**.
- 2. Select **Add** to create a new rule.
- 3. Specify a Rule Name.
- 4. Select Calendar as a filter criterion and the targeted Calendar.
- 5. Specify the shift you want to target.
- 6. Add any additional filter criteria you want.

Target Rules in a Notification

To target a rule as part of a notification:

- 1. Select Incident > Templates.
- 2. Select and Edit your template.
- 3. From the **Contacts** tab, select **Rules**, then select your targeted Rule.