

Everbridge Community User Guide

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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.

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Introduction

The **Everbridge Community** serves as a central portal for residents or citizens to access and manage their Open Member Portal profiles in one streamlined interface, removing the need to log in and manage each Organization's profile individually.

	н	ome
Welcome, Sarah		
My Organizations 3		Q Search
C Comer Inc.	P Pfieffer University	T Tower Global
	+ Add C	Irganizations
	Welcome, Sarah My Organizations 3 C Comer Inc.	H Welcome, Sarah C Comer Inc. P Pfieffer University + Add C

The Everbridge Community is optimized for both desktop and mobile browsing, allowing members to manage their profiles and check Notifications on the go.



× v Everbridge Public User P public.everbridge.net	< :
Veverbridge	=
Welcome, Sarah	
My Organizations	3
C Comer Inc.	
P Pfieffer University	
T Tower Global	
+ Add Organizations	
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Everbridge Community Profiles

Creating an Everbridge Community Profile

Members can create their Everbridge Community Profile from the sign in page. To create a profile:

- 1. Navigate to the <u>Everbridge Community</u> login page.
- 2. Click Sign Up.





3. The **Sign Up** page will appear. Enter your email address, complete the captcha, and click **Sign Up**.

Yeverbridge	Sign In
Veverbridge [®]	
Sign Up	
Create your Everbridge profile	
Email	
I'm not a robot	
Sign Up	
Don't have an email? Use a Phone Number	

• Alternatively, you can also register with the phone number instead by clicking **Use a Phone Number** at the bottom of the page.

™everbridge si	gn In
Veverbridge [*]	
Sign Up	
Create your Everbridge profile	
Mobile Phone	
I'm not a robot	
Sign Up	
By sharing your Mobile Phone, you are consenting to receive a one-time passode via SMS to your mobile device from Everbridge and argete to our <u>Terms and Conditions</u> and our <u>Physics/Relicy</u> . Message and data rates may apply	
Don't have a Phone Number? Use an Email	

4. A six-character verification code will be sent to the registered email address or phone number. Enter the code on the **Verify Your Account** page and click

Next

✓everbridge
← Verify your account
We sent a verification code to the e-mail address
or phone number you provided. Learn More
Didn't receive your code? Resend Code(56s)
Next

5. Once the account has been verified, the **Add Your Information** page will appear.

· ·	√everbridge:	
	← Add your information	
	First Name	
	Last Name	
	Email Address	0
	₩ v Mobile Phone	
	Home Postal Code	
	Check the box to indicate that you understand and agree to the Everbridge Terms of Use, and the verbridge Global Privacy Notice.	he
	Create Account	

Enter the following details:

- First Name
- Last Name
- Email Address (if not already provided)Phone Number (if not already provided)
- Home Postal Code

6. Review the Terms and Conditions and click the checkbox to accept them.



7. <u>Click Create Account</u>. A confirmation message will appear.



8. Click Sign In to be rerouted to the sign in page.

Signing In to Everbridge Community

There are three different ways to sign in to the Everbridge Community:

- Email Address
- Phone Number
- Passkey

√everbridge	Sign Up
Sign In	
Sign in to your Everbridge prome	
Sign in	
or Continue with Passkey	
Don't have an email? Use a Phone Number	

For instructions on setting up a passkey, see <u>Security</u>

Adding Organizations

Once the Everbride Community account has been created, Organizations can be added for ease of unified access. The simplest way to add Organizations is using the Automatic Linking feature, but individual Organizations can also be manually added as needed. For more on linking, see <u>Link Existing Accounts</u>.

To manually add Organizations:

1. From the Home page, click Add Organizations.

~	Home	
	Welcome, Sarah	
	My Organizations 0 Q Search	
	+ Add Organizations	
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2. Search for an Organization by name or ZIP code, then click it from the list once it's been populated. Note that only Organizations with Public Member



Portals will be available to add.

~	Add Organizations
	1 Results for "com"
۲ ۹	
¢	Add Organizations Stay informed—search by name or zip code to find and follow organizations near you. Get started now!



3. The Organization's Member Portal **Sign Up** page will appear. Fill in the requested details for each section.



EVERBRIDGE COMMUNITY USER GUIDE

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gnop		
reate Your Account		
All fields marked with * are required.		
· First Name *	Last Name *	
Sarah		
Apartment / Suite / Unit		
City	State / Province	
-	Please select ~	
Postal Code	Country / Region	
	United States ~	
	Verify This Address	
Contact Information		
These are your primary delivery methods. Additio	nal delivery methods may be requested in later pages.	
SMS 1		
Country / Region SMS 1 N	umber	
United States 🗸		
Phone 1		
	A transfer an	
Country / Region Phone 1	Number	
Country / Region Phone 1 United States	Number	

4. Review the **Terms of Use** and check the box to accept.

- 5. Click Create Account.
- 6. Fill in the Organization's Profile, Locations, Alert Subscriptions, and Information pages as needed. Note that each Open Member Portal page is customized by each Public Safety Organization and their business needs.

lawera				
				Language: English (United
Com	plete Profile		Profile Locations	Subscriptions Information Review
Profile	e Information			
Profile	nformation will help us customize th	e notifications we deliver to you.		
All field	s marked with * are required.			
First Na	ime *			
Sarah				
Last Na	me *			
Registr	ation Email			
Time Z	one			
(GMT	08 00) Pacific Standard Time (Ame	ica/Los_Angeles)	~	
Conta	ct Information			
	Email 1			
	Phone 1			
	Country / Region	Phone 1 Number		
	SMS 1 Country / Region	SMS 1 Number		
	United States ~			
	ттү			
	Country / Region	TTY Number		
	United States ~			
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7. Once all of the pages have been filled, check the submitted information on the **Review** page. If it all looks correct, click **Finish**.

Complete Profile Profile Profile Controm the information you've provided is accurate. After completing your registration, you will be able to edit this information at any time. My Profile (Edit) First Name: Subscriptions Email 1: Phone 1: Subscriptions (Edit) Attrisubscriptions (Edit)	nswers			
Complete Profile Review Confirm the information you've provided is accurate. After completing your registration, you will be able to edit this information at any time. My Profile (Edit) First Name: Sarah Last Name: Registration Email: Time Zone America/Los_Angeles Email 1: Phone 1: Subscriptions (Edit) Subscriptions (Edit) Inter Subscriptions (Edit)				Language: English (United
Review Confirm the information you've provided is accurate. After completing your registration, you will be able to edit this information at any time. My Profile (Edit) First Name: Sarah Last Name: Registration Email: Time Zone America/Los, Angeles Enail 1: Phone 1: Docation Information (Edit) Static Locations Home: Subscriptions (Edit)	Complete Profile	(P	rofile Locations	Subscriptions Information Review
Confirm the information you've provided is accurate. After completing your registration, you will be able to edit this information at any time. My Profile (Edit) First Name: Sarah Last Name: Registration Email: Time Zone America/Los_Angeles Email 1: Phone 1: Excettion Information (Edit) Subscriptions (Edit) Alert Subscriptions Text 2 > test2	Review			
My Profile (Edit) First Name: Statue Locations Home: Subscriptions (Edit) Altert Subscriptions Test 2 > test2	Confirm the information you've provided is accura	te. After completing your registration, you will be able to e	dit this information at any time.	
First Name: Sarah Last Name: Registration Email: Registration Email: Image: Comparison of the second of th	<u>My Profile (Edit)</u>			
Image: India Registration Registration Email: Registration Email: Time Zone America/Los_Angeles Email 1: Phone 1: Phone 1: Static Locations Home: Subscriptions (Edit) Alert Subscriptions Test 2 > test2	First Nome	Samp		
Registration Email: Time Zone America/Los_Angeles Email 1: Phone 1:	Last Name:	Saran		
Time Zone America/Los_Angeles Email 1: Phone 1: Phone 1: Image:	Registration Email:			
Email 1: Phone 1: Location Information (Edit) Static Locations Home: Subscriptions (Edit) Alert Subscriptions Test 2 > test2	Time Zone	America/Los_Angeles		
Location Information (Edit) Static Locations Home: Subscriptions (Edit) Alert Subscriptions Test 2 > test2	Email 1:			
Location Information (Edit) Static Locations Home: Subscriptions (Edit) Alert Subscriptions Test 2 > test2	Phone 1:			
Static Locations Home: Subscriptions (Edit) Alert Subscriptions Test 2 > test2	Location Information (Edit)			
Static Locations Home: Subscriptions (Edit) Alert Subscriptions Test 2 > test2				
Home: Subscriptions (Edit) Alert Subscriptions Test 2 > test2	Static Locations			
Subscriptions (Edit) Alert Subscriptions Test 2 > test2	Home:			
Subscriptions Alert Subscriptions Test 2 > test2				
Alert Subscriptions Test 2 > test2	Subscriptions (Edit)			
Alert Subscriptions Test 2 > test2				
Test 2 > test2	Alert Subscriptions			
	Test 2 > test2			
test 2	test 2			



8. The finished profile will appear. Click **Back to Everbridge Community** in the top menu bar to return to the Community.

	Hom	e Back To Everbridge Community	<u>Overview</u> <u>FAC</u>
		Language:	📕 English (United S
	<u>My Subscriptions (Edit)</u>		
arah	Alert Subscriptions		
	Test 2 > test2		
merica/Los_Angeles	test 2		
e My Account			
	arah merica/Los_Angeles e My Account	arah My Subscriptions (Edit) arah Alert Subscriptions merica/Los_Angeles Test 2 > test 2 e My Account test 2	Identity Back Lie Levelandge Community Image: Image: Image: My Subscriptions (Edit) Image: Image: Image: <

9. The newly-added Organization can now be seen and accessed from the **Home** page.

~		Home
	Welcome, Sarah	
	My Organizations 1	Q. Search
	C Comer Inc.	
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Settings

Clicking the cog icon on the menu bar opens the **Settings - My Account** page, where the following items can be configured:

- Link Existing Accounts
- Security
- Delete Account
- Profile

∽	Settings My Account	
	@everbridge.com	
	Details	
	Link Existing Accounts	•
<u>ش</u>	Security	•
م	Delete Account	•
1ĝ3	Profile	•
	Logout	

Logging Out

To log out of the Everbridge Community, click **Logout** at the bottom to return to the **Sign In** page.

Link Existing Accounts

Account Linking allows you to locate and connect your existing accounts by verifying your email address or phone number, or by signing in with your previous Member Portal login credentials. Linking can either be done automatically or manually.

~	Settings
	Account Linking
	Account Linking helps you find and link your existing accounts using your email or phone number, or by signing in with your old credentials.
	Automatic Account Linking Find and link accounts that match your email or phone number
	Manual Account Linking Sign in with your old username and password to link an account
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Automatic Account Linking

Click **Automatic Account Linking** to automatically locate accounts that match your registered email address or phone number. Once clicked, any accounts that match



×

the registered email address or phone number will appear on the Home page.

	н	ome	
Welcome, Sarah			
Organizations Linked We've automatically linked to the organizat phone or email.	ions that were linked with your		
My Organizations 4		Q Search	
C Comer Inc.	P Pfieffer University	T Tower Global	F Fenwick County
	+ Add (Organizations	

If there are no additional accounts that match your email address or phone number, once clicking **Automatic Account Linking**, a message will appear at the bottom of the page saying that no accounts were located.

We didn't find any additional accounts that match your e-mail or phone number. To find accounts that were registered under a different e-mail or phone number, update your profile, and run Automatic Account Linking again.

Manual Account Linking

Accounts can also be manually linked using the username and password associated with their Member Portal profile. To manually ink an account:

1. Click Manual Account Linking.



2. Enter your Member Portal username and password.

✓	Setti	ngs
	Manual Accor	Dunt Linking the associated accounts Learn More
	Username	
	Password	
ଜ	Log	in
Q		
\$		

3. Click Login.



Security

The **Security** settings page allows users to configure different security options for their account, such as creating passkeys.

×	Settings	
	Security	
	Manage your passkeys and secure how you sign in to your account.	
	Passkey	•
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Q		
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Passkeys

Passkeys provide a secure, password-free sign-in experience using your face, fingerprint, or other screen-lock method. They automatically sync across your connected devices and offer advanced security with built-in phishing resistance.

To add a passkey:

1. Click Passkey.

2. Click Set Up a Passkey.



3. The **Passkeys** page will appear, displaying any passkeys that currently exist for the account across all devices. Click **Register**.

~	Pass	key
	The following devices are registered under your a	ccount and may be used for passkeys. Search:
	Source A Name	♦ Delete ♦
	No data availa	ble in table
	Showing 0 to 0 of 0 entries	« < > »
ሰ	You can also register another device to use for pa	isskevs.
۹	Register	Cancel
\$\$		

4. The **Register Device** page appears. Enter a name for the device that's being registered, then click **Register**.

~	Register Device
	Assign a friendly-name to your FIDO2-enabled device and then register it with CAS for multifactor authentication. Once device registration is successfully completed, you will automatically be redirected to the next step to log in with your device.
	Device Name* Work Laptop
ଜ	Register
Q	
\$ <u>\$</u>	

5. Choose if you'd like to use a local password manager (such as Google Password Manager) to save this passkey, or another method, such as via an Apple or Android device.



Choose where to save your passkey for b2c-a	
qa1.everbridge.net	
Con Google Password Manager @everbridge.com	>
Windows Hello or external security key	>
	Cancel
	Ĩ
Windows Security	×
Windows Security Choose where to save this passkey	×
 Windows Security Choose where to save this passkey Galaxy S24 Ultra 	×
 Windows Security Choose where to save this passkey Galaxy S24 Ultra More choices 	×
 Windows Security Choose where to save this passkey Galaxy S24 Ultra More choices Galaxy S24 Ultra 	×
 Windows Security Choose where to save this passkey Galaxy S24 Ultra More choices Galaxy S24 Ultra Galaxy S24 Ultra iPhone, iPad, or Android device 	×
 Windows Security Choose where to save this passkey Galaxy S24 Ultra More choices Galaxy S24 Ultra Galaxy S24 Ultra iPhone, iPad, or Android device Security key 	×

6. Follow the onscreen prompts for whatever method you chose. Note that some methods require that a verification notification be sent to the corresponding device, like for a mobile device.

7. Once the passkey has been created and verified, it'll appear on the **Passkeys** list.

	Passkey				
	The following devices are	e registered under your acco	unt and may be used for pass Search:	keys.	
	Source	Name Work Laptop	Delete Delete	\$	
<u>ශ</u> ද	Showing 1 to 1 of 1 entry You can also register and	other device to use for passk	« ‹ 1 eys.) »	
\$	Register			Cancer	

8. The passkey is now available to use when logging in. Click **Continue with Passkey** and then select the desired passkey from the list to sign in.

	Sign Up
Use a saved passkey for b2c-auth-qa1.everbridge.net	
On this device	
Google Password Manager	
On other devices	
Use a phone, tablet, or security key	
Cancel	
Sign In	
or	
Continue with Passkey	
Don't have an email? Use a Phone Number	



Delete Account

Deleting an Everbridge Community account will permanently remove your universal profile, unsubscribe you from all Organizations, and revoke any SMS opt-ins.

To delete your account:

- 1. From the **Settings** page, click **Delete Account**.
- 2. The **Delete Account** page appears. Click the **Delete Account** button.

✓	Settings	
	Delete Account	
	@everbridge.com	
	Deleting your account will permanently remove your universal profile, unsubscribe you from all organizations, and revoke any SMS opt-ins.	
ŵ	Delete Account	
Q		
\$		



3. Click Confirm and Delete.



4. The account will be deleted, and you'll be returned to the log in page.



Profile

The Profile settings page allows users to update their name and contact details.

✓		Settings	
		Profile	
		~	
	Name		•
ŵ	Contact Information		•
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Name

Click Name to update your first and last name in the Community.

~	Settings	
	← Name	
	First Name Jon	
Q	Last Name Smith	
1\$3	Save	
	_	



Contact Information

Click Contact Information to update your email address, mobile phone number, or postal code.

∽	Settings
	← Contact Information
^	Email Address
ហ	
Q	Mobile Phone +1
-	Home Postal Code 90046
	Save