

Everbridge University User Guide

Everbridge Suite April 2025



Everbridge Suite 2025 Printed in the USA

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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.

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Introduction

Everbridge University (EBU) is a comprehensive, 24/7 self-service resource that will train you to leverage Everbridge solutions effectively. Our goal is to save you time and frustration while ensuring that you and your team have the skills necessary to take full advantage of our software offerings.

Our curriculum is tailored to your needs and includes role-based training, certification paths, interactive courses, assessments, best practices webinars, and micro-learning videos. With our resources, you'll gain a deep understanding of how to use Everbridge to its fullest potential, ensuring your organization is always prepared to respond to critical events.



Getting Started

Everbridge University is accessible to any registered users via the Manager Portal. Simply click the question mark icon in the top navigation bar from any location within the application, and select **Everbridge University** from the **Help & Support** drop-down menu.

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Dashboard Universe Notificat	ions 🗸 🛛 ITA 🗸	Critical Events 🗸 Ir	icidents 🗸 Contacts 🗸 Re	ports Se	ettings 🗸	HELP &	SUPPORT		
						Online Hel	,		6
ACTIVE NOTIFICATIONS	=	OPEN INCIDENTS		≡	Manage Widgets	Everbridge	University		secor
0			12		CONTACT SEARCH	Everbridge	Support Cent	er	=
No active Notifications		Incident Name	Last Modified		Contact Full Phone Nun	nber	Sear	ch	
View all		IT Outage	May 02, 2023 16:08:01 PDT						
		IT Outage	May 02, 2023 15:36:28 PDT						
CONTACTS	≡	IT Outage	May 02, 2023 15:32:41 PDT						
		IT Outage	May 02, 2023 15:31:33 PDT						
2571		IT Outage	May 02, 2023 15:29:18 PDT						
			1-5 of 13 View all						
Reco	rd Type								
Co	ntractors (565)	QUICK LAUNCH		≡					
Pare Ver	tners (89) Idors (25)								
Co	nsultants (17)	New Notificat	ion - New Incident						
Contacts Groups Rules		New Conta	uct Upload Contact	5					



Everbridge University Dashboard

The Dashboard serves as the landing page for users accessing Everbridge University. It's comprised of three main areas:

- Scrolling Billboard
- Certificate Curriculum
- University Menu





Scrolling Billboard

The **Scrolling Billboard** highlights our top learning paths and offers a shortcut to valuable learning resources. Here are some key features accessible through the Billboard:

- 1. **Role-Based Training** Gain access to specialized training modules tailored to specific roles.
- 2. **Everbridge University YouTube** Explore our YouTube channel for bite-sized educational videos and tutorials.
- 3. **New Client Onboarding** Get assistance and guidance for new clients joining Everbridge.
- 4. Learning Content Index Quickly locate and access our comprehensive collection of learning materials.
- 5. **New Training Announcements** Stay informed about upcoming training sessions and courses.



NOTE: Displayed content may change periodically with user trends and product updates.

Certifications

Everbridge Certifications are specifically designed to validate your proficiency in utilizing the various components of Everbridge. Each Certification Curriculum comprises interactive courses and a final exam to assess your knowledge.

Upon successfully completing the Everbridge Certification Exams, you will be awarded a Certificate, which will be added to your transcript. Additionally, you will receive a Digital Certification Badge via email the following day, allowing you to share your accomplishment on social media platforms like Facebook, LinkedIn, and Twitter.



The following Certifications are accessible by clicking their associated tiles from the Dashboard. Users with Everbridge accounts based in **Europe** should refer to the links found in the **.EU Stack** section, while everyone else should use those found under the **.NET Stack** section below.

.NET Stack

- Incident Communications Administrator Certification
- Incident Communications Operator Certification
- IT Alerting Administrator Certification
- IT Alerting Operator Certification
- Mass Notification Message Sender Certification
- <u>Visual Command Center Operator Certification</u>

.EU Stack

- Incident Communications Administrator Certification
- Incident Communications Operator Certification
- IT Alerting Administrator Certification
- IT Alerting Operator Certification
- Mass Notification Message Sender Certification
- <u>Visual Command Center Operator Certification</u>

University Menus

There are two menus accessible from the Dashboard: the **Top Navigation Bar** and the **Tile Menu**.

Top Navigation Bar

The Top Navigation Bar consists of the following items:

- Search
- Messages
- Profile
- Hamburger Menu



- Clicking on the Hamburger Menu opens an additional sidebar submenu, which is broken out into:
- Profile
- Dashboard (closes the sidebar menu)
- Course Catalog
- My Courses
- My Transcript
- Choose Your Language
- Log Off





Tile Menu

A tile-based menu can be found at the bottom of the Dashboard, which offers a quick navigation option to the following areas:

- Course Catalog
- My Courses
- Resume
- My Transcript
- EBU Messages





User Profile

The User Profile section can be accessed by clicking on the Profile button in the Top Navigation Bar.



The User Profile section provides important user information and is divided into three tabs:

- Profile
- Messages
- Activity

Profile

All of your personally identifiable information can be found on the **Profile** tab, including:

- Name (First, Middle, Last)
- Username
- Email
- Job Title

Everbridge University		९ 🛚 🔗 🗮
PROFILE		
Profile Messages	My Activity	
	Profile Information	
	First Name Sarah	
	Middle Name	
Sarah	Last Name	
sarah.: @everbridge Email sarah.: @everbridge	Username sarah. @everbridge.com	
Department Customer Learning Univer	Email sarah. @everbridge.com	
	Job Title Tech Writer II	
EN EN		٨



Messages

The Messages tab allows you to access your inbox, which is divided into **Priority Messages** and **System Messages** subtabs. These messages include Course Due Dates, Course Reminders, and Direct Messages.

You can open messages from here, or mark them all as read.

Everbridge University	Q 📼	• � ≡
MESSAGES		
Profile Messages	My Activity	
Sarah	Priority Messages System Messages Mail Image: System Messages System Messages Mail Image: System Messages Image: System Messages Mail Image: System Messages Image: System Messages Mail Image: System Messages Image: System Messages Mail Image: System Completed RedSy Incident Communication Integration Training System Completed RedSy Incident Communication Integration Training Image: System Completed RedSy Incident Communication Integration Training System Completed RedSy Incident Communication Integration Training Image: System Completed RedSy Incident Communication Integration Training System Completed RedSy Incident Communication Integration Training Image: System Completed RedSy Incident Communication Integration Training System Completed RedSy Incident Communication Integration Training Image: System Completed RedSy Incident Communication Integration Integration Training Thou course can be acces System Completed RedSy Incident Communication Integration Training Thou course can be acces	nrk all messages as read May 5, 2023 May 5, 2023 May 4, 2023
Username sarah @everbridge Email sarah @everbridge	Wo have been enrolled in Resident Connection - United States in ManageBridge Mobile App H Sarah , Please be advided that you have been enrolled in the following online course: Resident Connection - United States in ManageBridge Mobile App Your course	February 21, 2023
Department Customer Learning Univer		

My Activity

The My Activity subtab shows all of your activity within Everbridge University, including enrollments, unenrollments, and course completions. Click the header of the **Date** column to reorder the list from oldest messages to newest.



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MY A	CTIVITY					
Profile	Messages	My Activity				
		Type Summary			Date 🕶	
		Enrolled in Configuring Notification Settings			2 days ago	
		Enrolled in Sending & Scheduling Notifications			2 days ago	
C	3	Enrolled in Mass Notification Message Sender Certification Exam			2 days ago	
Sarah		Enrolled in Assessing Delivered Notifications			2 days ago	
Username		Enrolled in Selecting Contacts			2 days ago	
Email	nal com	Enrolled in Creating Messages			2 days ago	
Department	lailcoin	Enrolled in Introduction to Notifications			2 days ago	
Customer Lea	arning Univer	Errolled in Message Sender Review			2 days ago	
		Errolled in Launching an Incident			2 days ago	
		Errolled in Incident Communications Operator Certification Exam			2 days ago	
		Errolled in Introduction to Incident Communications			2 days ago	
		Enrolled in Incident Review and Monitoring			2 days ago	
		Enrolled in Incident Communications Operator Certification			2 days ago	
		Enrolled in Incident Communications Administrator Certification			2 days ago	
		Enrolled in Mass Notification Message Sender Certification			2 days ago	
		Enrolled in Onboarding			2 days ago	
		Enrolled in Everbridge University Orientation			3 days ago	
		Enrolled in Introduction to the Manager Portal			3 days ago	
æ						

Update Profile Image

To update your profile image, click on it from any subtab, and choose an image from your device by clicking **Browse**.



Course Catalog

All of Everbridge University's courses and curricula can be found in the **Course Catalog**, which is accessible from both the **Top Navigation Bar** and the **Dashboard's Tile Menu**.

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COURSE CATAL	OG				
F Hide Refine Search		Trendin	9	Ŧ	
	*Everbridge Certifications				6
Show Categories	*Excellence Webinars - Best Practices				58
Course Type: E-Learning	*Getting Started				5
 Instructor Led Training Curriculum 	*Role Based Training				4
Course Bundle	Contacts				25
Course Name Search Course Name	Critical Events				1
Advanced Filtering:	Incidents				14
Select Filter 👻	ITA .				5
	Mobile Applications				8
	Notifications				15
	Publishing Options				2
	Publishing Options - IPAWS				9
	Reports				2
	Safety Connection				6
	Settings				11
	Users Access				7
	Vcc				3
	Webinar CustomerBridge				5
	Webinar Product Team				7
EN EN					A

Catalog Navigation

Refine Search

The **Refine Search** feature can be found on the left side of the screen and offers many ways to sort and find the information you need.

F Hide	Refine Search
s	how Categories
Course Type:	
E-Learning	
Instructor L	ed Training
Curriculum	-II -
Course Bun	ale
Course Name:	
Search Course	e Name
Venue Locatio	n: 区
Country	
Country	•
State/Province	
State/Province	•
City	
Search City	+
🗴 Clear Locat	ion
Venue Type:	8
Classroom	_
Virtual	
Advanced Filte	ring:

Toggle the **Show Categories** button on or off to either group or ungroup the Catalog by Categories.



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COURSE CATAL	OG							
F Hide Refine Search					Trending	1	-	
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Course Type:	*Excellence Webinars – Best	Practices						58
E-Learning	*Getting Started							
Curriculum Course Bundle	*Role Based Training							4
Course Name:	Critical Events							
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Course Name: Search Course Name	★ ★ ★ ★ (100) Enroll	★ ★ ★ ★ (82) Enroll	★ ★ ★ ★ (77) Enroll	Enroll		(248) €		
Advanced Filtering: Select Filter v				تعمیر ح	F])		
	Introduction to Creating and	Launching an Incident	Creating Variables	Introduction to Contact Management	Creating an Inci Template	dent		

You can also search for courses by name in the Search bar.

Course Name:	
Search Course Name	•



Advanced Filtering

You can apply **Advanced Filtering** by clicking the dropdown list and selecting one or more of the following filters:

- Tags
- Course Owner/Vendor
- Venue Location
- Venue Type

Tags

Tags:	×
Tags	\$
	٩
Access	-
Account Administrator	
Anvil	
Asset Management	
Best Practices	
Business Operations	-

Course Owner/Vendor





Venue Location

Venue Location:	\otimes
Country	
Country	-
State/Province	
State/Province	-
City	
Search City	•
Clear Location	

Venue Type



Hide Refine Search

If you'd like to collapse the Refine Search section to simplify your view, select **Hide Refine Search** at the top.



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	*Everbridge Certifications				6
Show Categories	*Excellence Webinars - Best Practices				58
Course Type: E-Learning	*Getting Started				5
 Instructor Led Training Curriculum 	*Role Based Training				4
Course Bundle	Contacts				25
Course Name:	Critical Events				1
Advanced Filtering:	Incidents				14
Select Filter 💌					5
	Mobile Applications				8
	Notifications				15
	Publishing Options				2
Everbridge University		Q	×	٢	=
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Sorting

Courses can be sorted by clicking on the **Sort** dropdown, which allows you to reorganize the catalog based on the following data points:

- Alphabetical
- Rating



- Newest
- Trending
- Mandatory
- Price High to Low
- Price Low to High
- Time to Complete

Sector Everbridge University					० 💌 😧	
COURSE CATA	LOG					
 bide Refine Search bide Refine Search<td>Introduction to Incident Communications E-Learning +12m ★ ★ ★ ★ (100) Erroll</td><td>Incident Communications Operator Certification Curriculum * * * * (82) Enrol</td><td>B Mass Notification Message meder Certification Curriculum * * * * * (77) Enrol</td><td>Introduction to Notifications E-Learning - 14m * * * * * (84) Enroll</td><td>Trending Alphabetical Rating Newest Trending Madadory Price High to Low Price Low to High Time to Complete Everbridge University Orientation E-Learning + 4m ★ ★ ★ \$ (248) Enroll</td><td></td>	Introduction to Incident Communications E-Learning +12m ★ ★ ★ ★ (100) Erroll	Incident Communications Operator Certification Curriculum * * * * (82) Enrol	B Mass Notification Message meder Certification Curriculum * * * * * (77) Enrol	Introduction to Notifications E-Learning - 14m * * * * * (84) Enroll	Trending Alphabetical Rating Newest Trending Madadory Price High to Low Price Low to High Time to Complete Everbridge University Orientation E-Learning + 4m ★ ★ ★ \$ (248) Enroll	
Advanced Filtering: Select Filter v	Introduction to Creating and Sending Notifications E-Learning - 13m (68)	Example an Incident E-Learning - S8m * * * * * (44)	Creating Variables E-Learning - 21m * * * * * (19)	Introduction to Contact Management E-Laming - Tim	Creating an Incident Template E-Lamming - 46m	

NOTE: Courses can also be returned by searching by difficulty level: **Fundamental Intermediate**, or **Expert**.



Learning Experience

Everbridge University offers a variety of learning options, such as:

- Whole Curricula
- Single Courses
- Exams
- Webinars
- Instructional Videos

These materials are reviewed and updated as the products evolve to ensure that users have access to the most up-to-date information.



Begin Training

To begin training:

1. Select a folder, course, or curriculum from the <u>Course Catalog</u>, which can be accessed from the bottom-left corner of the home screen.

Everbridge University		् 💌 🕑 🗮
COURSE CATAL	DG	
Hide Refine Search		Trending
	*Everbridge Certifications	0
Show Categories	*Excellence Webinars – Best Practices	58
Course Type:	*Getting Started	3
 Instructor Led Training Curriculum 	*Role Based Training	•
Course Bundle	Contacts	25
Course Name: Search Course Name	Critical Events	0
Advanced Filtering:	Incidents	14
Select Filter 👻	ITA ITA	5
	Mobile Applications	8
	Notifications	15
	Publishing Options	2

2. Select **Enroll** beneath the desired course or curriculum. Note that if you're already enrolled, the button will instead say **Start.** If you've already started the course, it'll say **Resume**.

Everbridge University					Q	\times	٢	≡
← *GETTING	STARTED							
F Hide Refine Search	Course Catalog *Getting Starter	1			Trending		-	
Show Categories Course Type: De Le-Learning De Studies Course Bundie Course Bundie Course Name Search Course Name Advanced Fittering: Select Fitter	Creating University Creating University Creating 4m ** * * * (248) Start	3 (2) Concarting Curriculum * * * * (23) Resume	Curriculur Curriculur * * * * * (112) Enroll	Current (Recorded Weblan) E-Learning - 27m * * * * * (8) Enroll	Introduction to the Portal E-Learning - 8m * * * * * * Start	(190)		

A green confirmation message will appear in the bottom-right corner of the screen to confirm that you've been successfully enrolled.

- 3. Click the **Start** button beneath the selected course. You'll land on the **Course Content** page, which provides a description of the course, as well as its approximate duration to complete. If this course is part of any larger curricula, they'll be notated at the top of the page.
- 4. Click **Start** again on the **Course Content** page to begin. The course will open in a new window or tab.





Resume Training

Progress can be tracked and training can be resumed from multiple places within Everbridge University:

• **My Courses** - Displays all of your **Enrolled**, **In Progress**, and **Completed** training. Click the **Resume** button on the relevant training to continue. Additional filters also are available.

Everbridge University					Q 💌	: ■
• *GETTING	STARTED					
F Hide Refine Search	Course Catalog *Getting Starte	ı			Trending	· III
Store Categories Description Examina Examina Enversion Enversion Caronalum Evanta Evanta	Control of the second s	Constant 20 Constant * * * * (23) Resume	Concursor Concur	Crethridge University Power User (Recorded Webhar) E-tampo - 27m * * * * (8) Erroll	Welcome to Customer Support E-Learning 14th E-Terroll	0
	Introduction to the Manager Portal E-Learning - 8m					

• My Transcripts - Shows your transcript as a list. On the right side, select Start or Resume to continue your progress.

Verbridge University					Q		•
TRANSCRIPT FOR SARAH							Print Transcript
ourses							
 Username: Email Address: Department: Customer Li Credits: 0 	sarning Universe						
Courses	Status A	Score N	Foroliment Date	Completion Date >	Credits >		
Assessing Delivered Notifications	In Progress		July 18, 2023 11:35 AM			Γ	Resume
Configuring Notification Settings	Not Started		July 18, 2023 11:35 AM				Start
Creating Messages	Not Started		July 18, 2023 11:35 AM				Start
Everbridge University Orientation	Not Started		July 18, 2023 11:12 AM				Start
Incident Communications Administrator Certification	In Progress		July 18, 2023 11:34 AM				View
Incident Communications Operator Certification	In Progress		July 18, 2023 11:34 AM				View
Incident Communications Operator Certification Exam	Not Started		July 18, 2023 11:35 AM				Start
Incident Review and Monitoring	Not Started		July 18, 2023 11:35 AM				Start
		Load m	ore				8 / 18
'imes Displayed in (UTC-07:00) PDT (America/Los_Angeles)							
€ EN							

• **Resume button on the Dashboard** - Takes you to your in-progress Course, Curriculum, or Exam. Choose either **Start** or **Resume** to continue your





Review Completed Training

Your full training history, grades, and certifications can be reviewed by clicking the hamburger menu in the top navigation bar, and then selecting **My Transcript**.



My Transcript can also be accessed from the bottom of the Everbridge University Dashboard.



My Transcript

The My Transcript page is broken down into the following sections:



- 1. User Information
 - Username
 - Email Address
 - Department
 - Credits
- 2. Badges
- 3. Certificates
 - Valid From
 - Expiration Date
 - View/Download
- 4. Competencies
 - Level
 - Earned Date
- 5. Courses
 - Status
 - Score
 - Enrollment Date
 - Completion Date
 - Credits
 - View/Resume

The transcript can be printed by clicking **Print Transcript** at the top of the page.

Everbridge University					م	∞ ⊕ ≡
TRANSCRIPT FOR SARAH						Print Transcript
Badges Certificates Competencies Courses						
Username: sanh Oral Address: Sanh Oral Address: Sanh Oral Address: Sanh Oral Street: Customer Learning Un Oradis: 0	iverse					
Badges						
certificates					Realize a	O CONCERNING HIPPIN
Incident Communications Administrator Certification				September 21, 2022	Lipres F	Download
Incident Communications Operator Certification				August 31, 2022		Download
Mass Notification Message Sender Certification				September 2, 2022		Download
Competencies						
Competence Title .					Level a	Earned Date a
Contact Tracing Badge Access Badge					Level 1	September 15, 2022 10-89 AM
Safety Connection: Contact Tracing Badge					Level 1	September 15, 2022 10:05 AM
Safety Connection. Mobile Application Badge					Level 1	September 7, 2022 5/32 PM
Safety Connection: Travel Integration Badge					Level 1	September 7, 2022 4:31 PM
Courses						
Course Title .	Status +	Score >	Enrollment Date >	Completion Date +	Credits +	
(BP) Everbridge Suite and VCC SaaS Workflow	Complete		August 31, 2022 2:05 PM	August 31, 2022 2:27 PM		View
(DP) IFWIS Fundamentals	In Progress		September 22, 2022 9:58 AM			Resume
(DP) IPUUS Messaging	Not Started		September 22, 2022 9:58 AM			Start
(BP) User Access and Rules	In Progress		September 22, 2022 10:50 AM			Resume



Support Options

If you have any questions about Everbridge University or need assistance, you can contact **support@everbridge.com**.

Self-Service Resources

Everbridge also offers several self-service learning resources within the Manager Portal to help you quickly find the answers you need.

Everbridge S	uite								Pfieffer University (Organiz	ation Admin) 🗸		*	?	Logout
Dashboard	Universe	Notifications 🗸	Critical Events 🗸	Incidents 🗸	Contacts 🗸	Reports	Settings 🗸	Acces	s v	HELP & S	UPPO	RT		
CONTACTS			Ξ	QUICK LAUN	сн			Ξ	Manage Widgets	Online Help Everbridge V Everbridge S	Jniversi Support	ty Center	s	econds
	2:	Record State	rd Type dents (1962) ff (535) with (73)	New N	otification -	Uplo	ad Contacts			O No open incident: View all	\$			
CONTACT SEA	Contacts	Groups Rules							ACTIVE NOTIFICATION	NS O o active Notificatio	ins			=
Contact Full P	hone Number	Se	earch							View all				

Online Help

Our **Online Help** directory can be accessed from the **Help & Support Menu** and is broken into both role-based and product-based sections. The search feature offers a quick way to find the information you need, and the full table of contents can be browsed in the collapsible sidebar to the left.



Everbrid	dge Su	ite	Q
Contents		•	ロ Favorites
Online Help Welcome Page	ĺ	Home: Everbridge Suite User Roles / Organization Administrator / Create Users	
Everbridge Suite User Roles		Create Users	
Account Administrator	>		
Organization Administrator		Administrators can add, edit, and delete users for Organization. For example, you can add a user to Organization that you In this Topic	
System Overview	>	want to serve as an Administrator and then assign them that role, for can also create users and then assign those users different roles within the Organization. • Add a User	
Create Users		Only an Account Administrator can add, edit, or delete users for an account on the Account level. The Account Administrator can add, edit, or delete users for an account on the Account level. The Account Administrator can add User to Exist	ng Contact
Manage Users		access all functionality available at the Account level and at the Organization level.	
Upload and Download U	Jsers	Add a User	
Assign roles			
Configure Roles		To add a user to an Organization:	
Data Privacy Policy		 Either, login as an Account Administrator and navigate to the User tab or login as an Organization Administrator and navigate to the Acress tab and click Heers 	
Data i fivacy i olicy		2. Click Add User. The Add User page appears.	
How to Configure an	>	3. Enter the required information in the fields of the General Information section.	
organization		4. To configure Single Sign-On (SSO) functionality, type the user's SSO User ID in the SSO User ID field. For more	
Who are Contacts	>	5 To link the new user to an existing contact follow the directions in the procedure Add user to existing contact	
Member Portal Settings	>	6. Select Yes or No on the toggle to grant the user access to <u>Everbridge University</u> .	
		7. Select Yes or No on the toggle to grant API access to the user.	
Notifications Overview	>	8. In the Role Information section, select the level for the role from the drop-down list: Account Level or Organization	
What is Incident	>	from the drop down list	
Communications?		9. Select the Role for this user from the menu.	
Reports	>	10. Click New Role to add it.	
la sidente A desisistentes		11. Click Save. The new user is now on the list of users. If no role was assigned, then a popup warning will appear asking	
Incident Administrator	>	you to confirm that this was intentional before saving the user.	
Group Manager	>	* Time Zone (GMT 11 2004bas Time)(P=4-31-3	
Data Manager	>	Sto User ID A Saving User without a Role Users without a role cannot opin. It's strongly	
Mass Notification Operator	>	*Detrifuige University Access Required:	
	-	API Access Cancel Got R, I still want to save	

Support Center

Visit the <u>Support Center</u> via the Help & Support menu to peruse our extensive Knowledge Base, user guides, FAQs, service advisories, release notes, installation/ integration resources, and more.





Everbridge University YouTube Channel

The <u>Everbridge University YouTube Channel</u> offers short, action-based video tutorials for a growing number of topics, such as Notifications or Incident management.



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Incident Management	Play all			

Frequently Asked Questions

Q: What browsers are recommended when using Everbridge University?

A: Google Chrome and Mozilla Firefox.

Q: My course isn't loading. How can I fix it?

A: There are a few different troubleshooting steps you can take:

- Enable pop-ups in your browser settings.
- Clear your cache and cookies.
- Temporarily disable your browser extensions.