Everbridge IPAWS User Guide

Everbridge Suite

Everbridge Suite
2025
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Overview 4
IPAWS Message Channels 4
Authorized Notification Senders 5
Getting Your COG Information 5
IPAWS as a Publishing Option 5
LIVE or TEST Environment 6
Retrieving Messages Sent to Your COG ID 7
IPAWS Prerequisites 8
Enable IPAWS 8
Permissions 8
Digital Certificate and Keys from FEMA 8
User Training 8
Getting Started - Adding the IPAWS Certificate 9
Loading the Digital Certificate(s) 9
Getting Your COG Profile 10
Populating the SAME Codes 11
Populating the List of Agency Names 13
Setting Default Values 14
Using IPAWS Alerts 16
Sending a LIVE Message 17
Using a Notification Template 17
Reviewing the Status of Your Message 18
IPAWS Message Channels 21
Sending a WEA Message 21
Sending an EAS Message 26
Sending a Non-Weather Emergency Message (NWEM) 28
Sending a COG-to-COG (CAPEXCH) Message 28
Retrieving Messages 30
Universe Page 30
Retrieving Messages 30
Viewing Individual Messages 30
Launching a New Message 31
Send Cancel or Update for IPAWS Message 32
Incident Details Actions 32
Updating Existing Messages from Notifications 33
Canceling Existing Messages from Notifications 34
Using IPAWS Messages in Universe 36
IPAWS Alerting Best Practices 41
Verifying a Successful Send 41
Cancel or Update IPAWS Alerts from Universe 42

Overview

IPAWS (Integrated Public Alert and Warning System) is a planned multi-agency emergency public warning system in the United States, hosted by FEMA. The IPAWS channels are available to state, local, and public agencies (collectively referred to as alerting authorities) with valid Collaborative Operating Group (COG) identifiers. Alerting authorities can send messages to the public via mobile phones, radio, and television. For more information regarding the FEMA IPAWS program, visit the FEMA IPAWS website.

IPAWS Message Channels

> **IMPORTANT:** These channels are only available if they are configured for your Organization.

IPAWS allows authorized alerting authorities to send messages to multiple channels:

- **Wireless Emergency Message**—A public warning system that sends geographically-targeted text message alerts to mobile devices. WEA was previously known as CMAS (Commercial Mobile Alert System).
- **Emergency Alert System**—A public warning system used by federal, state, and local authorities to deliver important emergency information, such as AMBER alerts and weather information targeted to specific areas, through broadcast, cable, satellite, and wireline providers.
- **Non-Weather Emergency Message**—A public warning system for federal, state, and local authorities to issue localized EAS messages for non-weather related Incidents. NWEM utilizes the NOAA Weather Radio Network to disseminate alerts over local television and radio stations.

  > **NOTE:** As of the publishing date of this guide, until further notice, NWEM is not a FEMA-supported channel. For more information, contact FEMA.

- **Common Alerting Protocol (CAP) Exchange**—CAP Exchange, also known as COG-to-COG, is a private channel of the public warning system that sends targeted messages to other alerting authorities using their COG IDs.

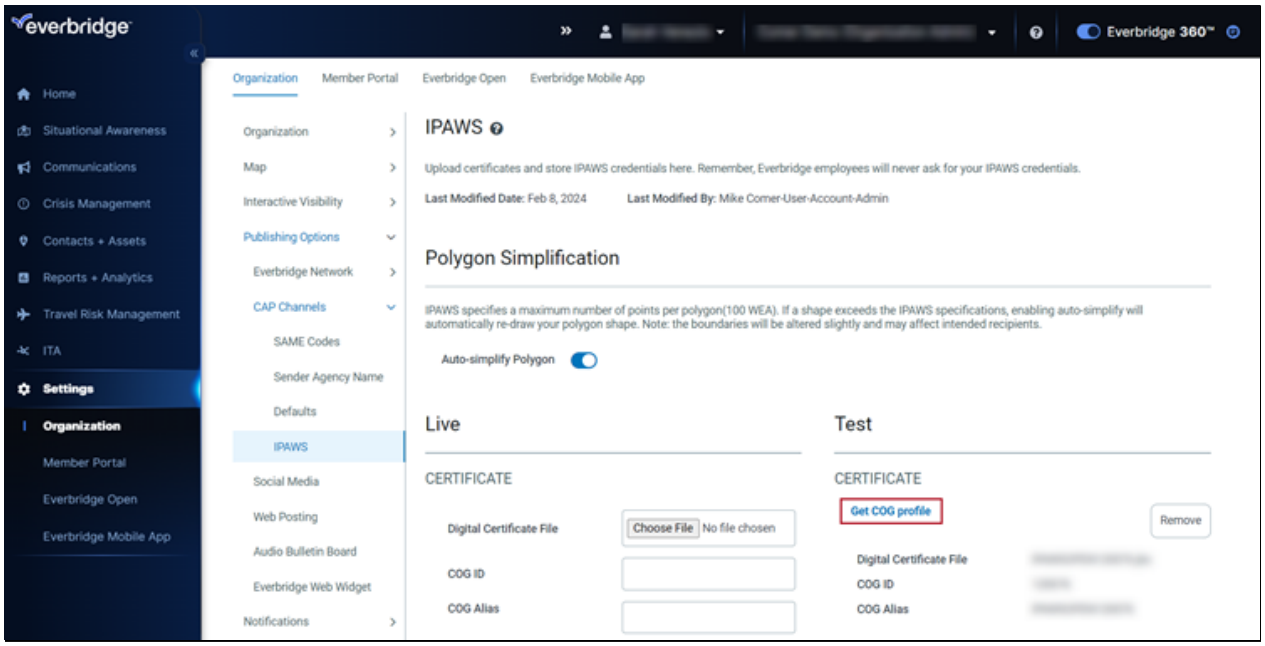
For more information, see IPAWS Message Channels.

Authorized Notification Senders

An Alerting Authority must be authorized by FEMA to send messages through IPAWS. For more information about becoming an Alerting Authority in IPAWS, visit the FEMA IPAWS website.

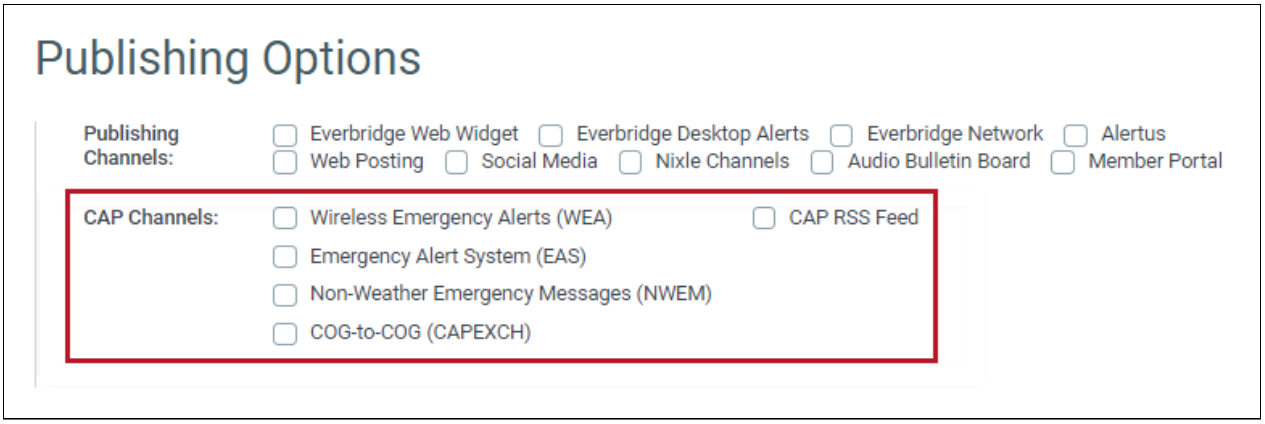
Getting Your COG Information

You can view your COG information, including permissions and authorized channels, by retrieving your detailed COG profile from IPAWS. This can be done by selecting the **Get COG Profile** link on the Certificate page and entering your **Private Key** and **Keystore** credentials.



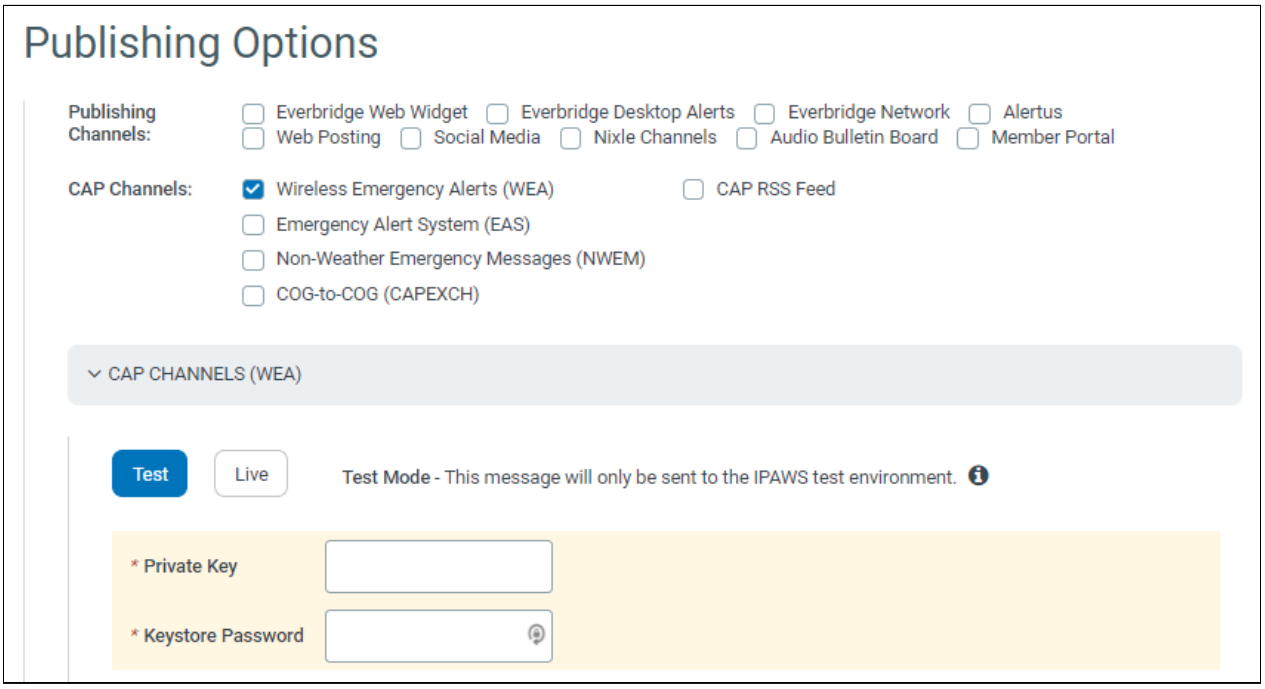
IPAWS as a Publishing Option

The Everbridge Notification tool allows Organizations to send messages to IPAWS when the feature is enabled as a Publishing Option.

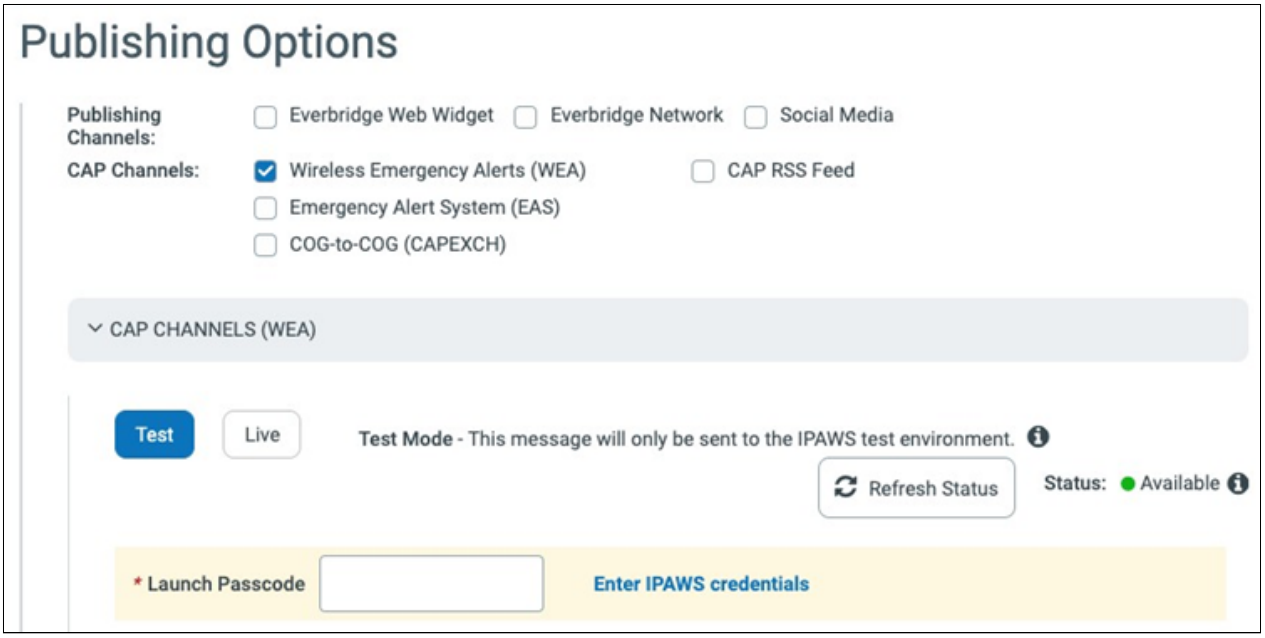


LIVE or TEST Environment

The IPAWS feature in Everbridge Suite allows you to send messages to the public (LIVE) or to the IPAWS JITC Test environment (TEST). These environments can be selected upon sending the message on the Notification form.

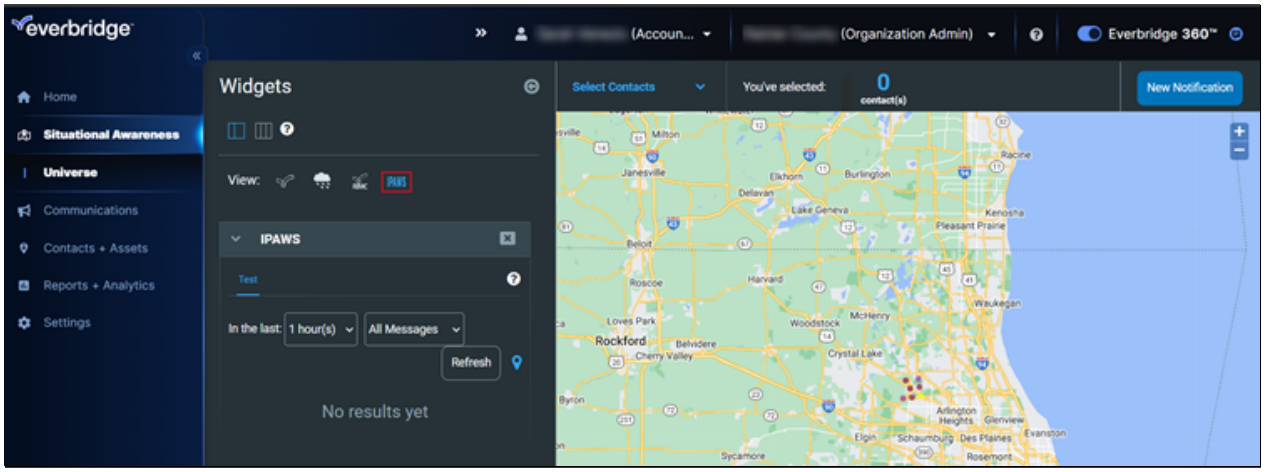


If you set your Live and/or Test Credentials in **Settings** > **Publishing Options** > **IPAWS**, you only need to enter the Launch Passcode.



Retrieving Messages Sent to Your COG ID

You can retrieve IPAWS messages sent to your COG ID or published to the IPAWS PUBLIC channel. This can be accessed from the **Universe** tab.



IPAWS Prerequisites

Enable IPAWS

To enable IPAWS for your Organization, navigate to **Settings** > **Publishing Options** > **IPAWS** > **Certificate**. Enter the FEMA-issued required credential information.

> **NOTE:** If you do not see IPAWS on the left-hand navigation pane, contact your Everbridge Account Manager.

Permissions

Everbridge offers various levels of permissions for IPAWS access:

Role	IPAWS Settings	Send IPAWS Message
Account Administrator	Has access	Has access
Organization Administrator	Has access	Has access
Group Manager	No access	Has access
Dispatcher	No access	Has access

Digital Certificate and Keys from FEMA

FEMA issues required credentials to access IPAWS. You need the following information to set up IPAWS in your Organization:

- **COG ID** - Unique Collaborative Operating Group Identifier
- **Digital Certificate** - JKS file to load into the system
- **Keys** - Consisting of a Private Key and Keystore for sending messages

User Training

Everbridge offers online training courses as well as an Everbridge IPAWS Certification program for sending IPAWS messages in Everbridge Suite. Your Organization can access this training material through Everbridge University.

Getting Started - Adding the IPAWS Certificate

Loading the Digital Certificate(s)

To add an IPAWS certificate to your Everbridge Organization:

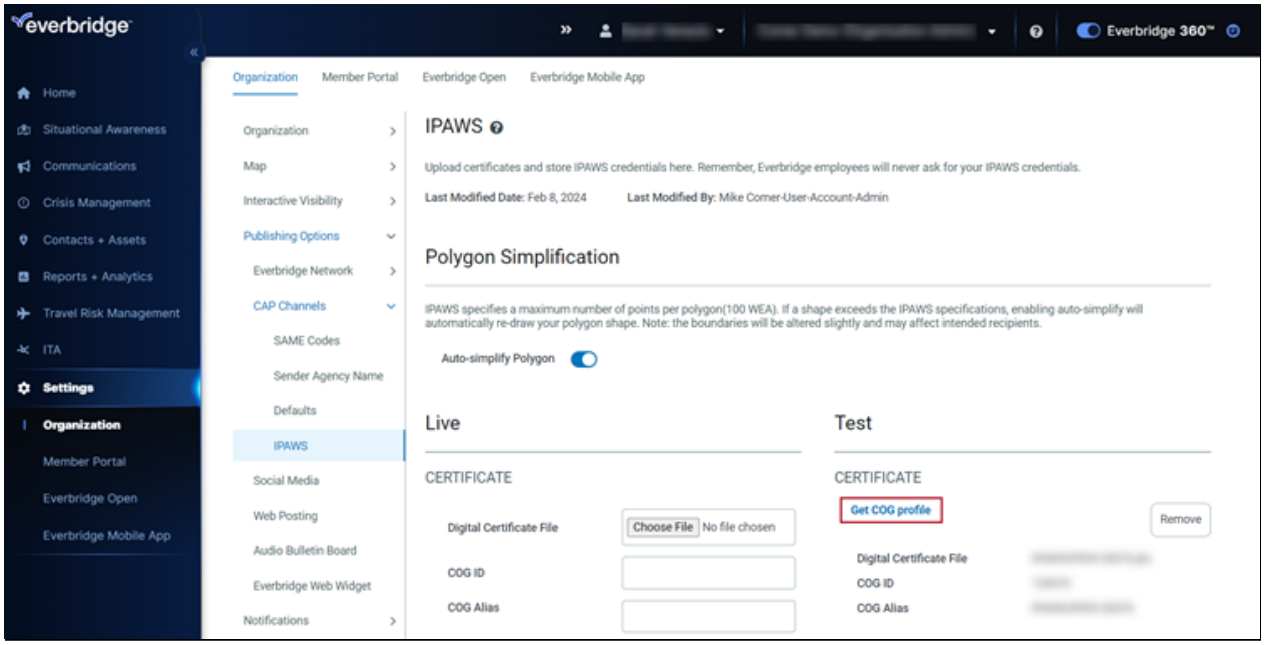
1. Unzip your IPAWS certificate to access two files:
    a. The **.txt file**, which contains your private key and keystore. For help entering your private key and keystore, view the following Knowledge article: How Are the Private Key and Keystore Password Used for IPAWS Notifications in Everbridge Suite? from the Everbridge Support Center.
    b. The **.jks file**, which is the actual certificate.
2. Log in to the Manager Portal.
3. From the Organization level, choose the **Settings** tab.
4. Select **Publishing Options** from the left.
5. Select **IPAWS** from the sub-menu.
6. From either the **Live** or the **Test Certificate** pane, select **Choose File** and open the .jks file.
7. Enter the **COG ID** numbers from the .jks file in the **COG ID** text box. For example, if the file name is 123456.jks, enter "123456" in the **COG ID** textbox.
8. Enter IPAWSOPENxxxx (replace xxxx with the numbers from the .jks file) in the **COG Alias** text box.
9. Choose **Save**.
10. Optionally, click the checkbox to save the credentials so they do not have to be entered when sending. If selected, fill in the **Private Key and Keystore Password**.
11. Create a **Launch Passcode** (minimum 8 characters). When the credentials and Launch Passcode are saved, the user is prompted to enter the Launch Passcode on every page that credentials are prompted to enter:
    - **IPAWS Send Notification** page
    - **IPAWS** Interactive Visibility widget on the Universe page
    - Get **COG Profile**

    After the third time of incorrectly entering the Launch Passcode, the user can enter the Private Key and Keystore Password instead or, for security reasons (in case the user account is compromised), wait 60 minutes to enter the correct Launch Passcode.

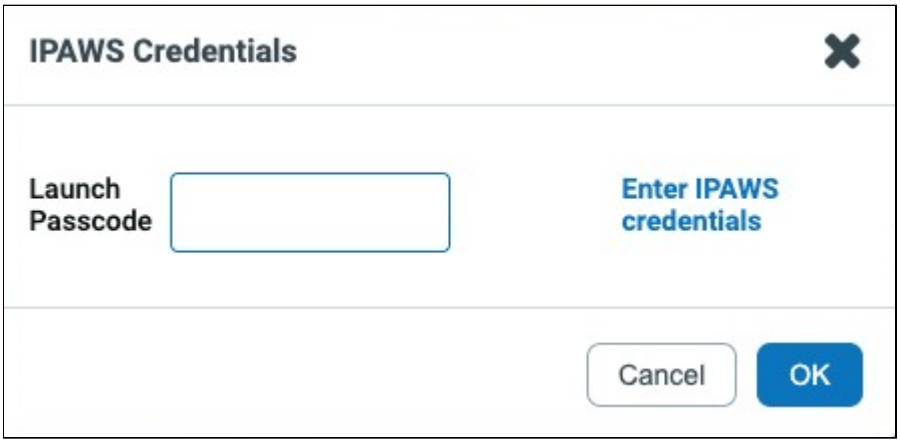
Getting Your COG Profile

Once the digital certificates have been loaded, you can retrieve the COG profile. The COG profile displays the current status of your Organization's COG, authorized channels, event codes, and geocodes.

Select to retrieve your Organization's COG Profile from the Live or Test environments.



Enter your Organization's **Launch Passcode** (minimum 8 characters) if your credentials have been stored. Otherwise, enter your Organization's **Private Key and Keystore** if/when prompted. This can be found in the .txt file you received from FEMA.



An overlay displays with your Organization's COG profile.

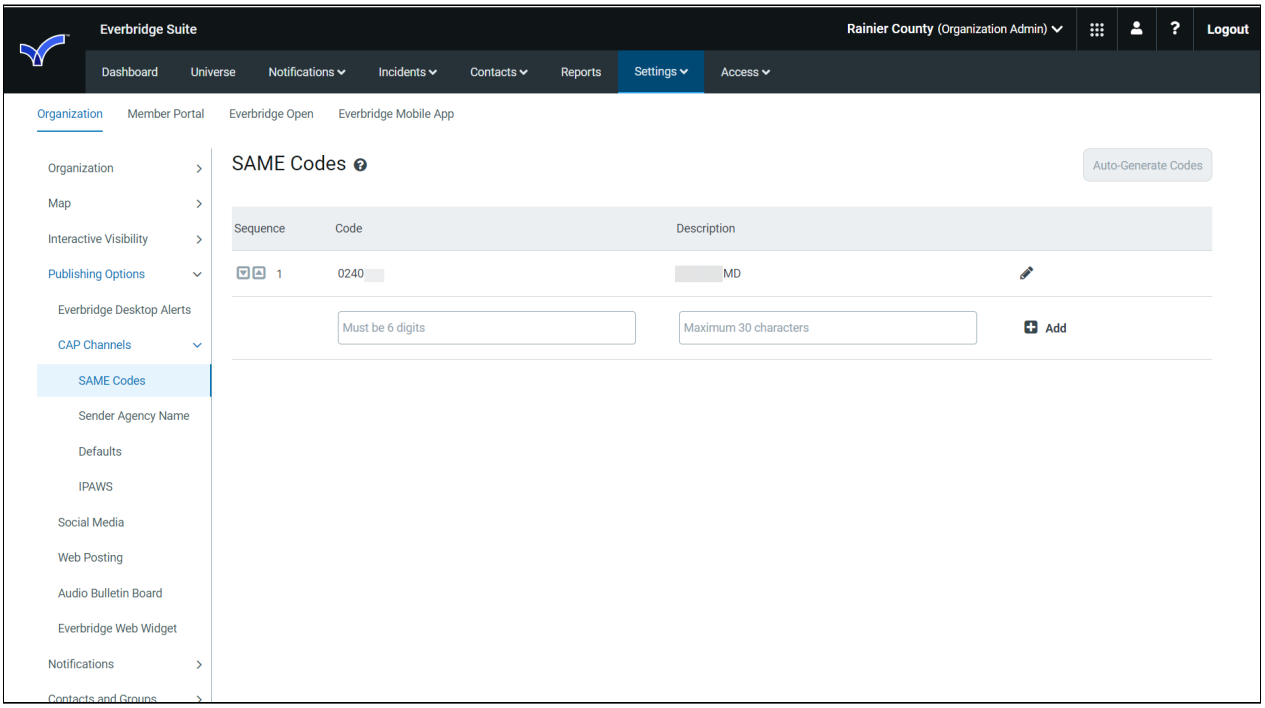
NOTE: The information is from the FEMA IPAWS system. If there are any discrepancies, contact IPAWS directly. The information is from the FEMA IPAWS system. If there are any discrepancies, contact IPAWS directly.

Populating the SAME Codes

A **SAME Code** (Specific Area Message Encoding) is a NOAA-provided 6-digit uniquely sequenced code that describes each county. The current list of SAME codes is available here.

To send an IPAWS message, your Organization must include at least one SAME code. Only alerting authorities with permission to send messages to more than one county in a state will have more than one value in the list. If the list is populated with more than one SAME code, you can sort the list as desired.

> **NOTE:** You will only be able to send messages to FEMA-permitted SAME codes for your Organization. Sending messages to non-permitted SAME codes will result in a message failure.



The SAME code field will be used in the message sent to IPAWS. The Geographical Description enables you to set a label for each code to assist other administrators with troubleshooting.

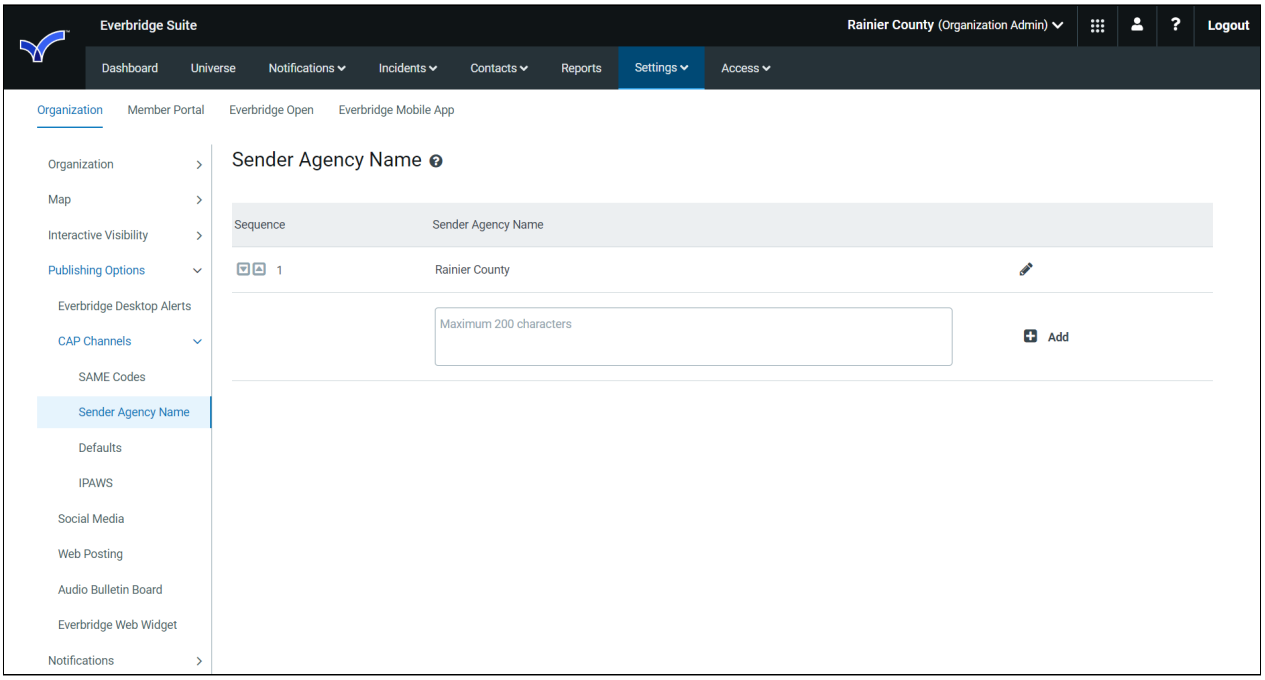
Enter the **SAME Code** and its description. Then, click **Add** for each individual entry. If there are multiple SAME codes, click the up or down arrows to re-sequence the list.

Populating the List of Agency Names

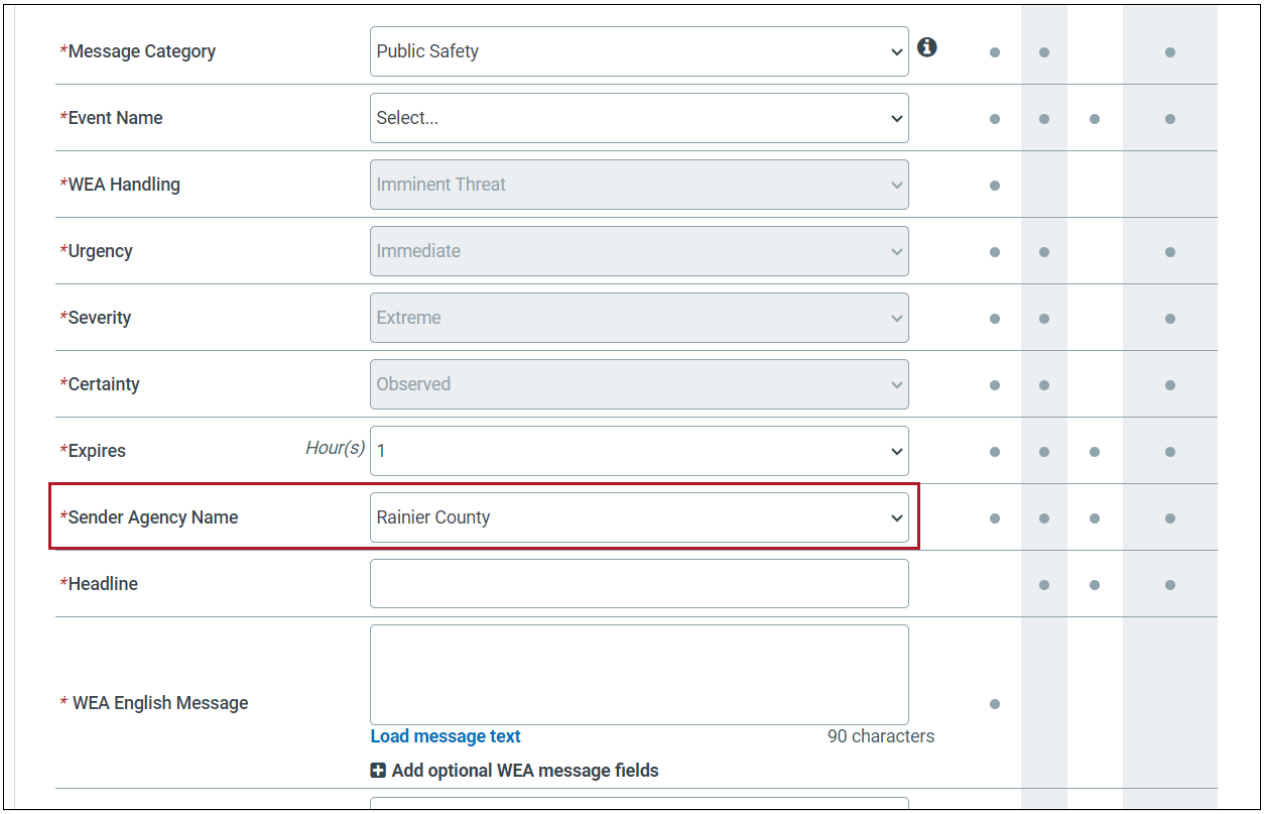
You can send messages under different agency names. If your Organization is used by multiple agencies, you can create a list of Sender Agency Names under settings. When a message is drafted, the message sender can select from which agency name they want the message to be sent.

> **NOTE:** For Organizations with access to NWEM, the required Sender Agency Name format is the six-digit COG ID [comma-no space] city name [comma-no space] state. For example, 123456,Pasadena,CA.

Settings Page - Setup Sender Agency Names



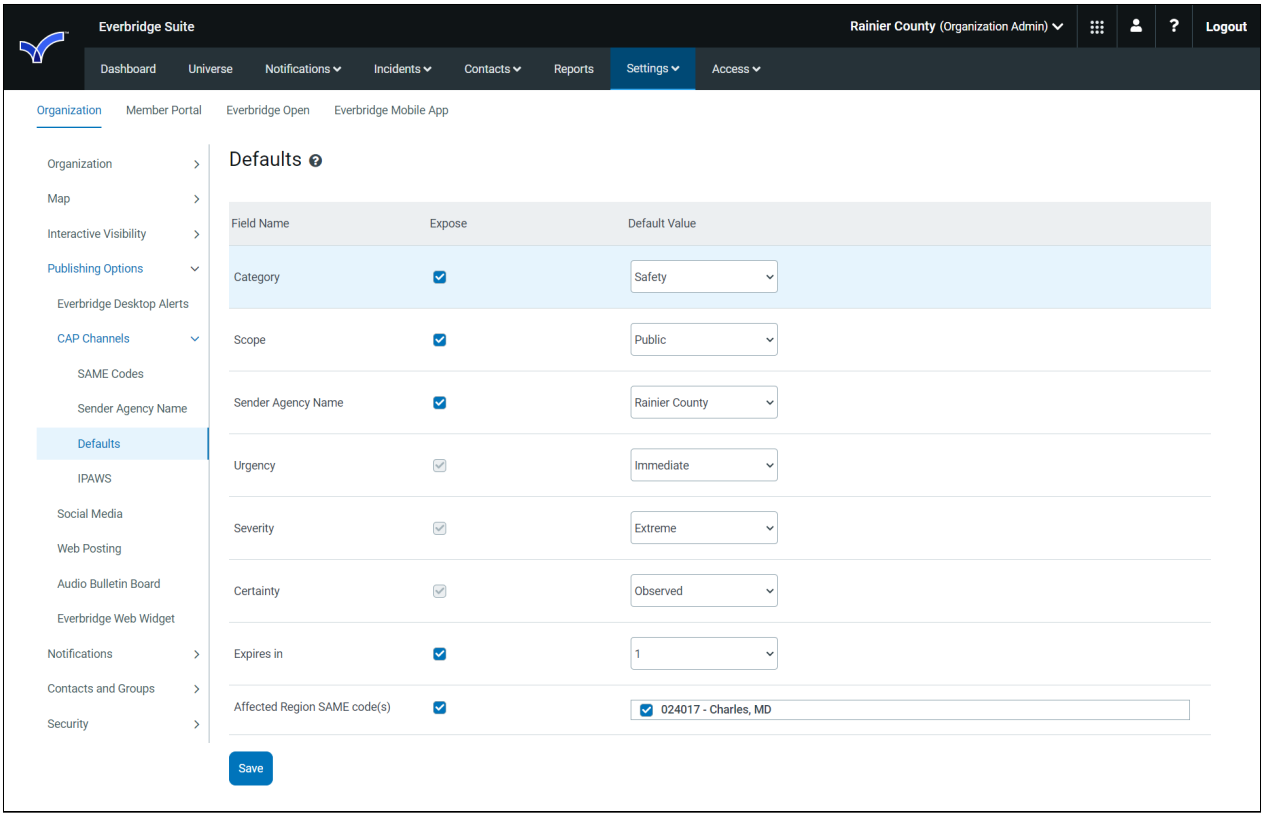
Notification Page - Select the agency name that should display for the message, when applicable.



Setting Default Values

Administrators can set default values for required IPAWS fields under **Settings** > **Organization** > **Publishing Options** > **CAP Channels** > **Defaults**. Once set as default, the selected value displays for each field on the notification form. These fields can also be hidden from the message sender by clearing the corresponding **Expose** checkbox.

The **Urgency**, **Severity**, and **Certainty** fields cannot be hidden on the notification form. These fields are dependent on the Event Name selected in the notification.


Everbridge Suite
Rainier County (Organization Admin)
Logout
Dashboard
Universe
Notifications
Incidents
Contacts
Reports
Settings
Access
Organization
Member Portal
Everbridge Open
Everbridge Mobile App
Organization
Map
Interactive Visibility
Publishing Options
Everbridge Desktop Alerts
CAP Channels
SAME Codes
Sender Agency Name
Defaults
IPAWS
Social Media
Web Posting
Audio Bulletin Board
Everbridge Web Widget
Notifications
Contacts and Groups
Security
Defaults
Field Name
Expose
Default Value
Category
Safety
Scope
Public
Sender Agency Name
Rainier County
Urgency
Immediate
Severity
Extreme
Certainty
Observed
Expires in
1
Affected Region SAME code(s)
024017 - Charles, MD
Save

Using IPAWS Alerts

IPAWS (Integrated Public Alert and Warning System) is a planned multi-agency emergency population warning system in the United States, hosted by FEMA. The IPAWS channels are available to agencies with valid COG IDs. The agencies can send messages to the public via mobile phones, radio, and television.

- Wireless Emergency Alerts (WEA)
- Emergency Alert System (EAS)
- Non-Weather Emergency Messages (NWEM)
- COG-to-COG (CAPEXCH)

When you use COG-to-COG (CAPEXCH), you can also see the messages from the Universe tab in either Live or Test mode.

> **NOTE:** For details about the different IPAWS channels, see IPAWS Message Channels.

Sending a LIVE Message

> **NOTE:** When sending to the IPAWS publishing option, you do not select a list of IPAWS recipients. IPAWS message recipients cannot confirm receipt or reply to IPAWS messages.

Using a Notification Template

For security purposes, IPAWS messages **cannot** be saved as Notification Templates.

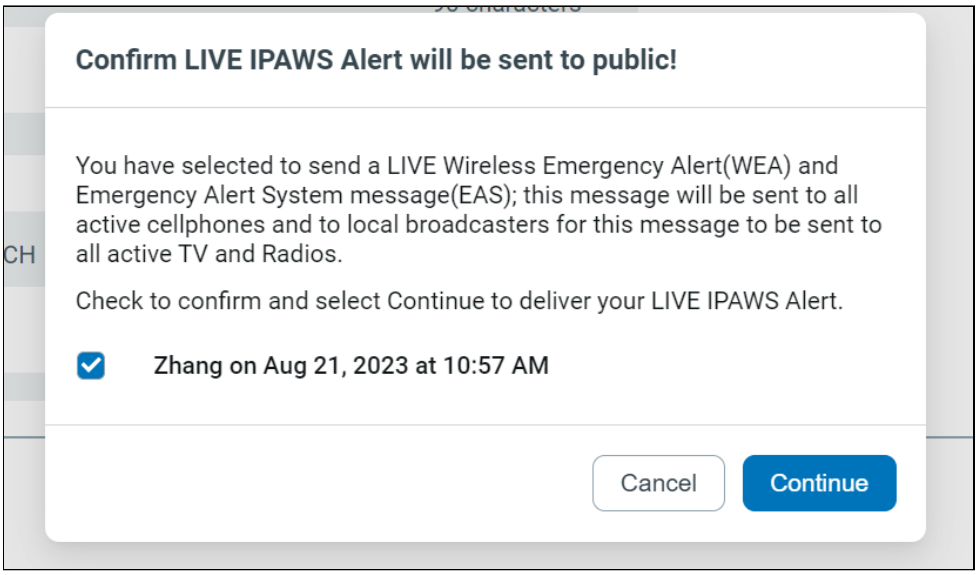
To send an IPAWS message using another existing template:

1. Log in to the Manager Portal and select the desired Organization from the upper left-hand corner.
2. Choose the **Notifications** tab from the top of the page.
3. Choose the **Notification Templates** tab.
4. Select an existing template to edit.
5. Select the desired IPAWS channel or channels from the Publishing Options pane.
    a. Select **Live** mode, as Test mode will be selected by default.
6. Enter the required information, and if desired, any optional information as needed.
    a. **Polygons**—Select Map from the Select Contacts pane. From the Select Contacts drop-down menu, either draw or select a shape that covers the affected area, and then choose Select from the upper right-hand corner of the map. The Polygon field now displays: "You have selected polygons".

    > **NOTE:** Any contacts selected within this polygon will also receive a Notification.

    b. **Attachments**—If you have included an attachment as part of your Notification, you can optionally include this in your IPAWS message. Select to display **All Fields**. Click the Attachments to include in your IPAWS message.
7. Complete the remainder of the Live message and then choose **Send**.
8. If the **Wireless Emergency Alert (WEA)** and/or **Emergency Alert System (EAS)** message channels were selected, then a confirmation modal will appear to

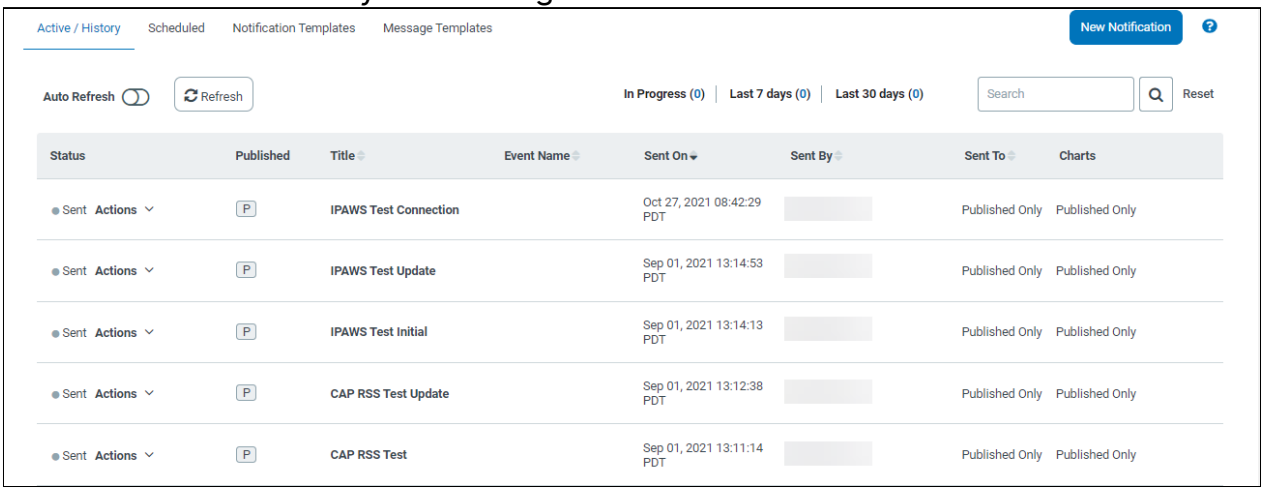
remind the user that they're sending a LIVE message. Select the checkbox to confirm and click **Continue**.



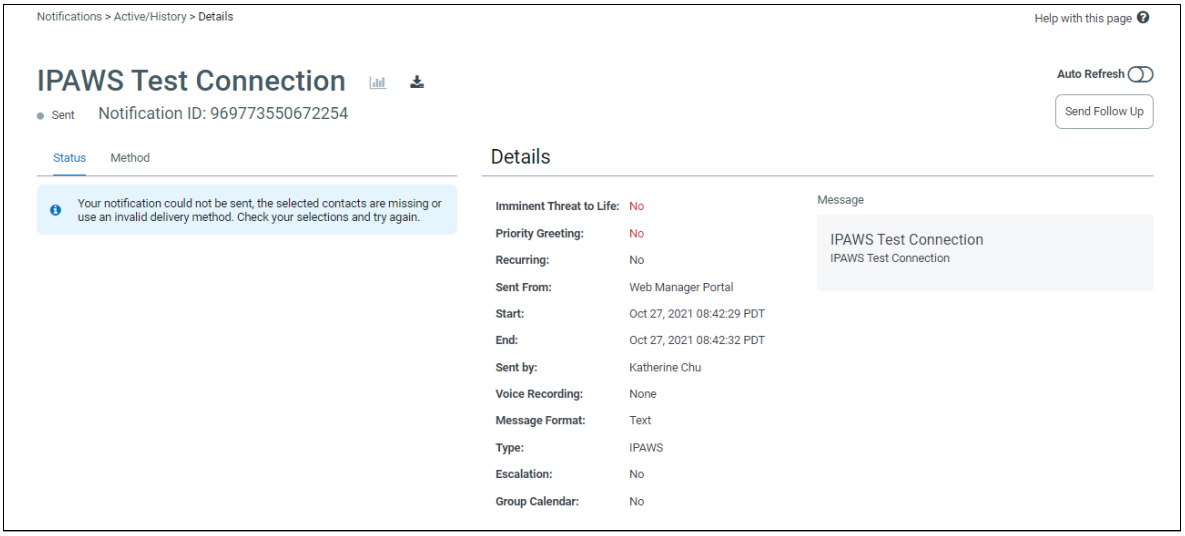
Reviewing the Status of Your Message

> **NOTE:** If your IPAWS message encountered connectivity issues during the initial send, a **Refresh Status** button is displayed that retrieves the latest status from IPAWS.

To review the status of your message:



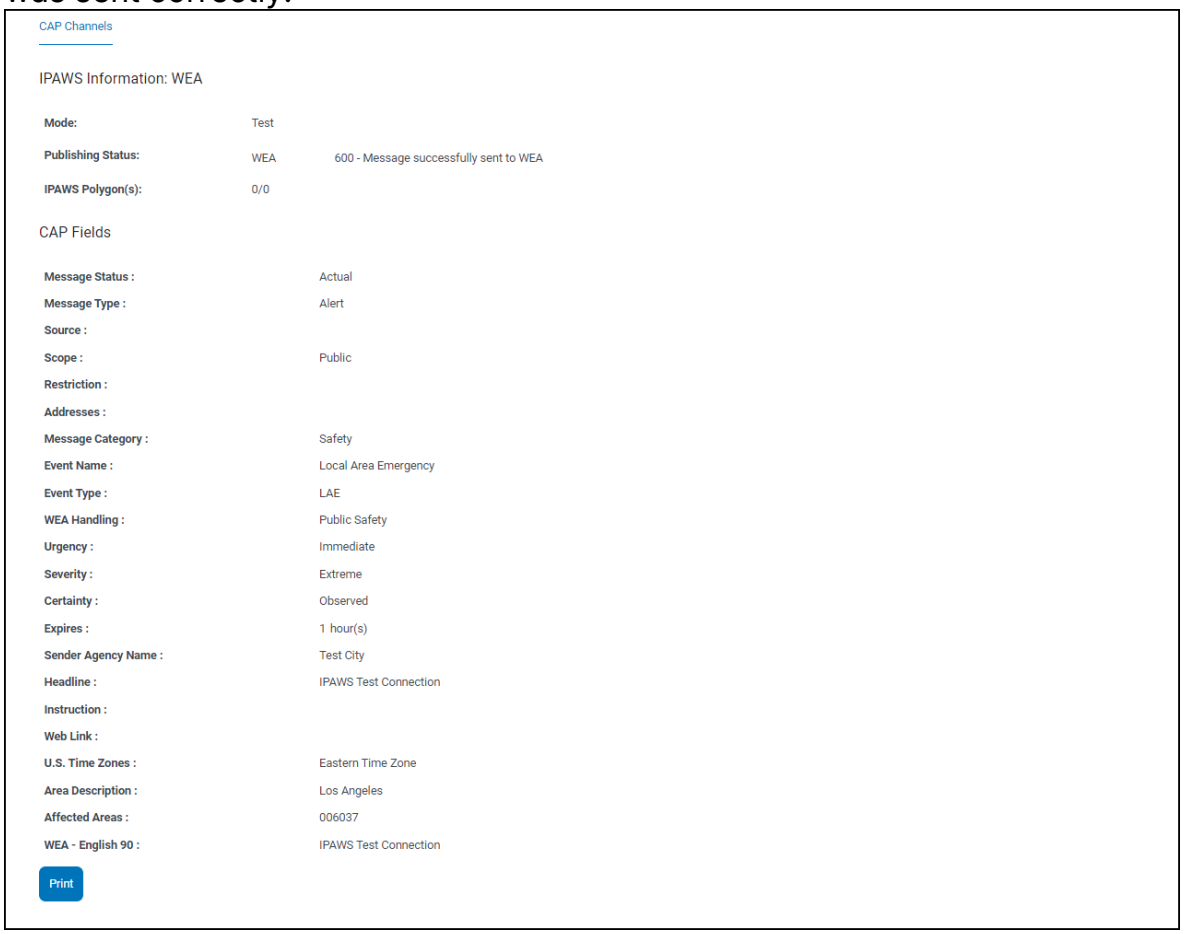
1. Select the **Title** link of the message you would like to review. The Notification Details are displayed.



2. Select the **CAP Channels** tab to view the IPAWS message status. A summary of the IPAWS information is displayed.

> **NOTE:** If the user does not include the optional WEA languages, the Notification details do not display these fields.

The Publishing Status should say **600-Message successfully sent to WEA** if it was sent correctly.



If 900-series error messages are displayed to the account, a **Refresh Status** button is displayed next to the Publishing Status.

3. Optionally click **Refresh Status** to get the latest IPAWS response for all 900-series error messages.
4. Refer to the Knowledge Base article: IPAWS Publishing Status Values in the Everbridge Support Center.

IPAWS Message Channels

If you do not see the expected IPAWS channels enabled on the Notification form under **Publishing Options**, take a screenshot of your COG Profile and contact Technical Support.

Sending a WEA Message

To include WEA as a CAP channel in your message, select **Wireless Emergency Alerts (WEA)** on the message form. A **WEA** column appears at the right-hand side of the fields. The gray bullets indicate the applicable fields to the WEA channel.

If your IPAWS credentials are stored in **Organization Settings**, then the **Event Name** drop-down on the Notification/IC Template/IC launch pages automatically displays only the Event Names your agency is authorized to use.

Publishing Options

Publishing Channels: ☐ Everbridge Network ☐ Alertus ☐ Web Posting ☐ Social Media

CAP Channels: ☑ Wireless Emergency Alerts (WEA) ☐ CAP RSS Feed
☐ Emergency Alert System (EAS)
☐ Non-Weather Emergency Messages (NWEM)
☐ COG-to-COG (CAPEXCH)

CAP CHANNELS (WEA)

Test | Live — Test Mode - This message will only be sent to the IPAWS test environment.

Refresh Status — Status: Available

* Launch Passcode — Enter IPAWS credentials

CAP Fields

		WEA
*Message Status	Actual	
Source		
*Scope	Public	
Restriction		
Addresses		
*Message Category	Public Safety	
*Event Name	Select...	
*WEA Handling	Imminent Threat	
*Urgency	Immediate	
*Severity	Extreme	
*Certainty	Observed	
*Expires	Hour(s) 1	
*Sender Agency Name	Test City	
Headline		
* WEA English Message	Load message text — 90 characters Add optional WEA message fields	
Instruction		
Web Link		
*U.S. Time Zones	Pacific Time Zone	
Area Description	Los Angeles,National,Charles County, MD	
*Affected Region SAME code(s)	☐ 022051 - Jefferson ☐ 006000 - All of California ☐ 006001 - San Francisco ☑ 006037 - Los Angeles ☐ 006067 - Sacramento ☐ 048301 - Guadalupe Mt Nat'l. Park, Texa ☑ 000000 - National ☑ 024017 - Charles County, MD	
Polygon	You haven't added any polygons to the map yet.	

The **WEA English Message** field is required (90 characters). If needed, you can add optional WEA message fields. Under the **WEA English Message**, click **Add optional WEA message fields**.

- WEA English Message—Optional - 360 characters.
- WEA Spanish Message—Optional - 90 characters
- WEA Spanish Message—Optional - 360 characters

A WEA Handling Code will be passed to FEMA for IPAWS WEA cancellations.

WEA Auto-Simplfy Polygons

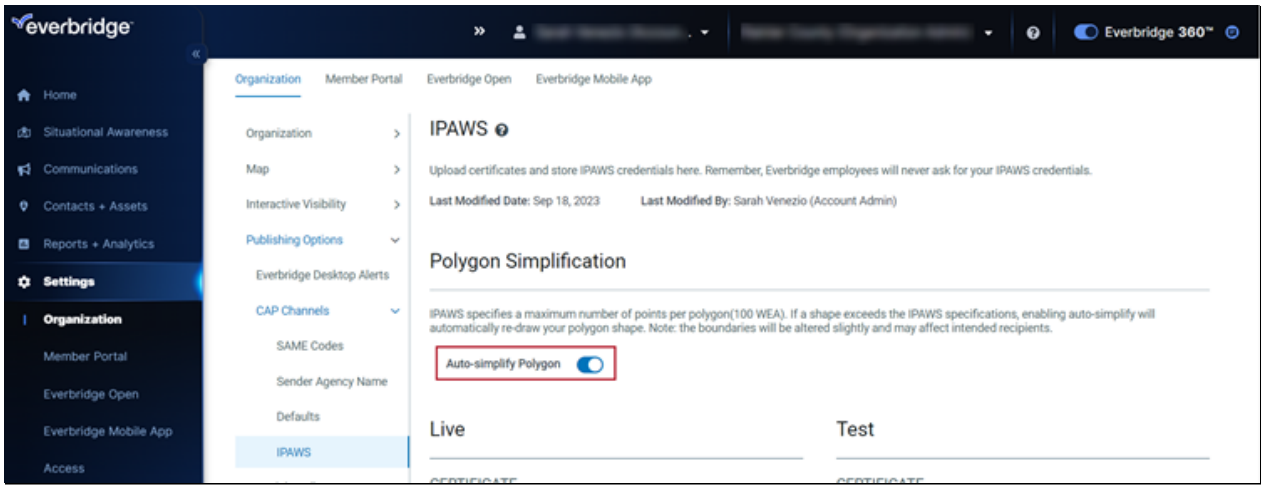
IPAWS specifies a maximum number of points per polygon (100 for WEA). If a shape exceeds the IPAWS specifications, auto-simplify will automatically redraw your polygon shape. This prevents the sender from needing to manually readjust the shape themselves.

Auto-Simplify can work in two different ways, depending on an Organization's preferences:

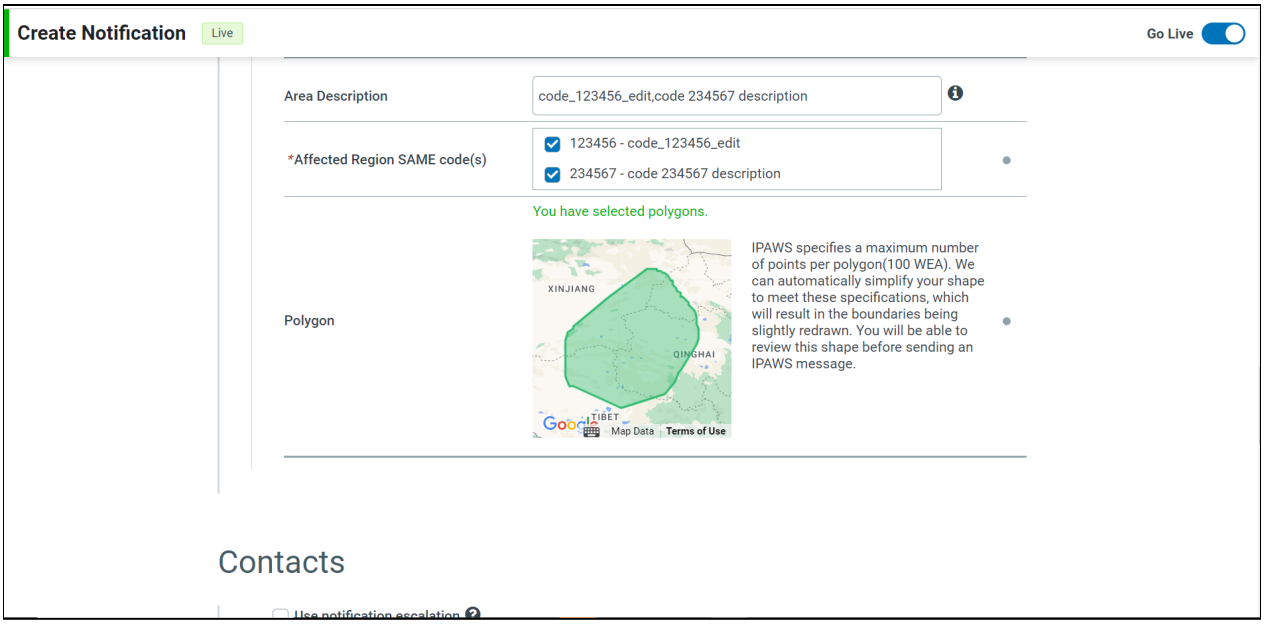
- **Enable Auto-Simplify in Settings**, which will automatically simplify shapes that exceed 100 points.
- **Disable Auto-Simplify in Settings**, which will require users to manually click the **Auto-Simplify** button for simplification to occur.

> **IMPORTANT:** The boundaries will be altered slightly, which may affect the intended recipients.

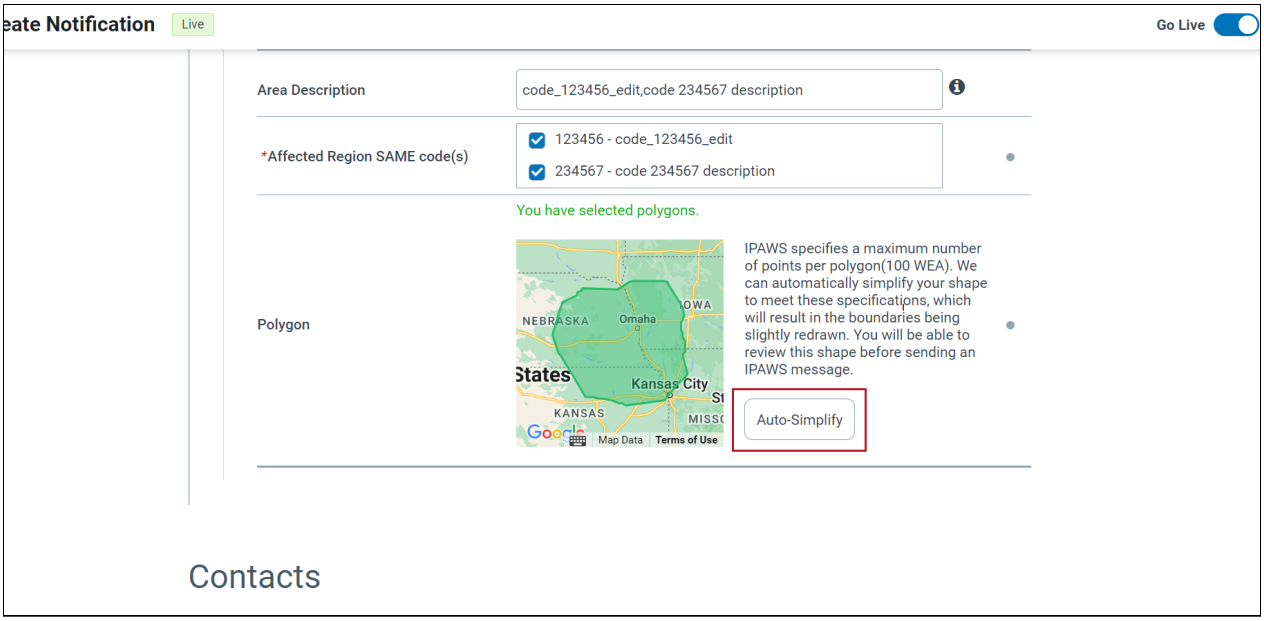
Auto-Simplify Polygons can be enabled by an Administrator under **Settings** > **Organization** > **Publishing Options** > **CAP Channels** > **IPAWS**.



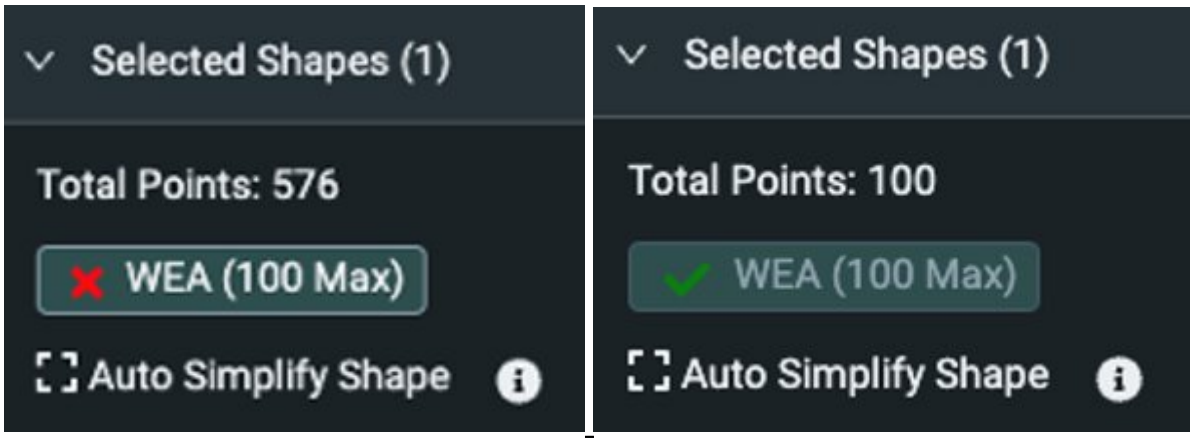
If **enabled** in Settings, any shapes that exceed the 100-point limit will automatically be simplified. Users won't see the Auto-Simplify button on the IPAWS form.



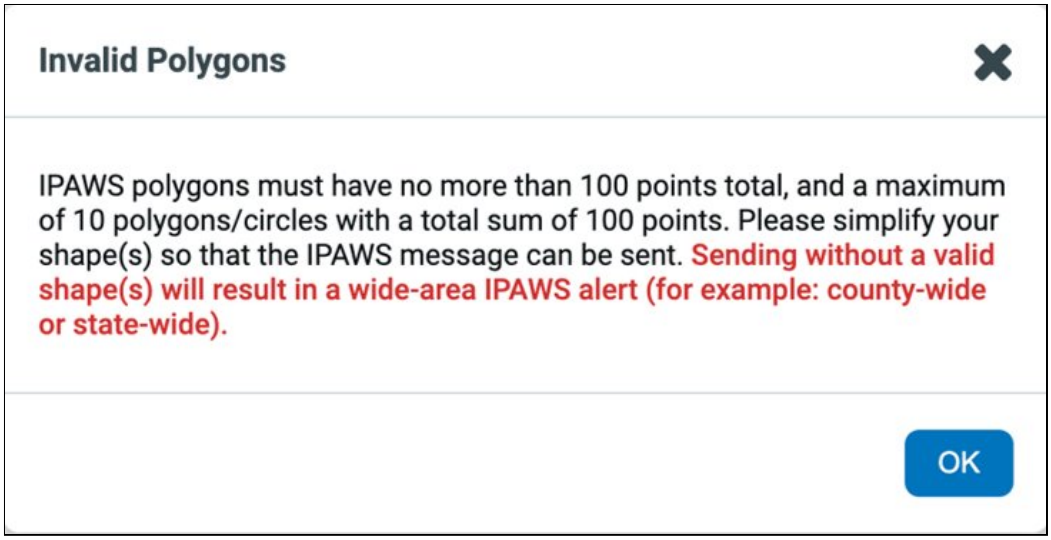
If Auto-Simplify Polygons is **disabled** in Settings, then users will see the **Auto-Simplify** button in the **Polygon** section of the IPAWS form, which will need to be clicked in order to simplify the polygon.



Clicking **WEA (100 Max)** on the Map will automatically redraw the shape to conform to the point limit:



If a WEA message exceeds the 100-point limit when the Auto-Simplify Polygon setting is disabled, but the user still attempts to send it, the following warning will appear and the message will not be sent:



NOTE: An IPAWS WEA message cannot be sent until it falls below the 100-point maximum.

Sending an EAS Message

Select **Emergency Alert System** (EAS) on the message form to include EAS as a CAP channel. An **EAS** column appears on the right-hand side of the fields. The gray bullets indicate the applicable fields to the EAS channel.

If your IPAWS credentials are stored in **Organization Settings**, then the **Event Name** drop-down on the **Notification**, **IC Template,** or **IC launch** pages automatically display only the Event Names your agency is authorized to use.

Publishing Options

Publishing Channels: ☐ Everbridge Network ☐ Alertus ☐ Web Posting ☐ Social Media

CAP Channels: ☐ Wireless Emergency Alerts (WEA) ☐ CAP RSS Feed
☑ Emergency Alert System (EAS)
☐ Non-Weather Emergency Messages (NWEM)
☐ COG-to-COG (CAPEXCH)

▾ CAP CHANNELS (EAS)

Test | Live — **Test Mode** - This message will only be sent to the IPAWS test environment.

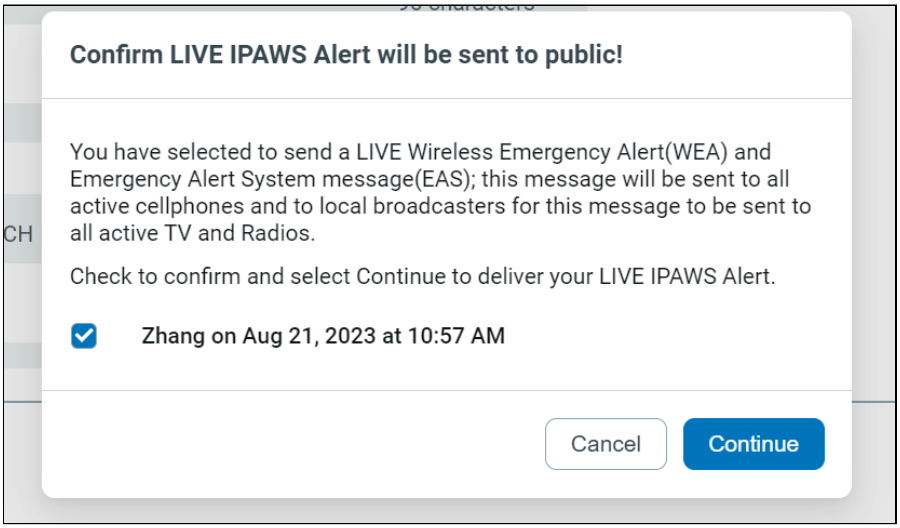
Refresh Status — **Status:** ● Available

*** Launch Passcode** [ ] **Enter IPAWS credentials**

CAP Fields

		EAS
*Message Status	Actual	●
Source		●
*Scope	Public	●
Restriction		
Addresses		
*Message Category	Public Safety	●
*Event Name	Select...	●
*Urgency	Immediate	●
*Severity	Extreme	●
*Certainty	Observed	●
*Expires *Hour(s)*	1	●
Sender Agency Name	Test City	●
Headline		●
* Message	Load message text	●
Instruction		●
Web Link		●
*U.S. Time Zones	Pacific Time Zone	●
*Area Description	Los Angeles,National,Charles County, MD	●
*Affected Region SAME code(s)	☐ 022051 - Jefferson ☐ 006000 - All of California ☐ 006001 - San Francisco ☑ 006037 - Los Angeles ☐ 006067 - Sacramento ☐ 048301 - Guadalupe Mt Nat'l. Park, Texa ☑ 000000 - National ☑ 024017 - Charles County, MD	●
Polygon	You haven't added any polygons to the map yet.	●
Audio Message	◉ None ○ Use Everbridge recorder ○ Upload a file	●

NOTE: The following confirmation modal will appear when selecting either the **EAS** or **WEA** publishing options, reminding the user that these selections will result in a **LIVE IPAWS Alert**:



Sending a Non-Weather Emergency Message (NWEM)

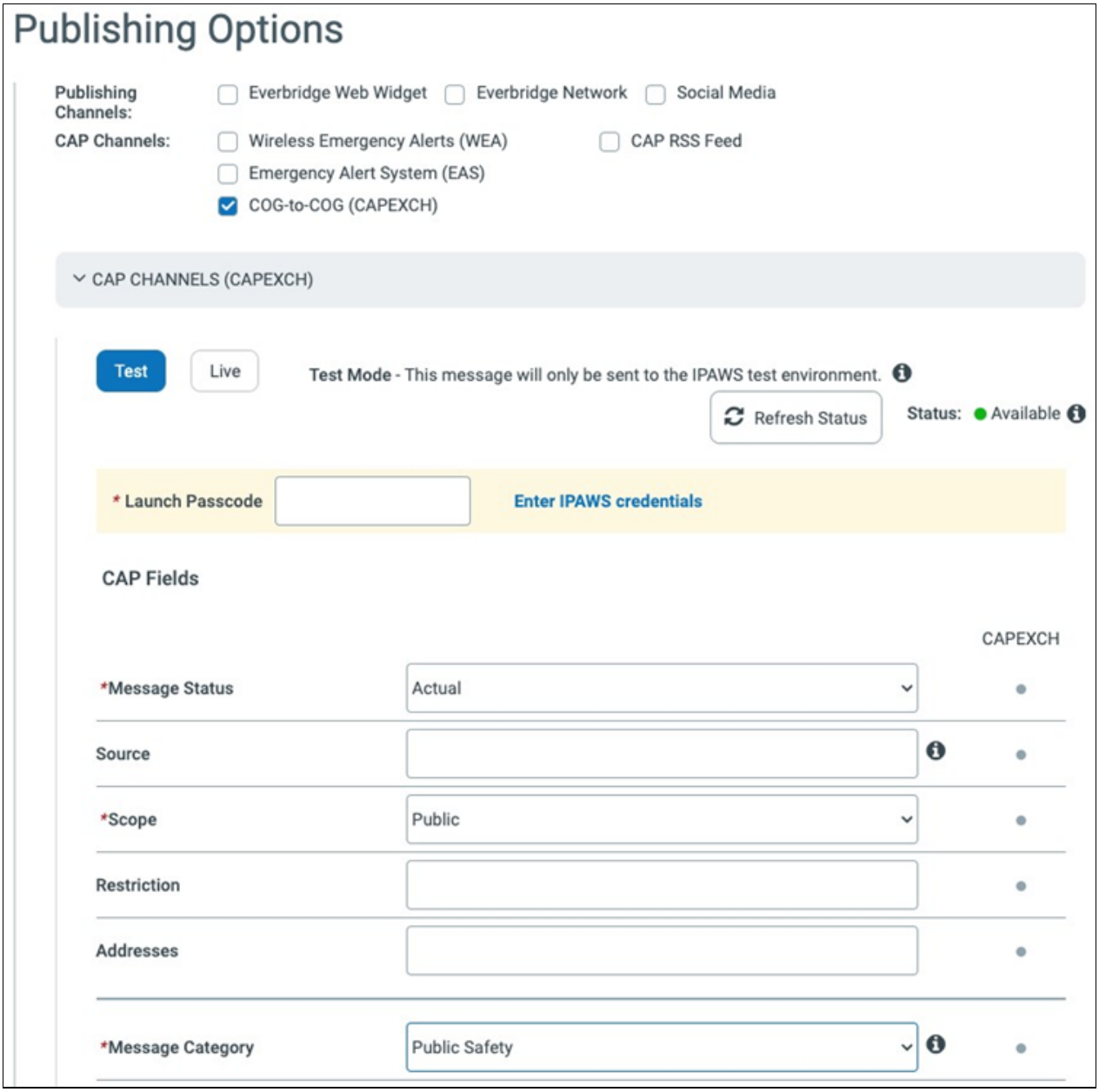
To include NWEM as an IPAWS channel in your message, select **Non-Weather Emergency Messages (NWEM)** on the message form. An **NWEM** column appears at the right-hand side of the fields. The gray bullets indicate the applicable fields to the NWEM channel.

If your IPAWS credentials are stored in **Organization Settings**, then the **Event Name** drop-down on the **Notification**, **IC Template,** or **IC launch** pages automatically display only the Event Names your agency is authorized to use.

Sending a COG-to-COG (CAPEXCH) Message

To send a message via IPAWS to one or more alerting authorities, include COG-to-COG as an IPAWS channel in your message by selecting **COG-to-COG (CAPEXCH)** on the message form. A **CAPEXCH** column appears on the right-hand side of the fields. The gray bullets indicate the applicable fields to the COG-to-COG channel.

If your IPAWS credentials are stored in **Organization Settings**, then the **Event Name** drop-down on the **Notification**, **IC Template,** or **IC launch** pages automatically display only the Event Names your agency is authorized to use.


Publishing Options
Publishing Channels:
Everbridge Web Widget
Everbridge Network
Social Media
CAP Channels:
Wireless Emergency Alerts (WEA)
CAP RSS Feed
Emergency Alert System (EAS)
COG-to-COG (CAPEXCH)
CAP CHANNELS (CAPEXCH)
Test
Live
Test Mode - This message will only be sent to the IPAWS test environment.
Refresh Status
Status: Available
* Launch Passcode
Enter IPAWS credentials
CAP Fields
CAPEXCH
*Message Status
Actual
Source
*Scope
Public
Restriction
Addresses
*Message Category
Public Safety

Retrieving Messages

Retrieve messages sent to your COG ID or messages posted to the Public Feed.

Universe Page

View IPAWS messages sent to you by another alerting authority or messages posted to the Public Feed by accessing the **Universe** tab. You can also launch a Notification from the **Universe** tab.

From the **Universe** tab, select the **IPAWS** widget. The **Widgets** panel is displayed.

Retrieving Messages

Retrieve IPAWS messages from the Live and Test environments by selecting the **Live** or **Test** tab.

- Selecting the Live mode retrieves messages from the IPAWS production environment.
- Selecting the Test mode retrieves messages from the IPAWS test environment.

All other features behave the same way on both tabs.

Click **Refresh** and the IPAWS Credentials dialog appears. (If you do not know your Launch Passcode, click Enter IPAWS credentials. Enter your Private Key and Keystore Password.)

Enter your IPAWS credentials and click **OK**. From whichever tab you have selected to see the messages, choose from the following:

- In the last 1-24 hours by selecting the number from the menu.
- From the selected time frame, select **All Messages**, **Public**, **Private**, or **Restricted**.

Viewing Individual Messages

If there are more alerts than can be displayed on one list, use the controls (**First**, **Previous**, **Next**, **Last**) at the bottom of the list to step through the pages. To see the full message, click **More**.

Launching a New Message

To send a Notification based on an alert, click **New Notification** located in the right-hand corner of the individual alert. The **Notification** panel is displayed. Create the Notification as you would for any Notification and send it.

Send Cancel or Update for IPAWS Message

From **Incidents**, send updates or cancel an existing IPAWS message using the **Update IPAWS Message** or **Cancel IPAWS Message** actions, or via **Send Follow-Up**.

From **Notifications**, send updates or cancel an IPAWS message by using **Send Follow-Up**.

> **IMPORTANT:** For the **Send Follow-Up** method, remember to set valid polygon shape(s) for your WEA message, as needed. The polygon(s) from the original IPAWS message will **not** be automatically applied. Sending without a valid shape(s) will result in a wide-area IPAWS alert (for example: county-wide or state-wide).
>
> When using the **Update IPAWS Message** or **Cancel IPAWS Message** option on the **Incident Details** page to update or cancel an IPAWS message, the polygon(s) from the original IPAWS message will be automatically applied.

Incident Details Actions

Incidents that launched a Notification will have two additional options to choose from in the Actions dropdown menu on the Incident Details page:

1. **Update IPAWS Message**
2. **Cancel IPAWS Message**

Clicking these will route you to the **Update IPAWS Message** page or **Cancel IPAWS Message** page, and either **Update** or **Cancel** will be prepended in the **Message Type** field depending on your choice. Follow the remaining steps in the processes outlined below.

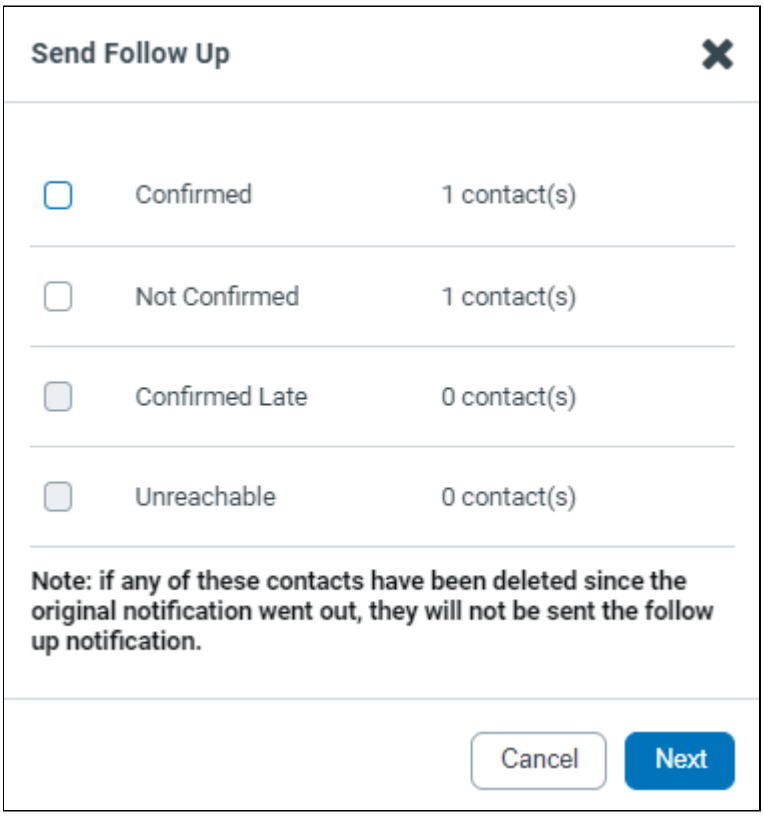
> **NOTE:** Aside from the Message Type, the **Update IPAWS Message** action uses the same IPAWS message defined in the **Update** phase of the template, while the **Cancel IPAWS Message** action will use the IPAWS message defined in the **Close** phase of the template.

Contacts specified in the original Notification will also be included in the **Update** or **Cancel IPAWS Message** pages.

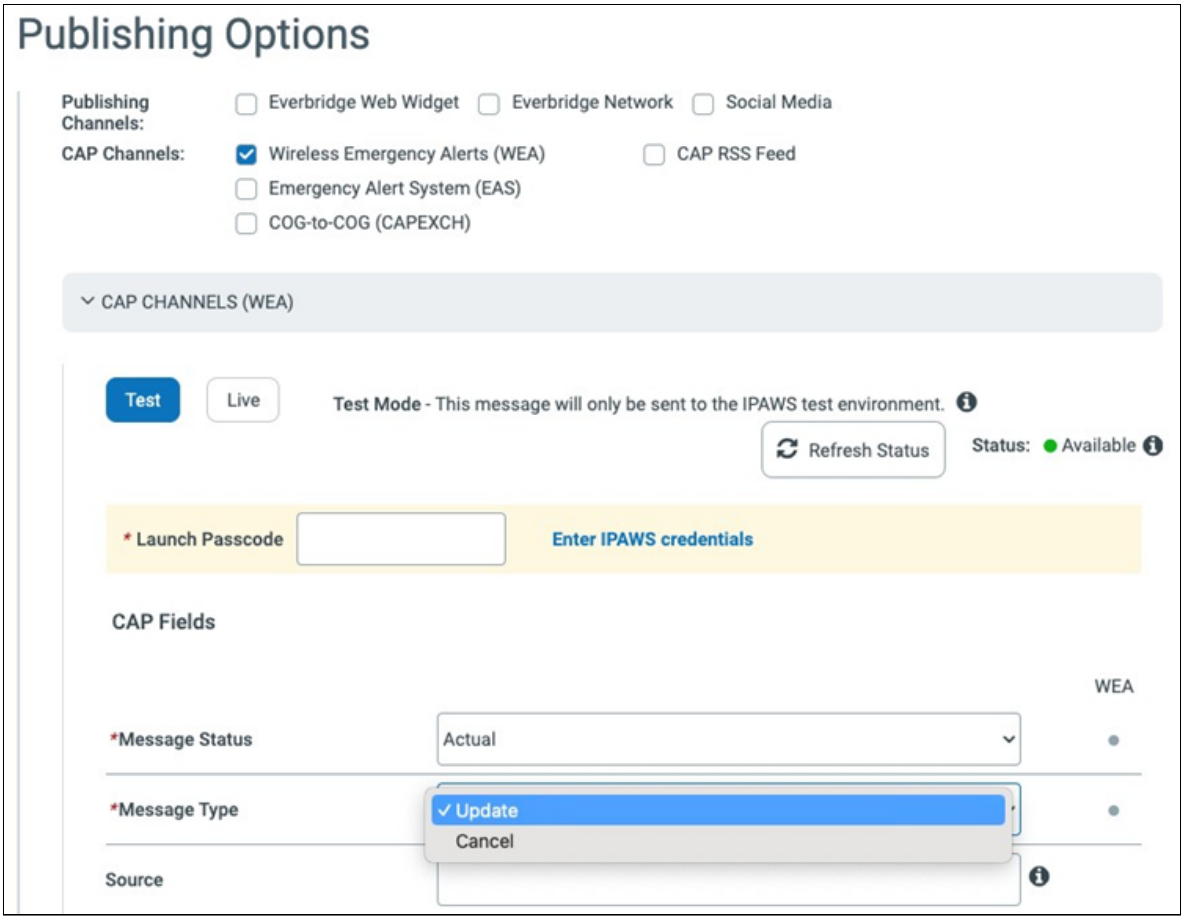
Updating Existing Messages from Notifications

If you didn't use an action on the Incident Details page, you can also update an existing IPAWS message by following the steps below:

1. Select the **Send Follow-Up** option on the **Active/History** tab, from the **Notification Details** page for the Notification, or from the IPAWS widget for a specific message.
2. To only update your IPAWS message, select **Next** without choosing contacts. Optionally, select contacts as needed to include in the update.
   Remember to set valid polygon shape(s) for your WEA message, as needed. The polygon(s) from the original IPAWS message will **not** be automatically applied. Sending without a valid shape(s) will result in a wide-area IPAWS alert (for example: county-wide or state-wide).



3. Under the **CAP Channels** section of the Notification form, select **Update** in the **Message Type** field.

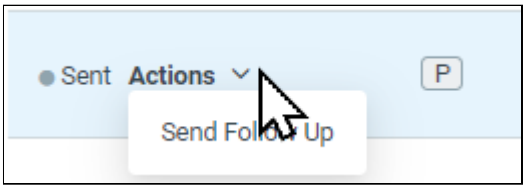


4. Fill out the remainder of the form as needed and **Send** the message.

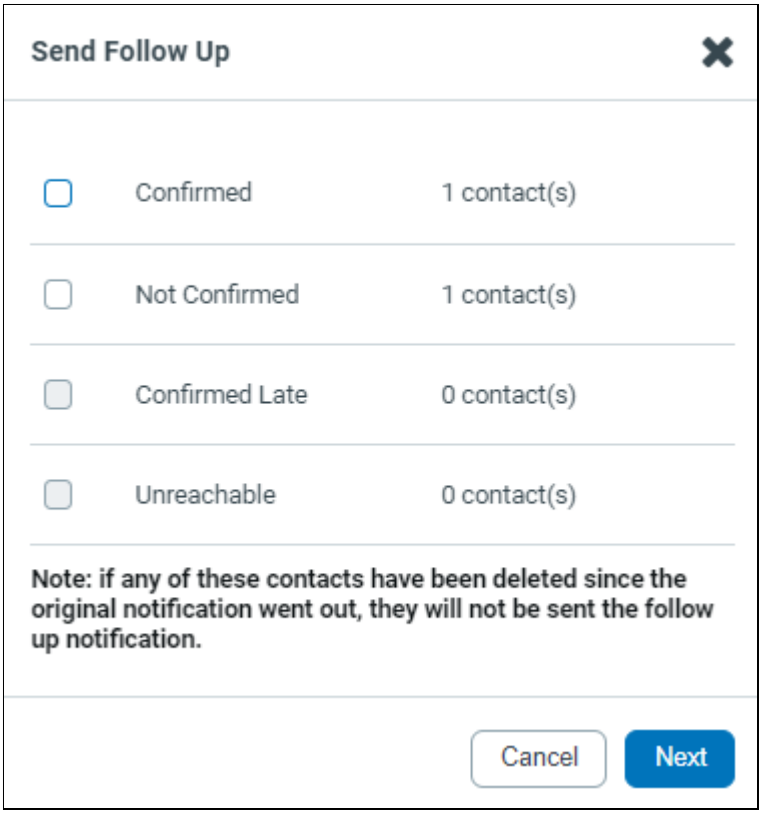
Canceling Existing Messages from Notifications

If you didn't use an action on the Incident Details page, you can also cancel an existing IPAWS message by following the steps below:

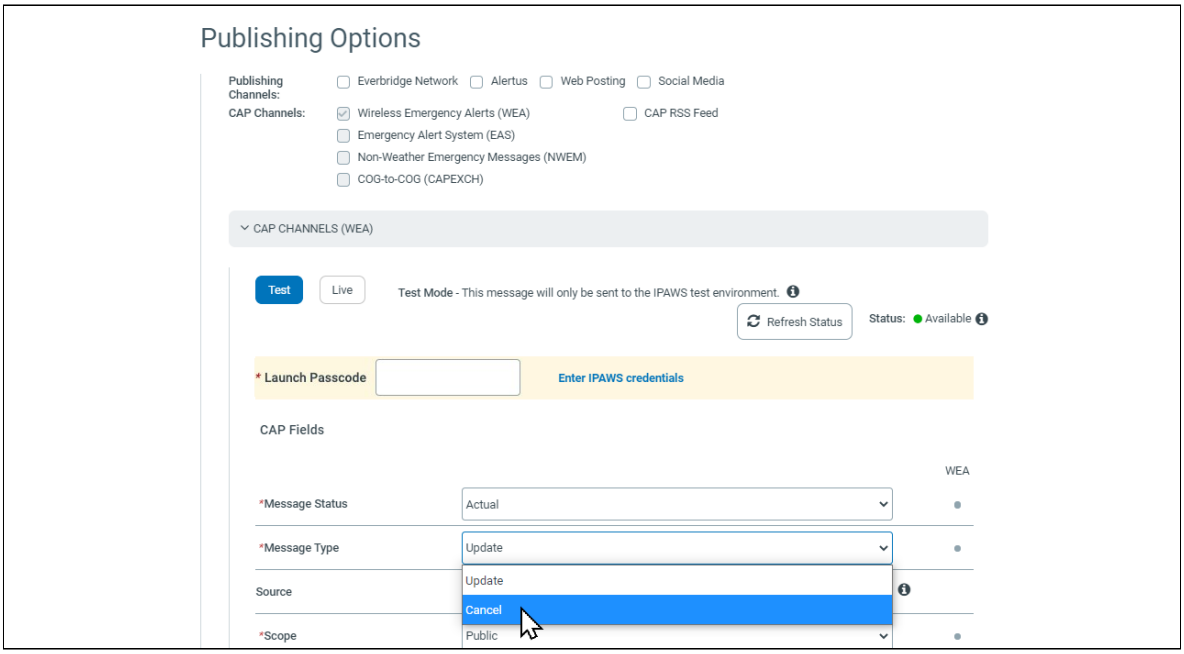
1. Select the **Send Follow Up** option on the **Active/History** tab for the Notification.



2. To only cancel your IPAWS message, select **Next** without choosing contacts. Optionally, select contacts as needed to include in the update.



3. Under the **CAP Channels** section of the Notification form, select **Cancel** in the Message Type field.

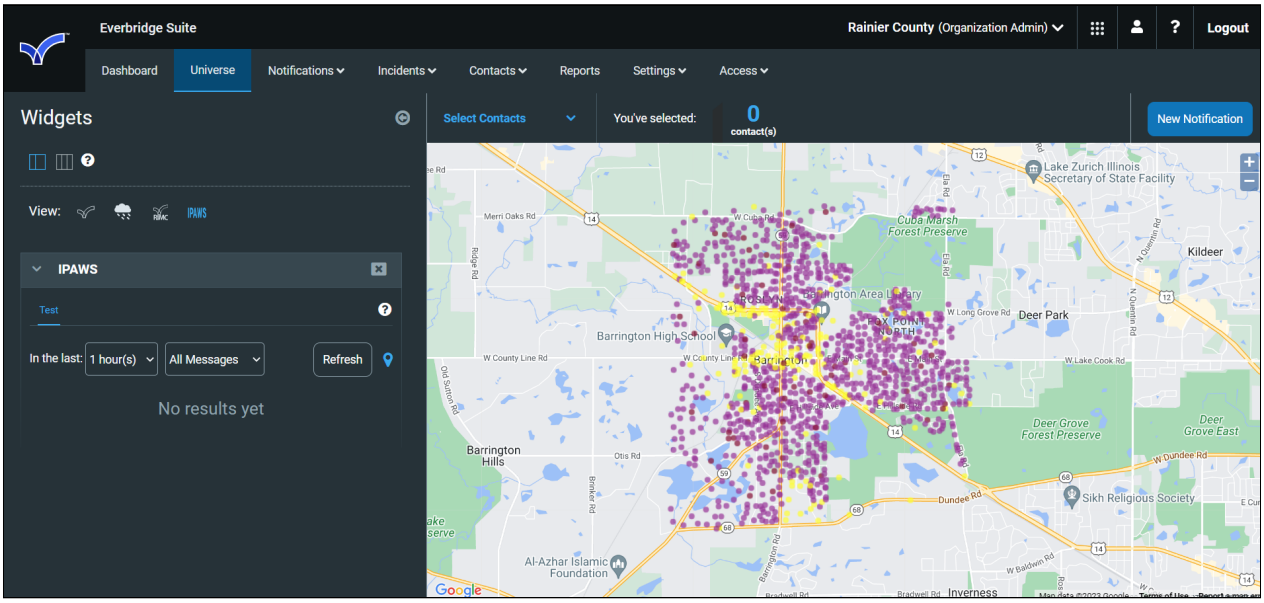


4. Fill out the remainder of the form as needed and **Send** the message.

Using IPAWS Messages in Universe

You can view the IPAWS messages from the **Universe** tab. You can also launch a Notification from the Universe tab.

From the Universe tab, select the **IPAWS** widget. The Widgets panel is displayed.

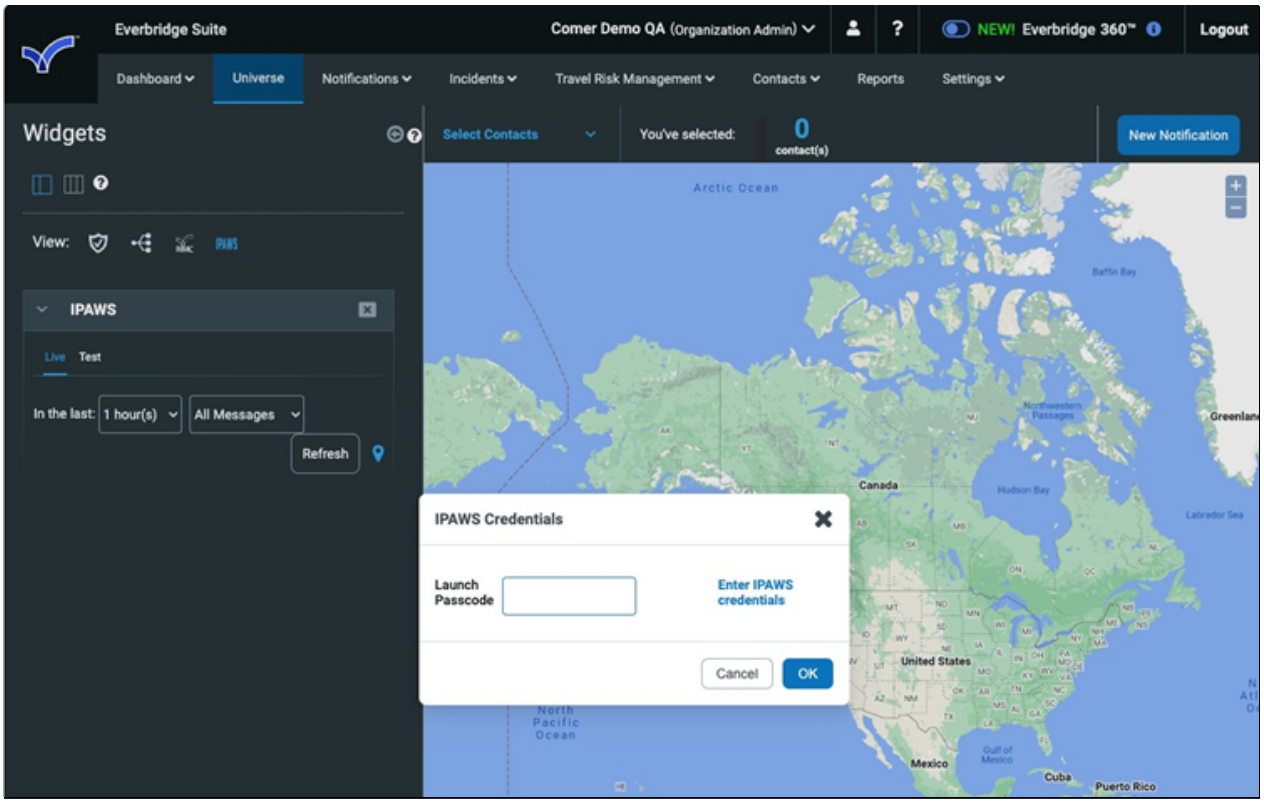


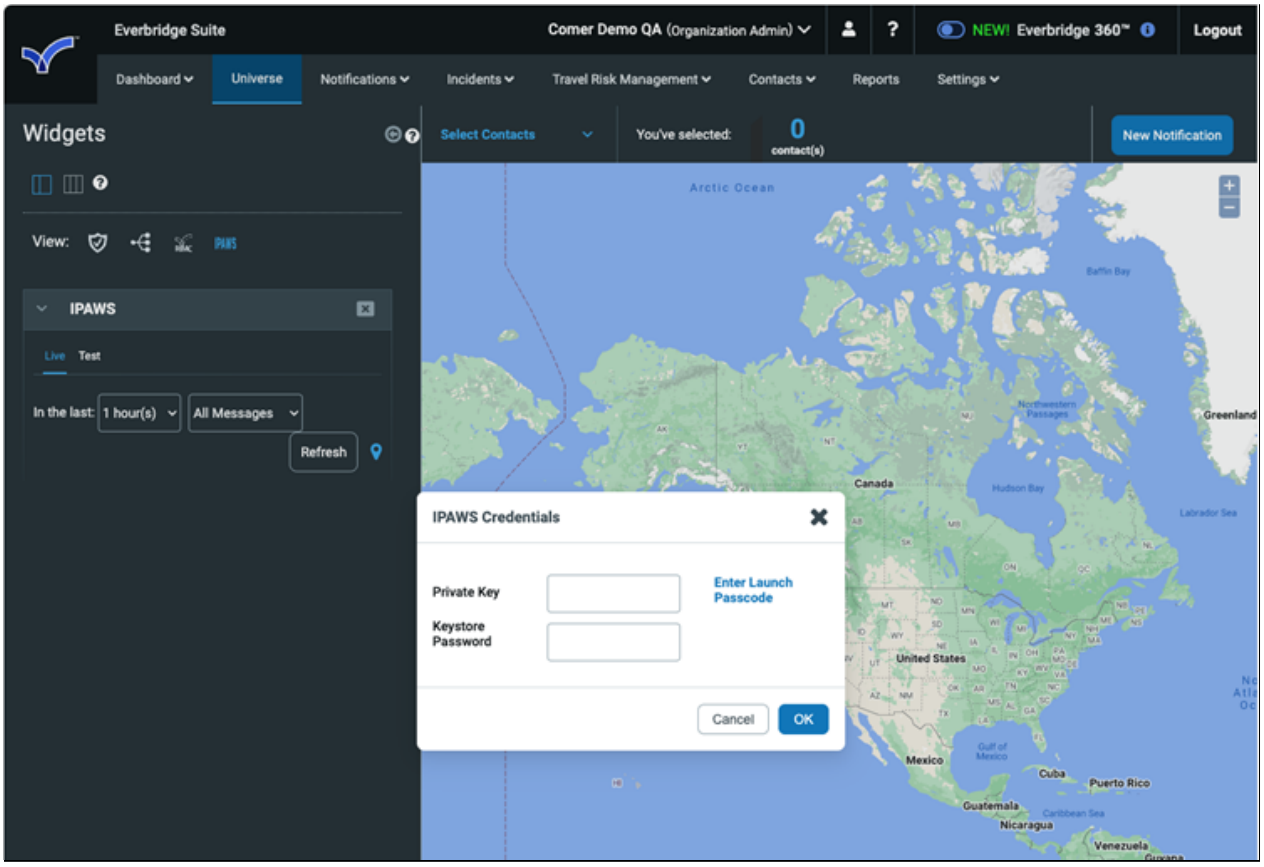
The IPAWS widget supports Live and Test modes through tabs.

- Selecting the Live mode retrieves messages from the IPAWS production environment.
- Selecting the Test mode retrieves messages from the IPAWS test environment.

All other features behave the same way on both tabs.

Click **Refresh** and the IPAWS Credentials dialog appears. Enter your Organization's Launch Passcode. If you do not know your Launch Passcode, click **Enter IPAWS** credentials to submit your Private Key and Keystore Password.

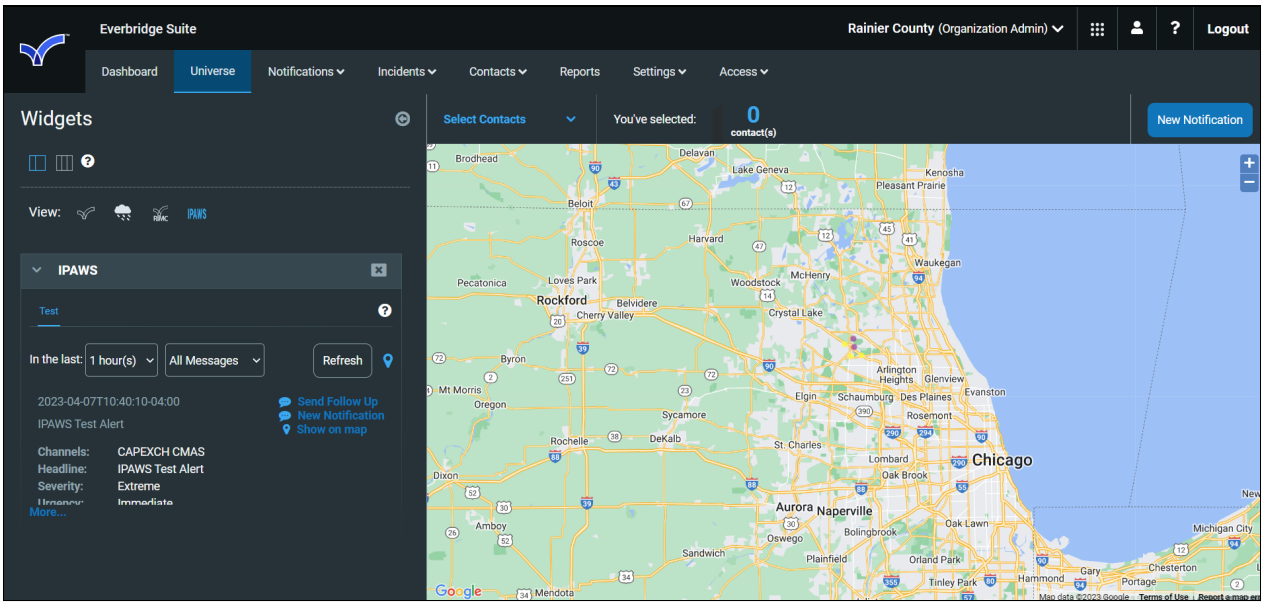

Everbridge Suite
Comer Demo QA (Organization Admin)
NEW! Everbridge 360™
Logout
Dashboard
Universe
Notifications
Incidents
Travel Risk Management
Contacts
Reports
Settings
Widgets
Select Contacts
You've selected:
0
contact(s)
New Notification
View:
IPAWS
Live
Test
In the last:
1 hour(s)
All Messages
Refresh
Arctic Ocean
Canada
United States
Mexico
Cuba
Puerto Rico
IPAWS Credentials
Launch Passcode
Enter IPAWS credentials
Cancel
OK


Everbridge Suite
Comer Demo QA (Organization Admin)
NEW! Everbridge 360™
Logout
Dashboard
Universe
Notifications
Incidents
Travel Risk Management
Contacts
Reports
Settings
Widgets
Select Contacts
You've selected:
0
contact(s)
New Notification
View:
IPAWS
Live
Test
In the last:
1 hour(s)
All Messages
Refresh
Arctic Ocean
Canada
United States
Mexico
Cuba
Puerto Rico
Guatemala
Nicaragua
Venezuela
IPAWS Credentials
Private Key
Keystore Password
Enter Launch Passcode
Cancel
OK

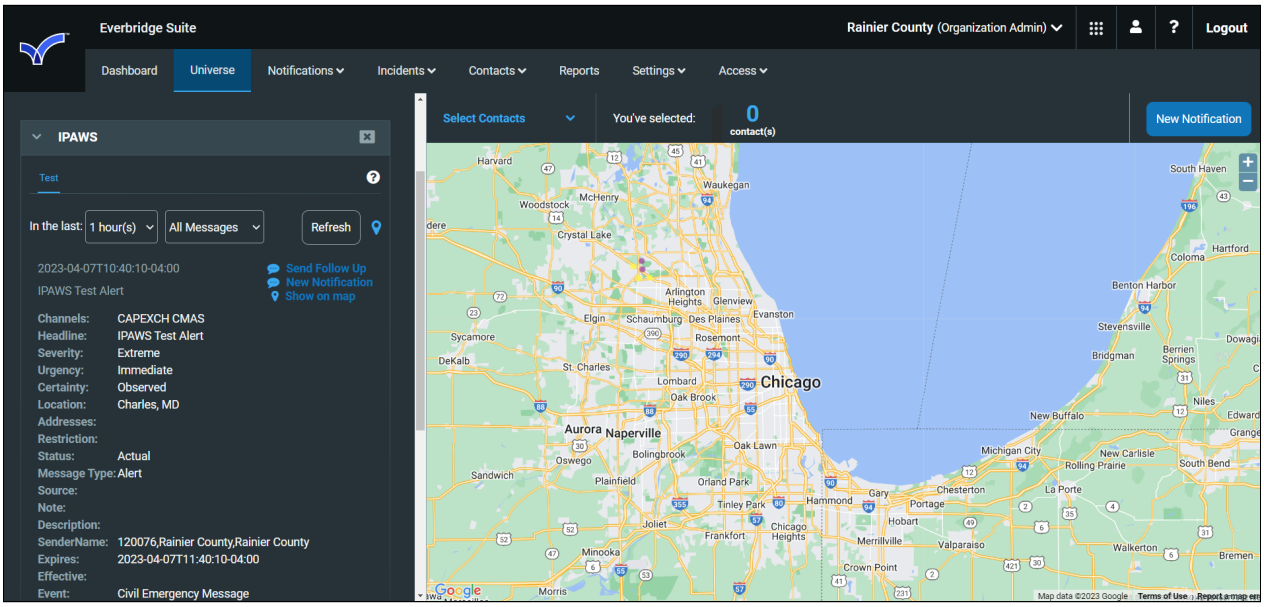
Enter your IPAWS credentials and click **OK**. From whichever tab you have chosen to see the messages, you can choose from the following:

- In the last 1-24 hours by selecting the number from the drop-down list.
- From the selected time frame, select All Messages, Public, Private, or Restricted.

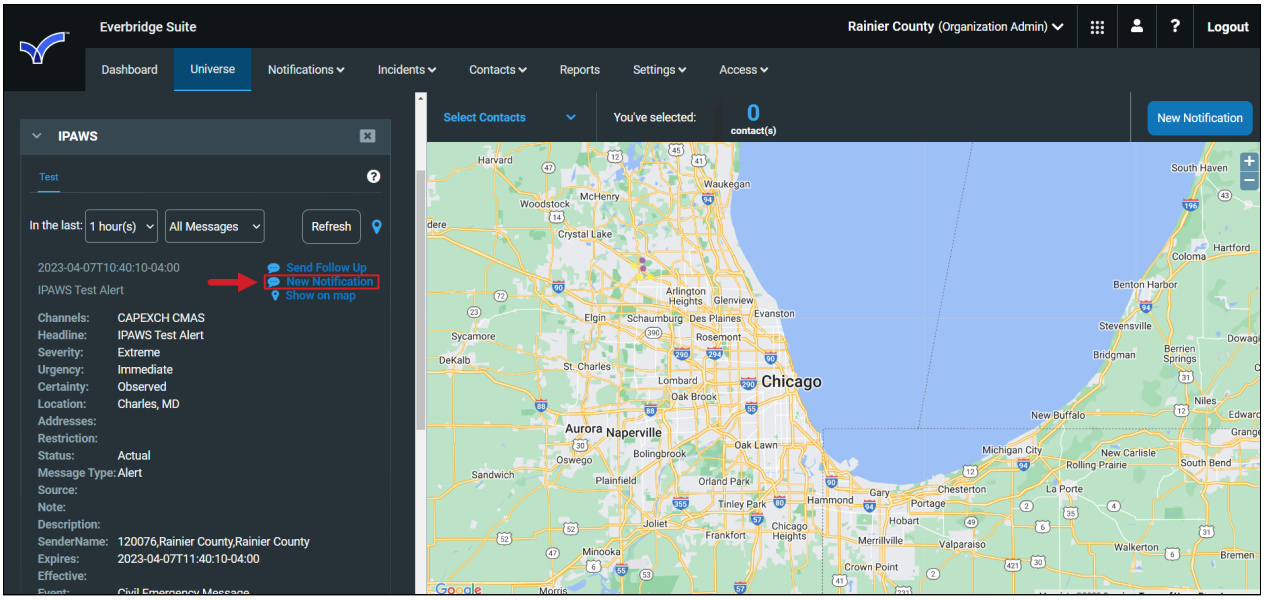
If there are more alerts than can be displayed on one list, use the controls (First, Previous, Next, Last) at the bottom of the list to step through the pages.



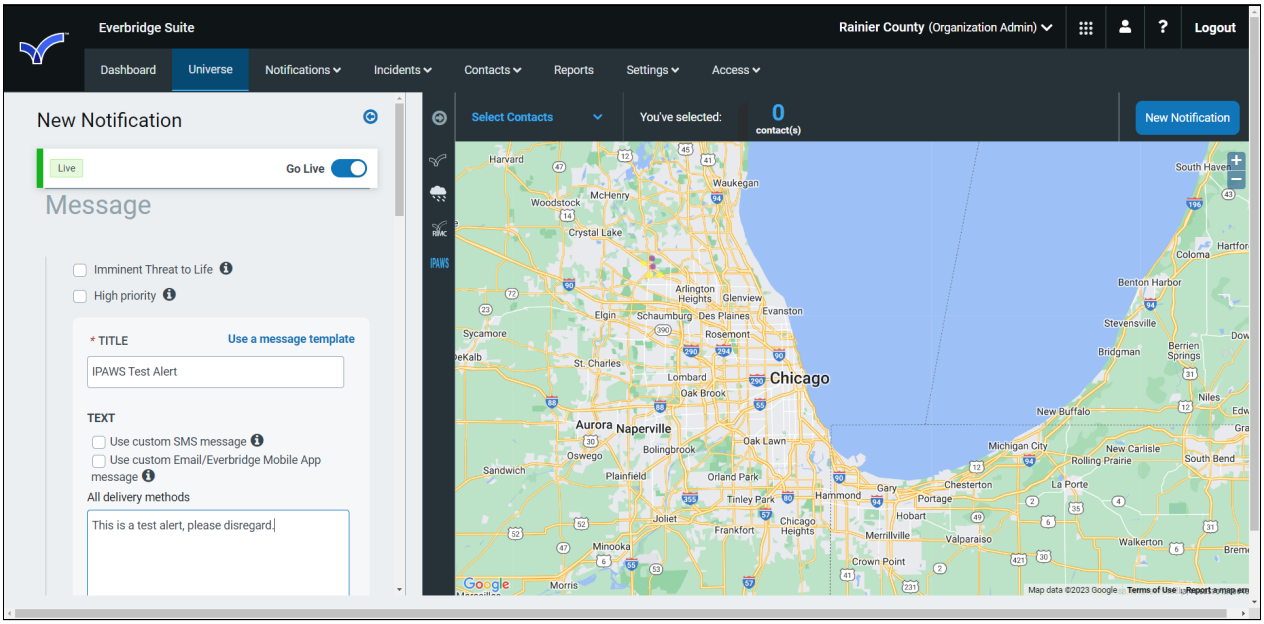
To see the full message, click **More**.



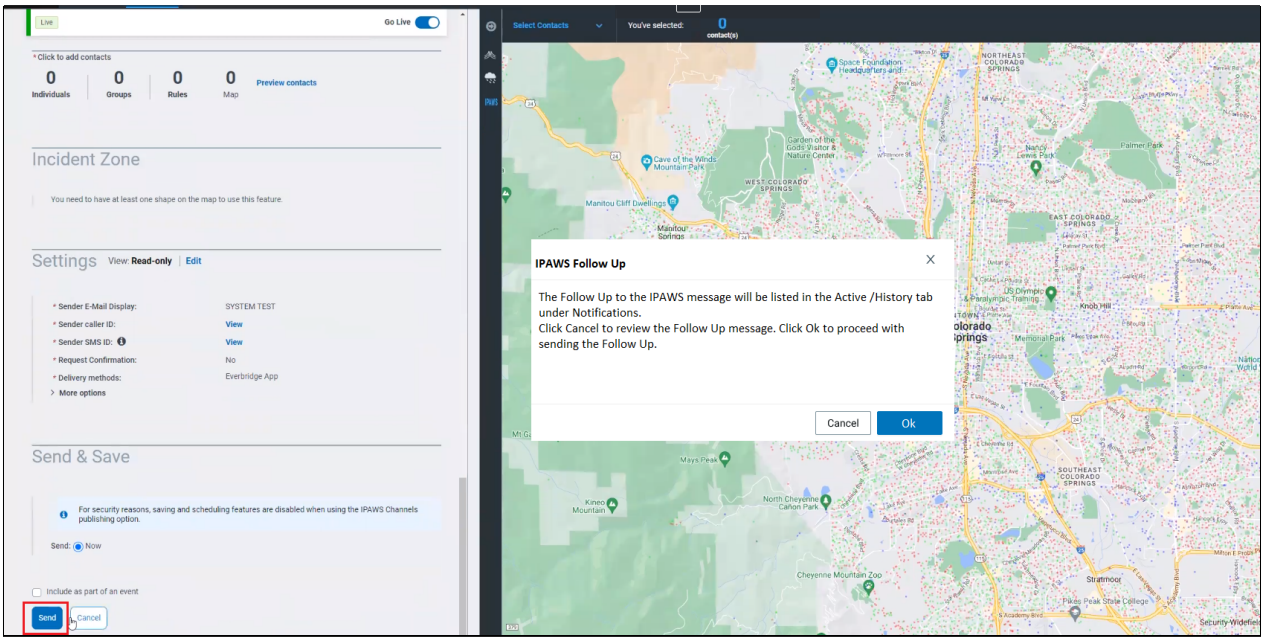
To send a Notification based on an alert, click the **New Notification** icon located in the right-hand corner of the individual alert.



The Notification panel is displayed. Create the Notification.



When Administrators try to send a follow-up via Universe, they'll see a popup informing them that it'll be sent through Notifications, which can be found under the **Active/History** tab.


Live
Go Live
Click to add contacts
0 Individuals
0 Groups
0 Rules
0 Map
Preview contacts
Incident Zone
You need to have at least one shape on the map to use this feature.
Settings
View: Read-only | Edit
Sender E-Mail Display: SYSTEM TEST
Sender caller ID: View
Sender SMS ID: View
Request Confirmation: No
Delivery methods: Everbridge App
More options
Send & Save
For security reasons, saving and scheduling features are disabled when using the IPAWS Channels publishing option.
Send: Now
Include as part of an event
Send
Cancel
Select Contacts
You've selected: 0 contact(s)
IPAWS Follow Up
The Follow Up to the IPAWS message will be listed in the Active /History tab under Notifications.
Click Cancel to review the Follow Up message. Click Ok to proceed with sending the Follow Up.
Cancel
Ok

IPAWS Alerting Best Practices

Wireless Emergency Alerts (WEA) and the **Emergency Alert System** (EAS) comprise the IPAWS alerting network. IPAWS alerts are often viewed as the pathway to delivering the most critical and time-sensitive alerts.

The following steps will help an IPAWS Alert sender gain confidence in their alerting proficiency in updating and cancelling a WEA Alert.

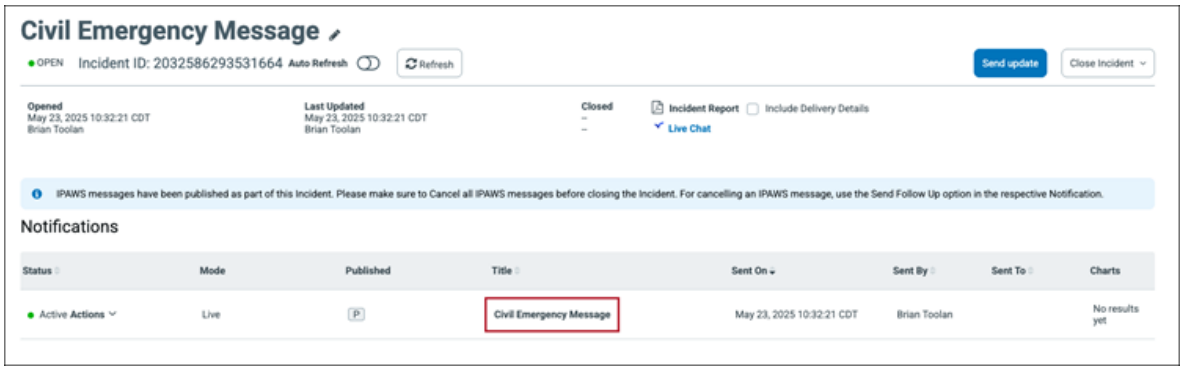
Verifying a Successful Send

Once you've published a WEA Alert, you should verify that the message was successfully sent and received by the IPAWS gateway.

To check this:

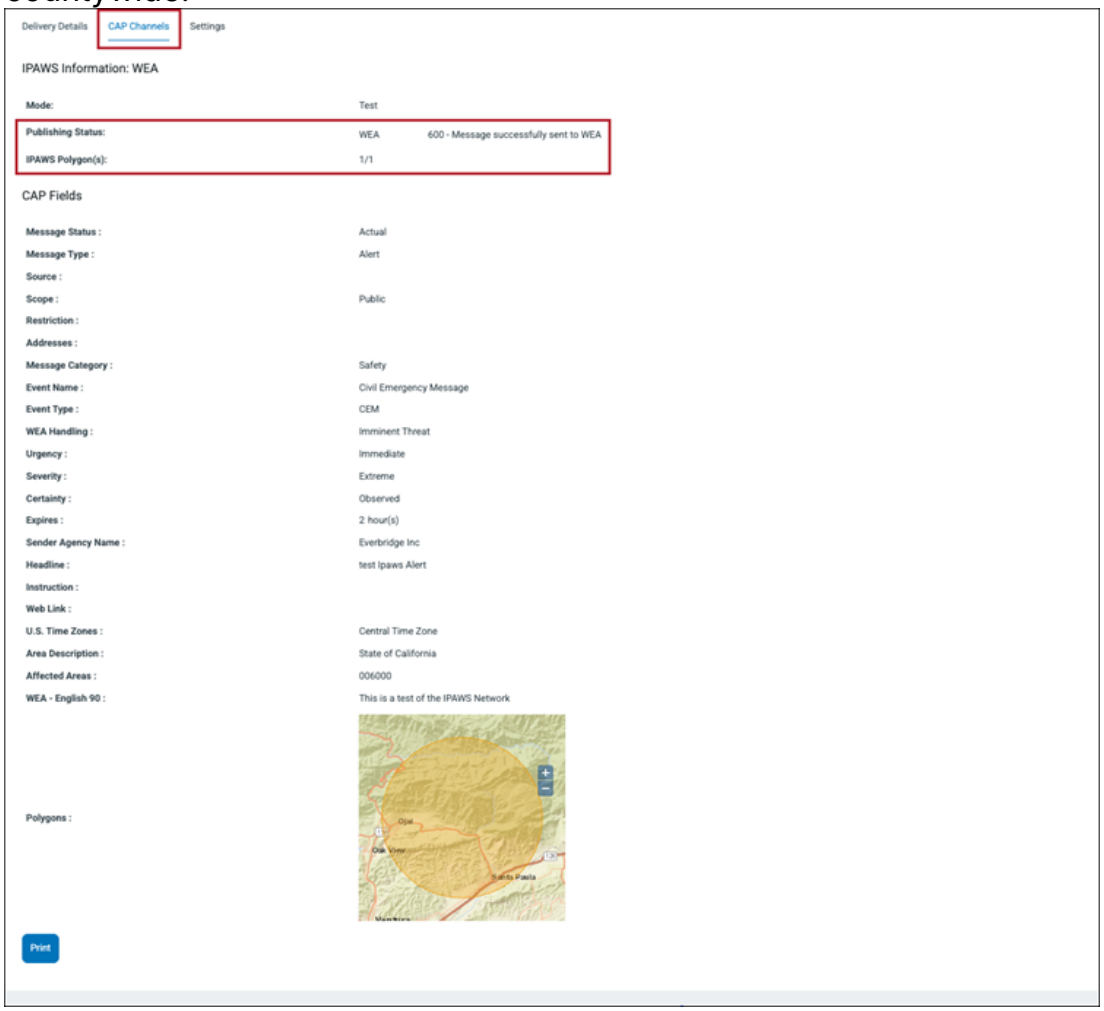
1. Navigate to **Incidents** > **Open/History**.
2. Click on the Incident name from the list.

3. The **Incident Details** page will open. Click on the title of the message in the **Notifications** section.



4. At the bottom of the **Notification Details** page, there will be three tabs. Click **CAP Channels**.
    - Check that the publishing status is **600 – Message successfully sent to WEA**.
    - If you used a polygon, the number of polygons sent and the number of polygons used will appear under the publishing status. This helps you understand that your polygon was published, and it did not go

countywide.

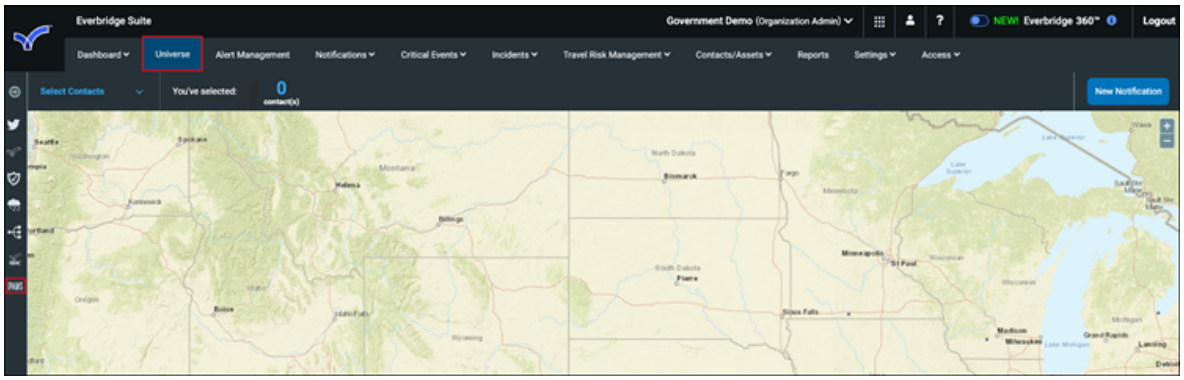


Cancel or Update IPAWS Alerts from Universe

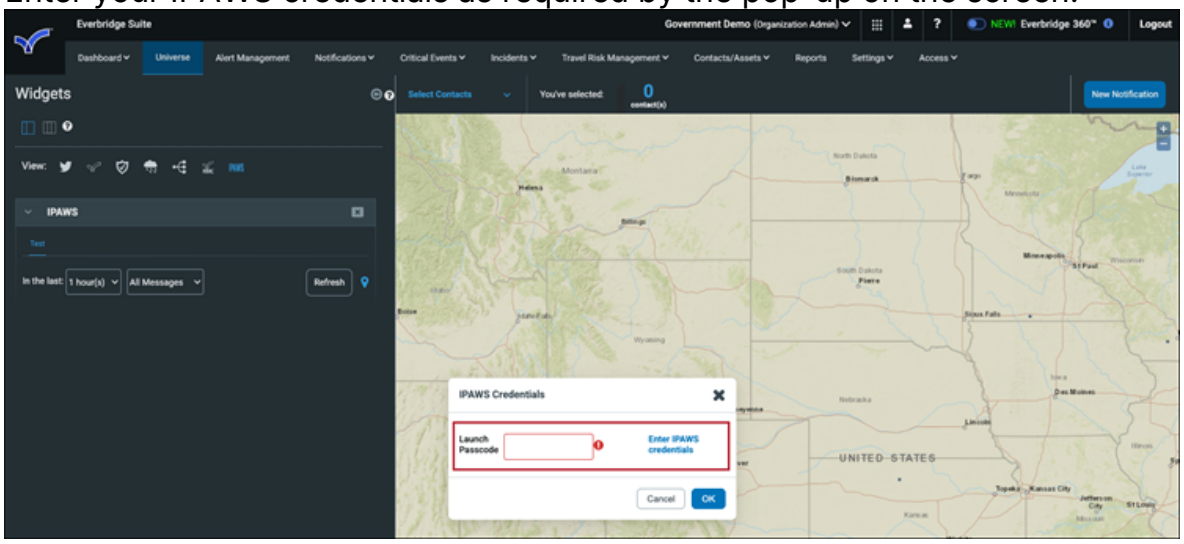
The simplest way to cancel or update an IPAWS alert is from the **Universe** tab, which by default is accessible to all roles except the Incident Operator.

To cancel or update an IPAWS alert from Universe:

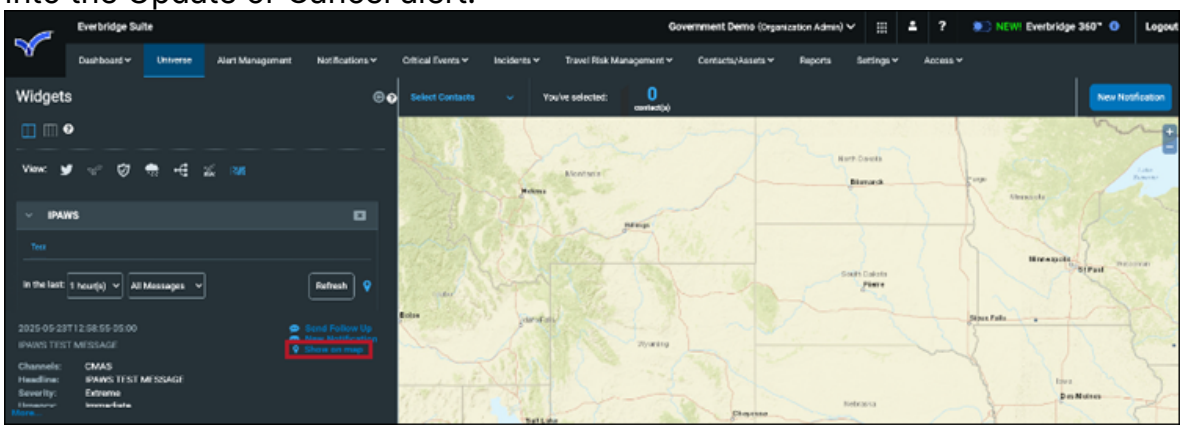
1. Click on the **Universe** tab, then on the **IPAWS** widget on the left side of the screen.



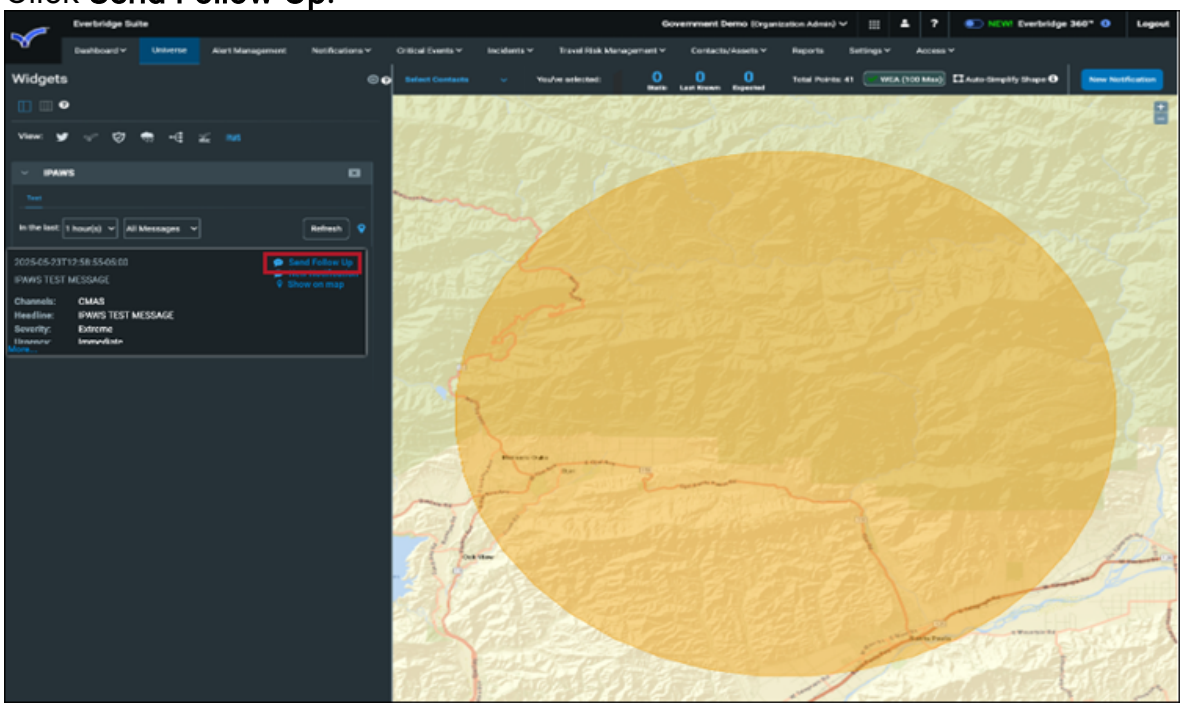
2. Enter your IPAWS credentials as required by the pop-up on the screen.



3. Once you've entered your IPAWS credentials, your WEA message will appear on the left side of the screen. Click **Show on Map** to bring your polygon back into the Update or Cancel alert.

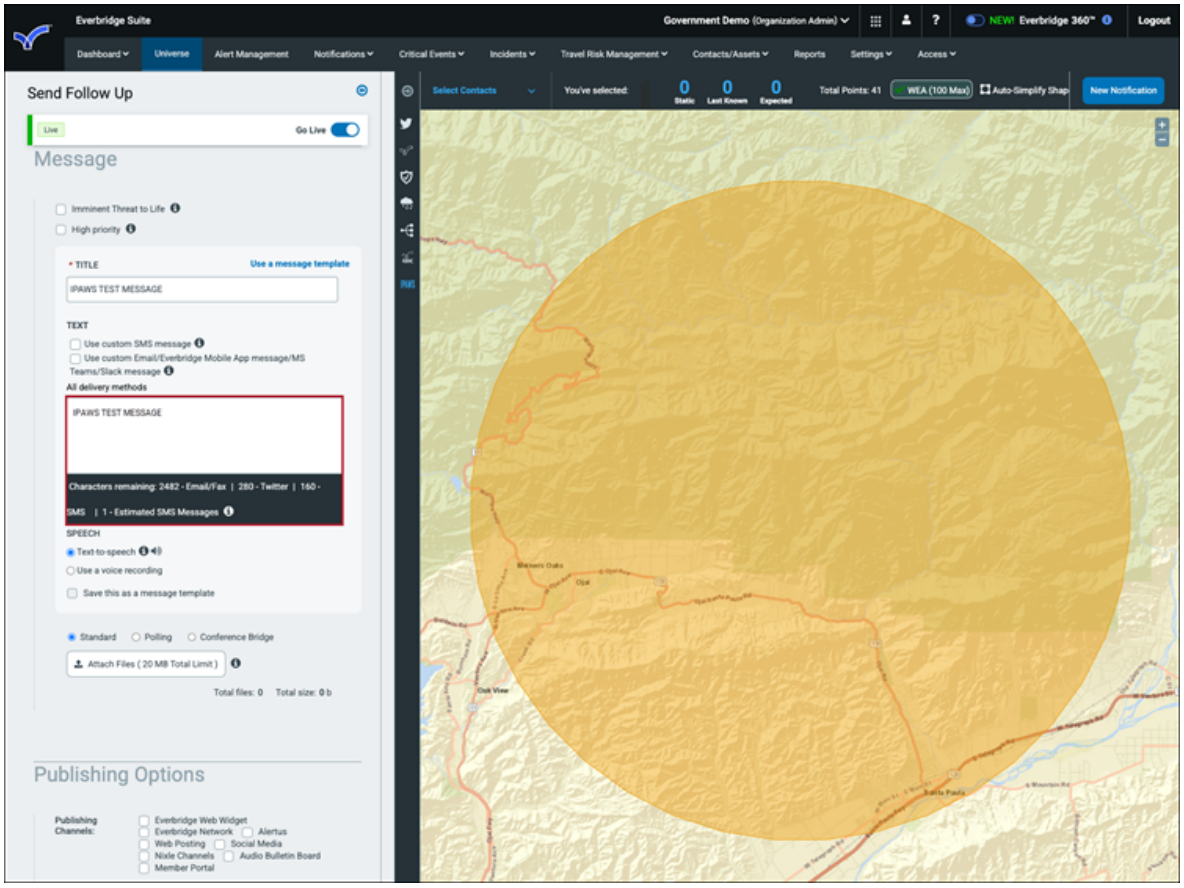


4. Click **Send Follow Up**.

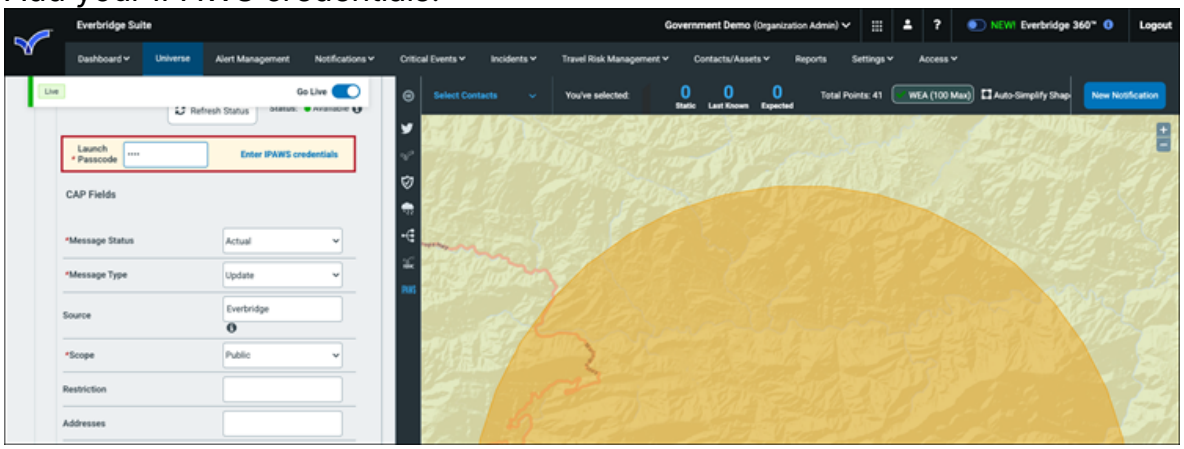


5. Once you've clicked **Send Follow Up**, the message will be on the left and your selected polygon on the right of the page. Add text to the **All Delivery**

Methods section.

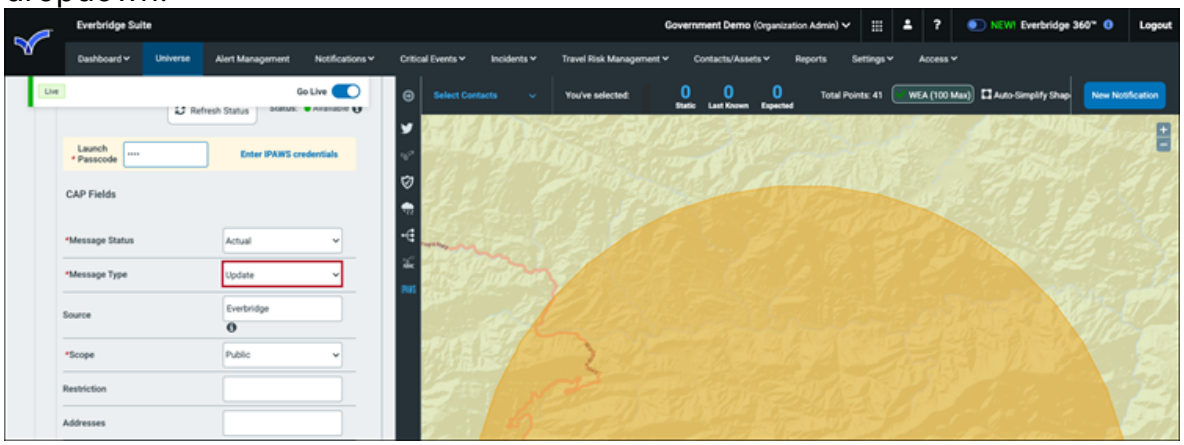


6. Add your IPAWS credentials.

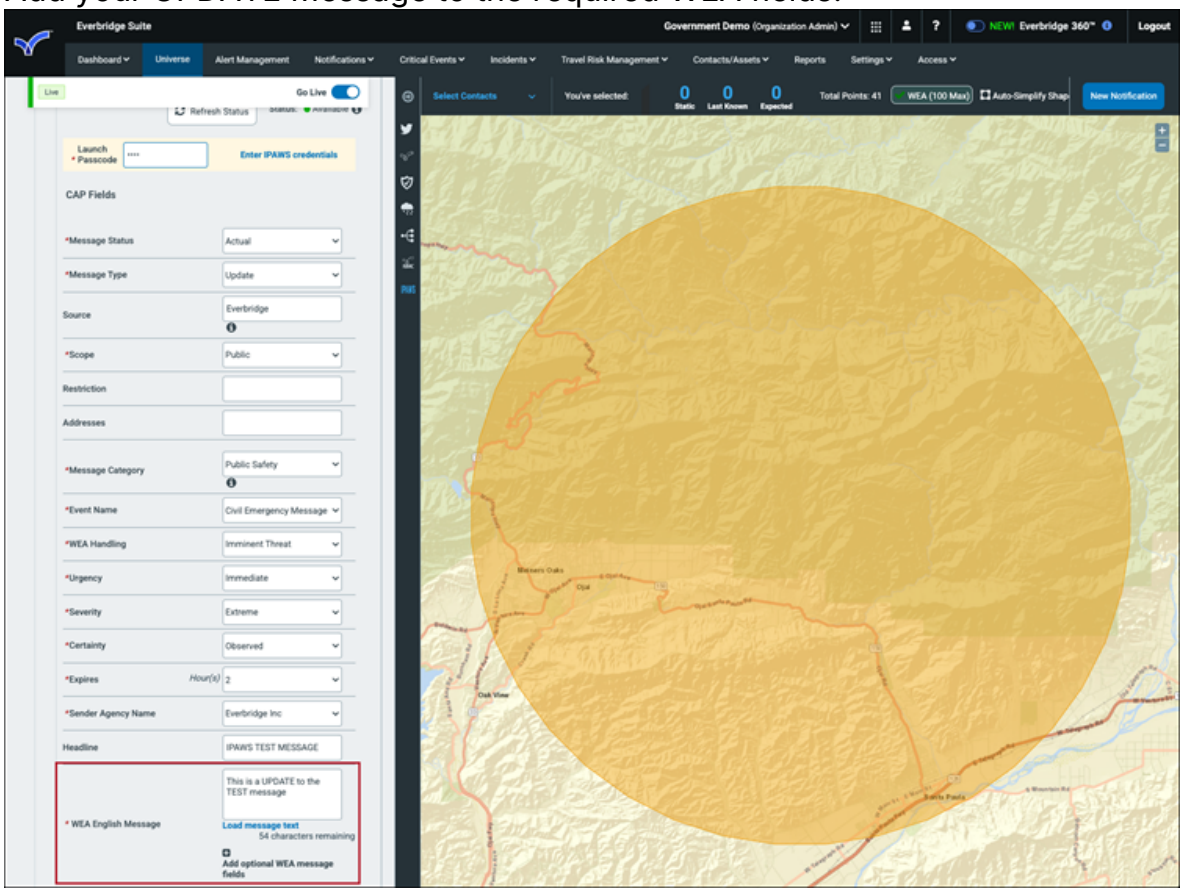


7. If you're UPDATING the alert, the UPDATE message type will be the default message type. If you need to CANCEL the alert, you will need to manually change the Update to Cancel by clicking the down arrow to select it from the

dropdown.

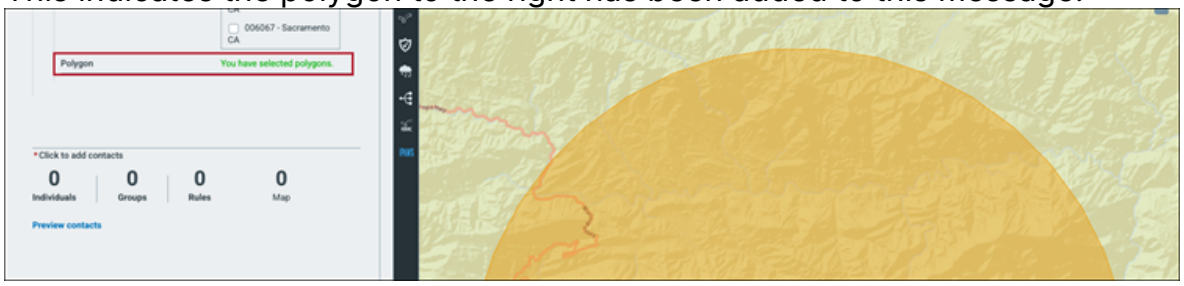


8. Add your UPDATE Message to the required WEA fields.

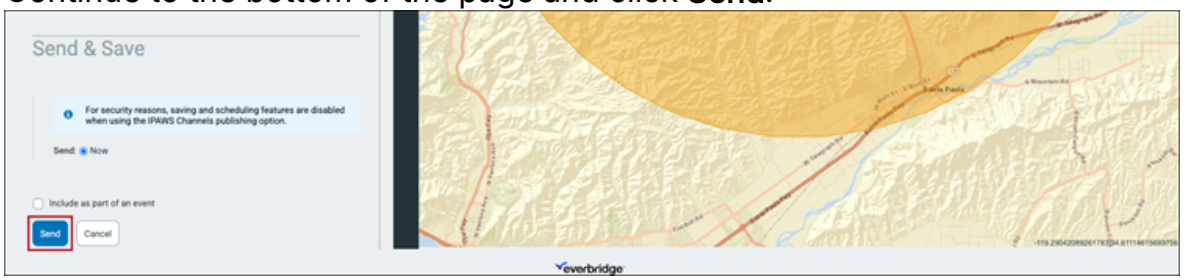


9. Once you've added your UPDATE/CANCEL message, scroll down the page. In the **Polygon** field, you will see the "You have selected polygons" in green.

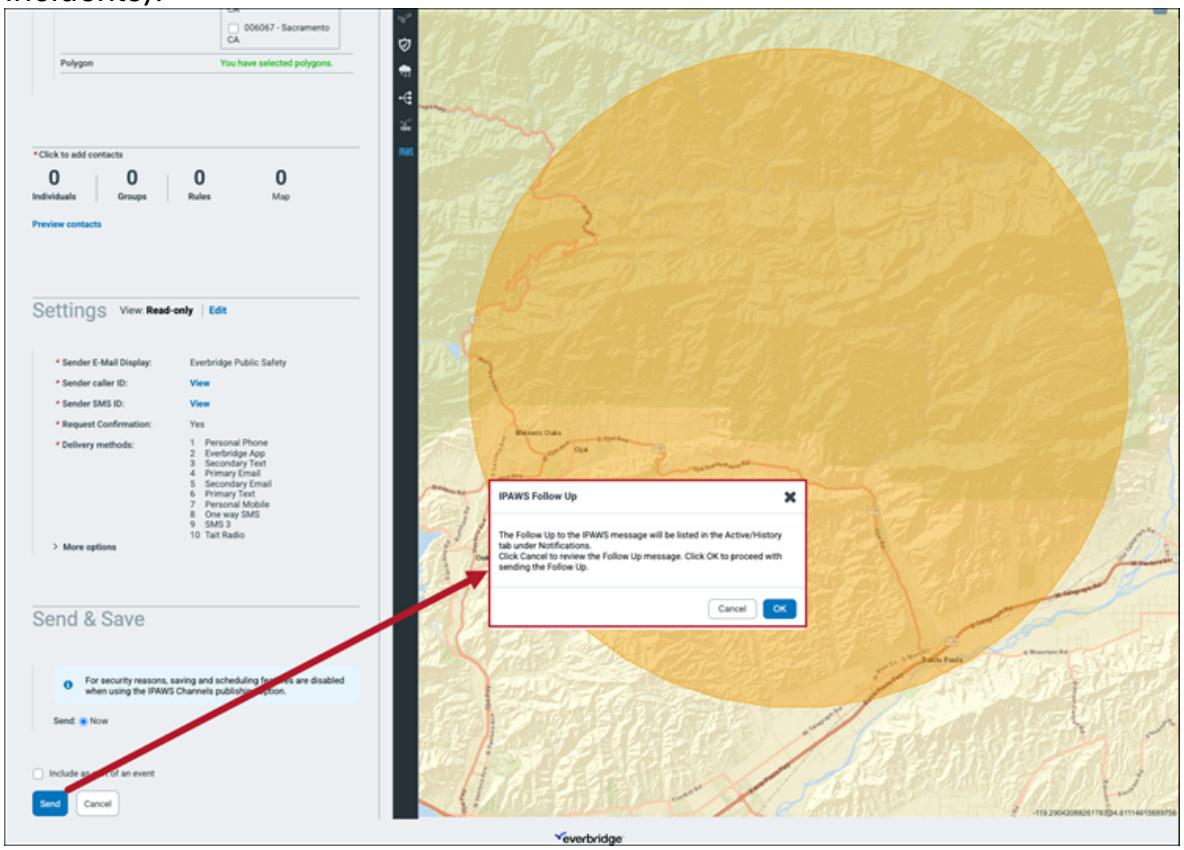
This indicates the polygon to the right has been added to this message.

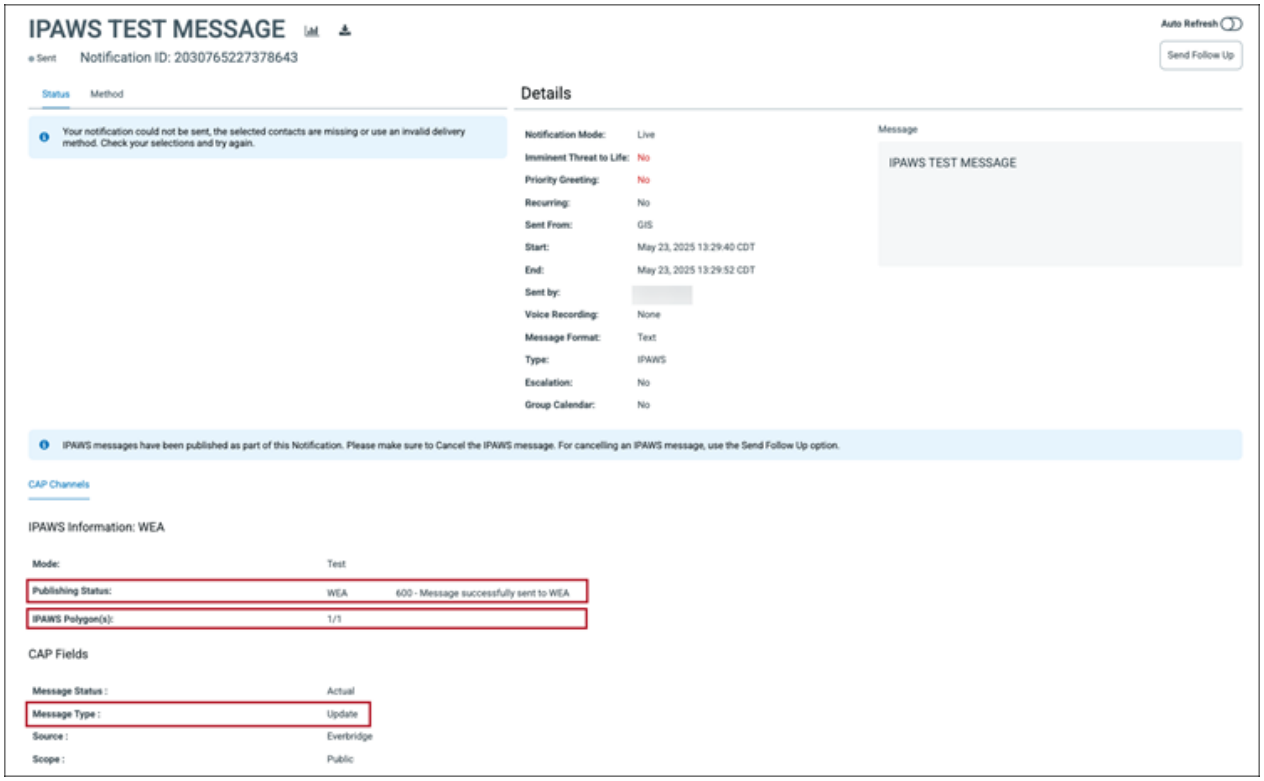


10. Continue to the bottom of the page and click **Send**.



11. You will receive an IPAWS Follow Up pop-up informing you that the Follow Up will be listed in the **Active/History** tab under NOTIFICATIONS (not Incidents).



12. Before logging out, you should verify the alert has been successfully sent by logging into the message details and verifying the following:
    - You received a Publishing Status of 600.

- Your IPAWS polygon was successful.
- Your message type is UPDATE or CANCEL.