



Everbridge Community User Guide

Everbridge Suite
July 2025

Everbridge Suite
2025
Printed in the USA

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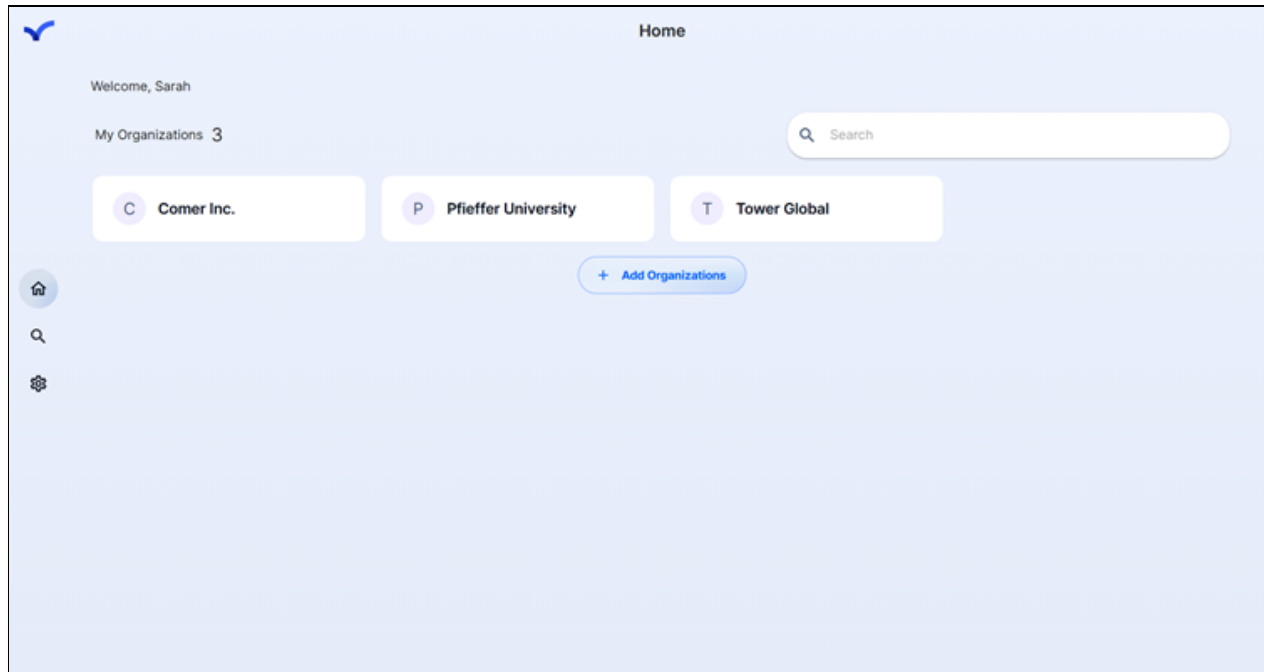
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Everbridge software is covered by US Patent Nos. 6,937,147; 7,148,795; 7,567,262; 7,623,027; 7,664,233; 7,895,263; 8,068,020; 8,149,995; 8,175,224; 8,280,012; 8,417,553; 8,660,240; 8,880,583; 9,391,855. Other patents pending.

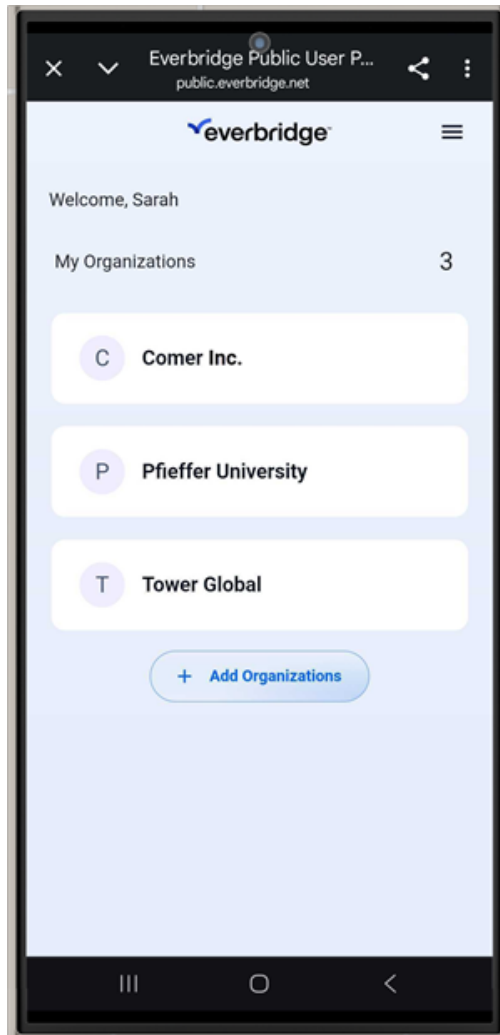
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Introduction

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.



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

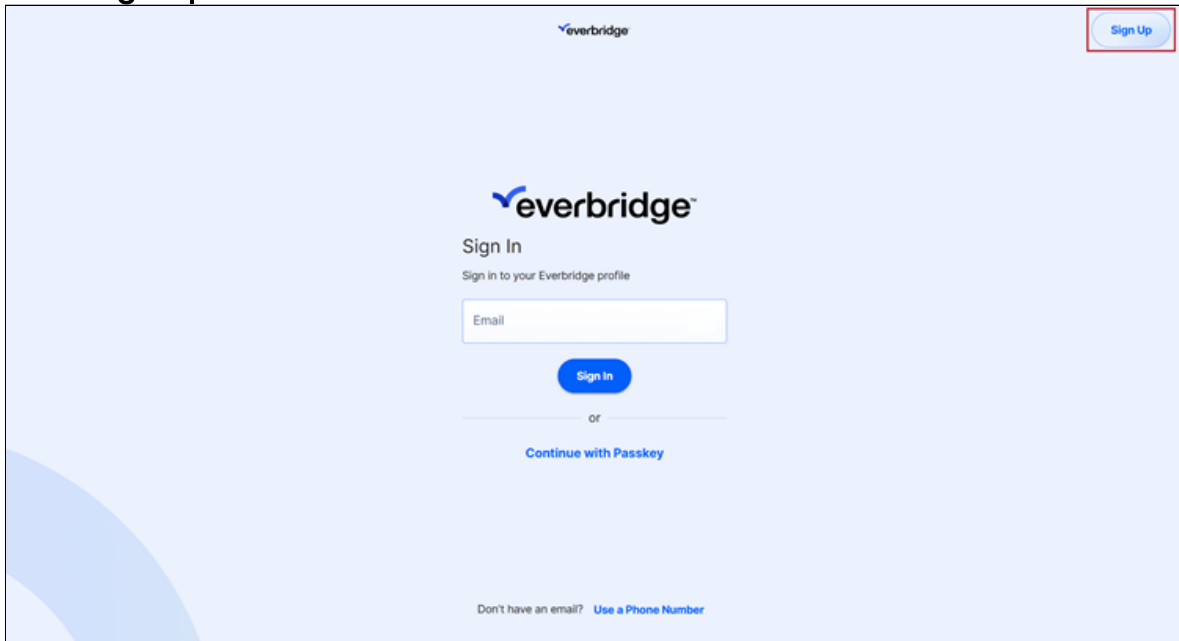


Everbridge Community Profiles

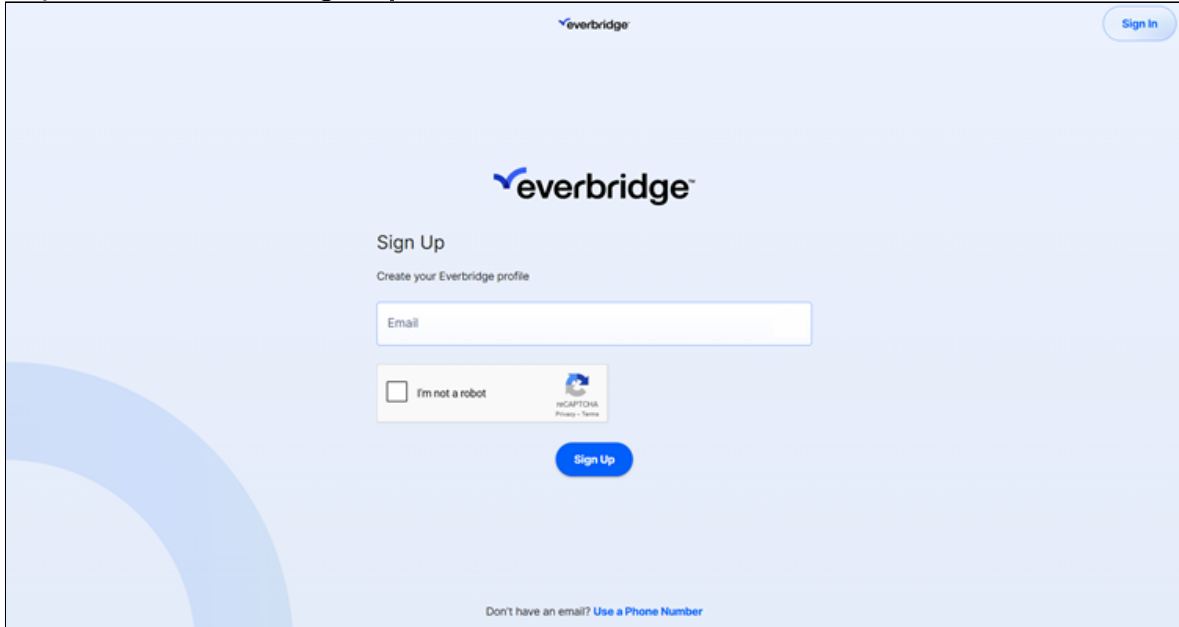
Creating an Everbridge Community Profile

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

1. Navigate to the [Everbridge Community](#) login page.
2. Click **Sign Up**.

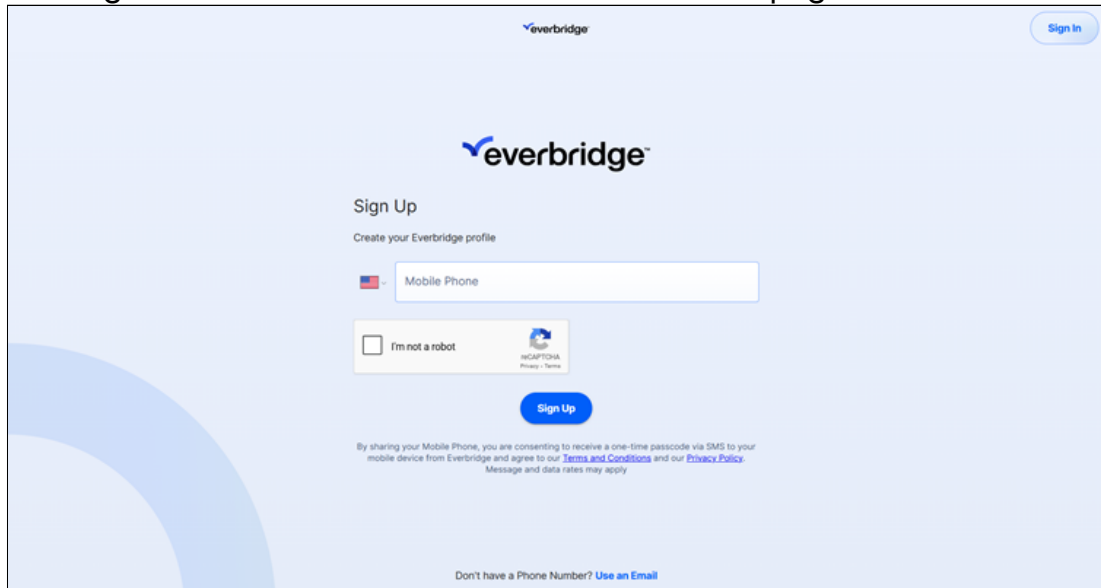


3. The **Sign Up** page will appear. Enter your email address, complete the captcha, and click **Sign Up**.



The screenshot shows the Everbridge Sign Up page for email registration. At the top right is a "Sign In" button. The main heading is "Sign Up" with the subtext "Create your Everbridge profile". Below this is an "Email" input field. Under the input field is a checkbox labeled "I'm not a robot" and a reCAPTCHA widget. A blue "Sign Up" button is positioned below the reCAPTCHA. At the bottom, there is a link: "Don't have an email? [Use a Phone Number](#)".

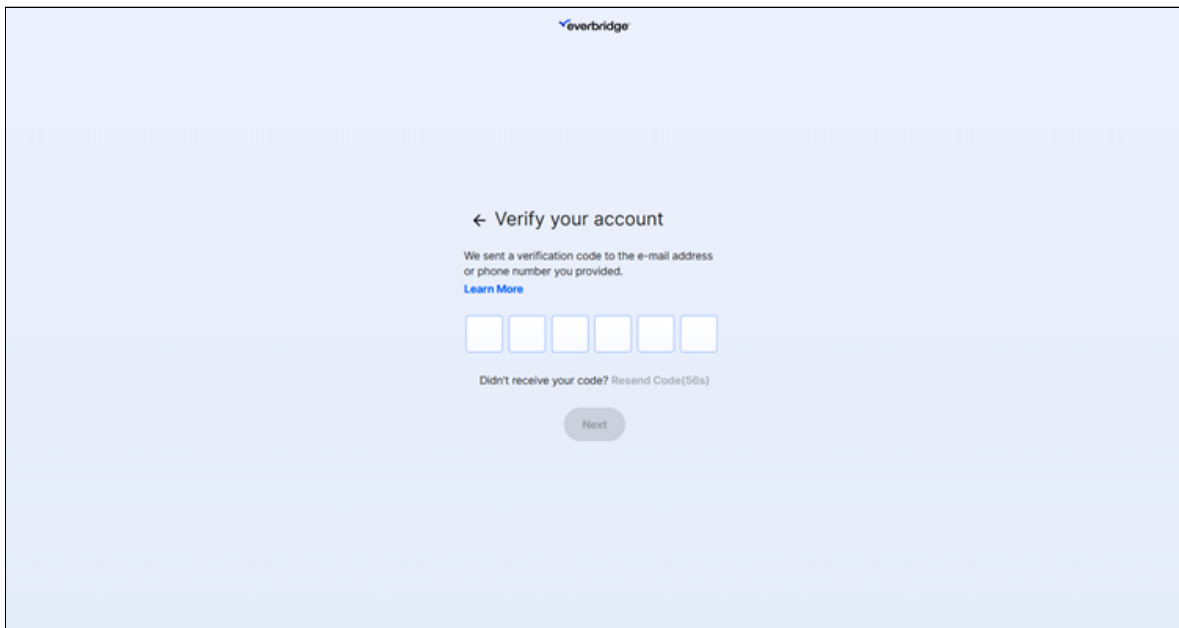
- Alternatively, you can also register with the phone number instead by clicking **Use a Phone Number** at the bottom of the page.



The screenshot shows the Everbridge Sign Up page for phone registration. At the top right is a "Sign In" button. The main heading is "Sign Up" with the subtext "Create your Everbridge profile". Below this is a "Mobile Phone" input field with a country code dropdown (showing "+1"). Under the input field is a checkbox labeled "I'm not a robot" and a reCAPTCHA widget. A blue "Sign Up" button is positioned below the reCAPTCHA. Below the button, there is a disclaimer: "By sharing your Mobile Phone, you are consenting to receive a one-time passcode via SMS to your mobile device from Everbridge and agree to our [Terms and Conditions](#) and our [Privacy Policy](#). Message and data rates may apply." At the bottom, there is a link: "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.



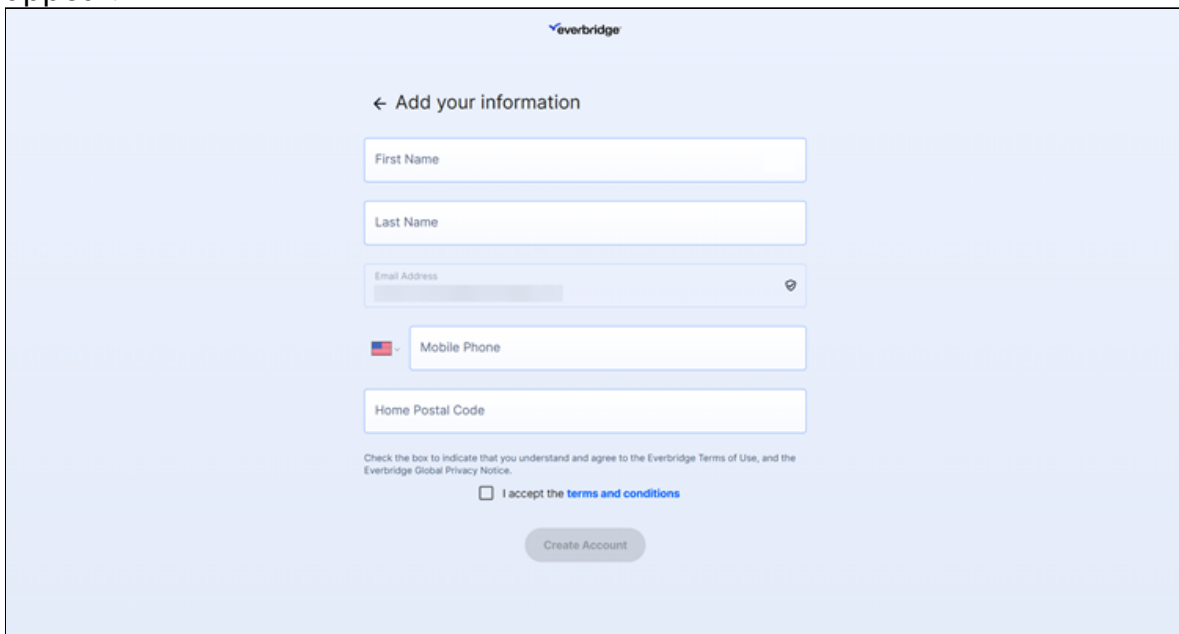
← Verify your account

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


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




← Add your information

First Name

Last Name

Email Address 

 Mobile Phone

Home Postal Code

Check the box to indicate that you understand and agree to the Everbridge Terms of Use, and the Everbridge Global Privacy Notice.

☐ I accept the [terms and conditions](#)

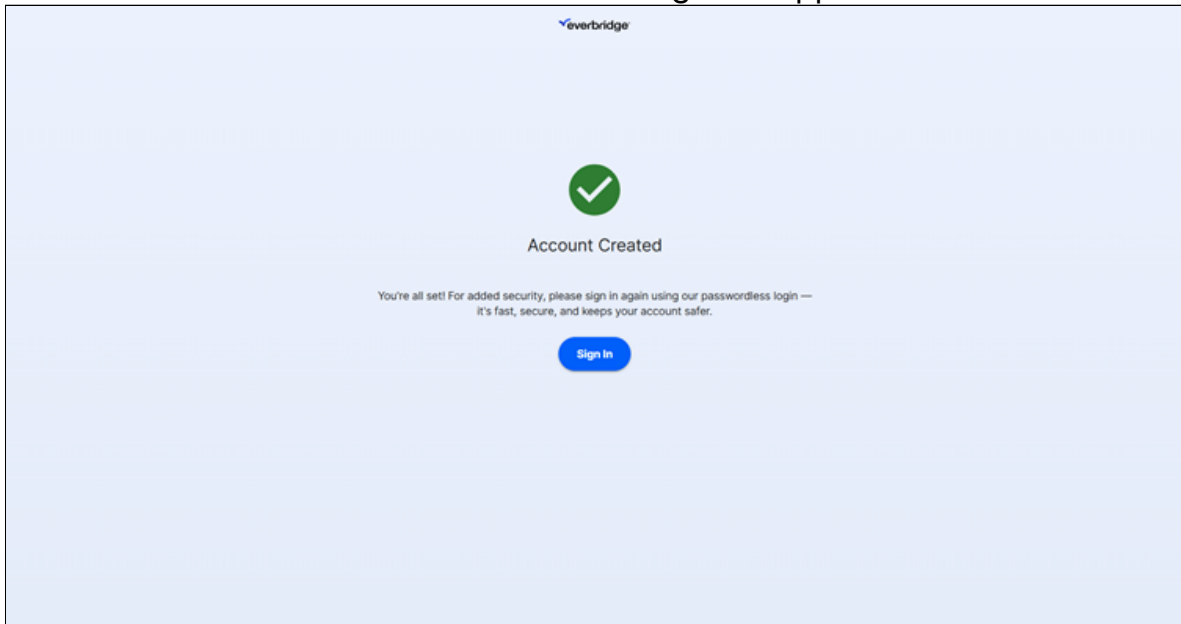
Create Account

Enter the following details:

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

- Review the **Terms and Conditions** and click the checkbox to accept them.

7. Click **Create Account**. A confirmation message will appear.

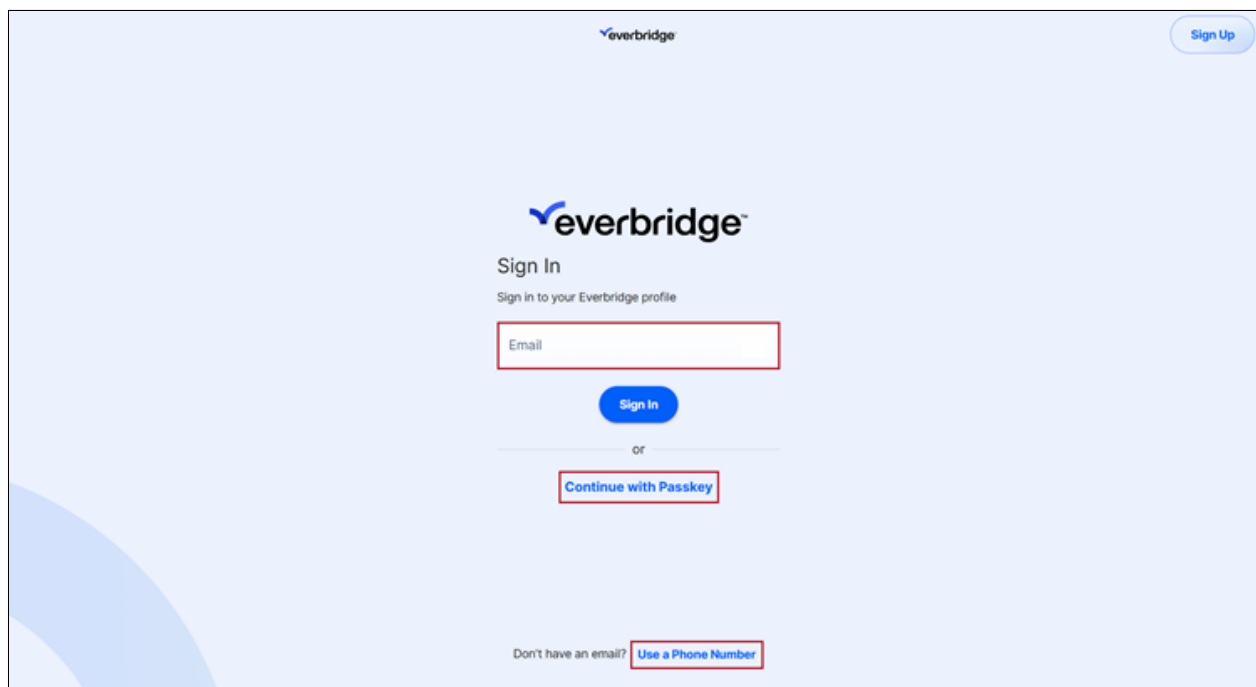


8. Click **Sign In** to be rerouted to the sign in page.

Signing In to Everbridge Community

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

- Email Address
- Phone Number
- Passkey



The screenshot shows the Everbridge Sign In page. At the top right is a "Sign Up" button. The main heading is "Sign In" with the subtext "Sign in to your Everbridge profile". Below this is an "Email" input field, followed by a blue "Sign In" button. A horizontal line with the word "or" in the center separates this from the "Continue with Passkey" button. At the bottom, there is a link "Don't have an email? Use a Phone Number".

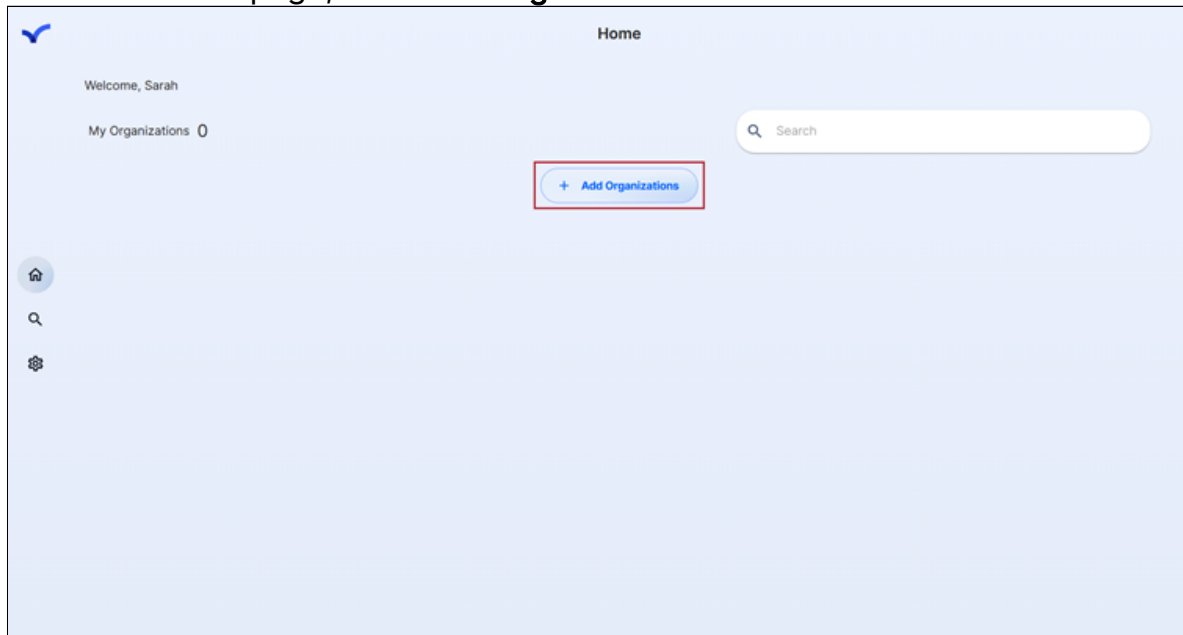
For instructions on setting up a passkey, see [Security](#)

Adding Organizations

Once the Everbridge 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 [Link Existing Accounts](#).

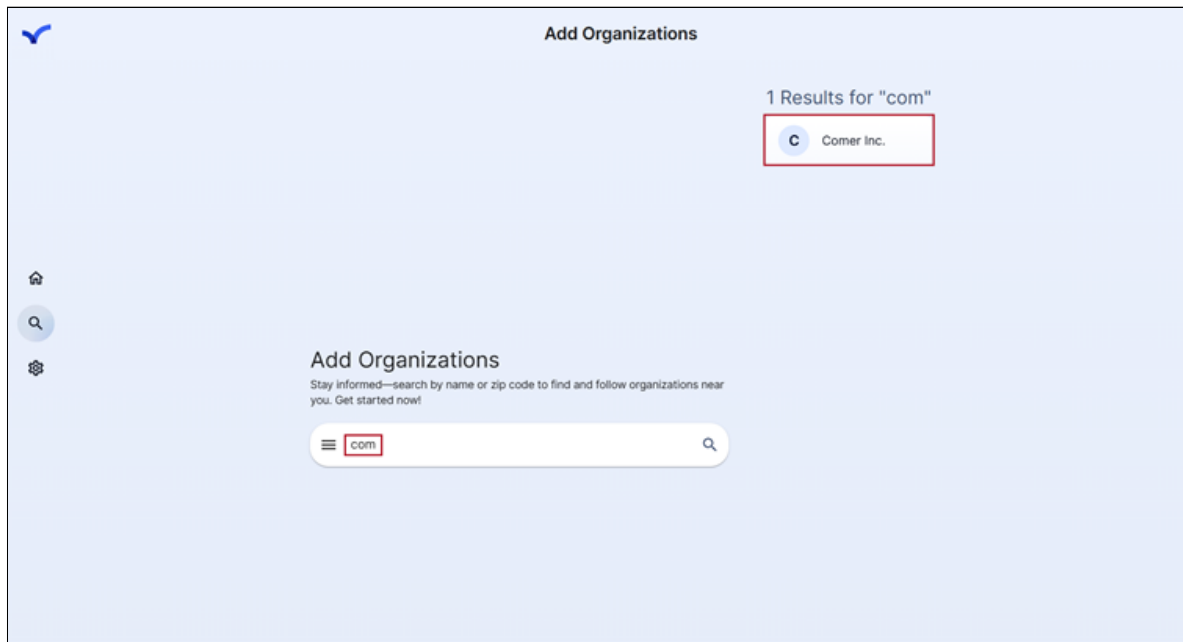
To manually add Organizations:

1. From the Home page, click **Add Organizations**.




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.



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



[Back To Everbridge Community](#)
[Overview](#)
[FAQs](#)
[Files](#)

Language:  English (United States) (US)

Sign Up

Create Your Account

All fields marked with * are required.

First Name *

Last Name *

Sarah

Location Information

Please enter your primary location information. Additional locations can be added in a later step.

Location Name

Address

Apartment / Suite / Unit

City

State / Province

Postal Code

Country / Region

Please select...

United States

Verify This Address

Contact Information

These are your primary delivery methods. Additional delivery methods may be requested in later pages. Complete at least 1 contact information.

Email Address

SMS 1

Country / Region

SMS 1 Number

Phone 1

Country / Region

Phone 1 Number

1


Please Note
By submitting, you agree to receive text messages from Everbridge on the alerts you specify. Message frequency may vary. Message and data rates may apply. Reply HELP for help, STOP to opt out.

☐ I accept the [Terms of Use](#)

Create Account

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.



Welcome

[? Help & Answers](#)

Language: English (United States) (US)

Complete Profile

Profile
 Locations
 Subscriptions
 Information
 Review

Profile Information

Profile information will help us customize the notifications we deliver to you.

All fields marked with * are required.

First Name *

Last Name *

Registration Email

Time Zone

Contact Information

Email 1

Phone 1

Country / Region:

Phone 1 Number:

SMS 1

Country / Region:

SMS 1 Number:

TTY

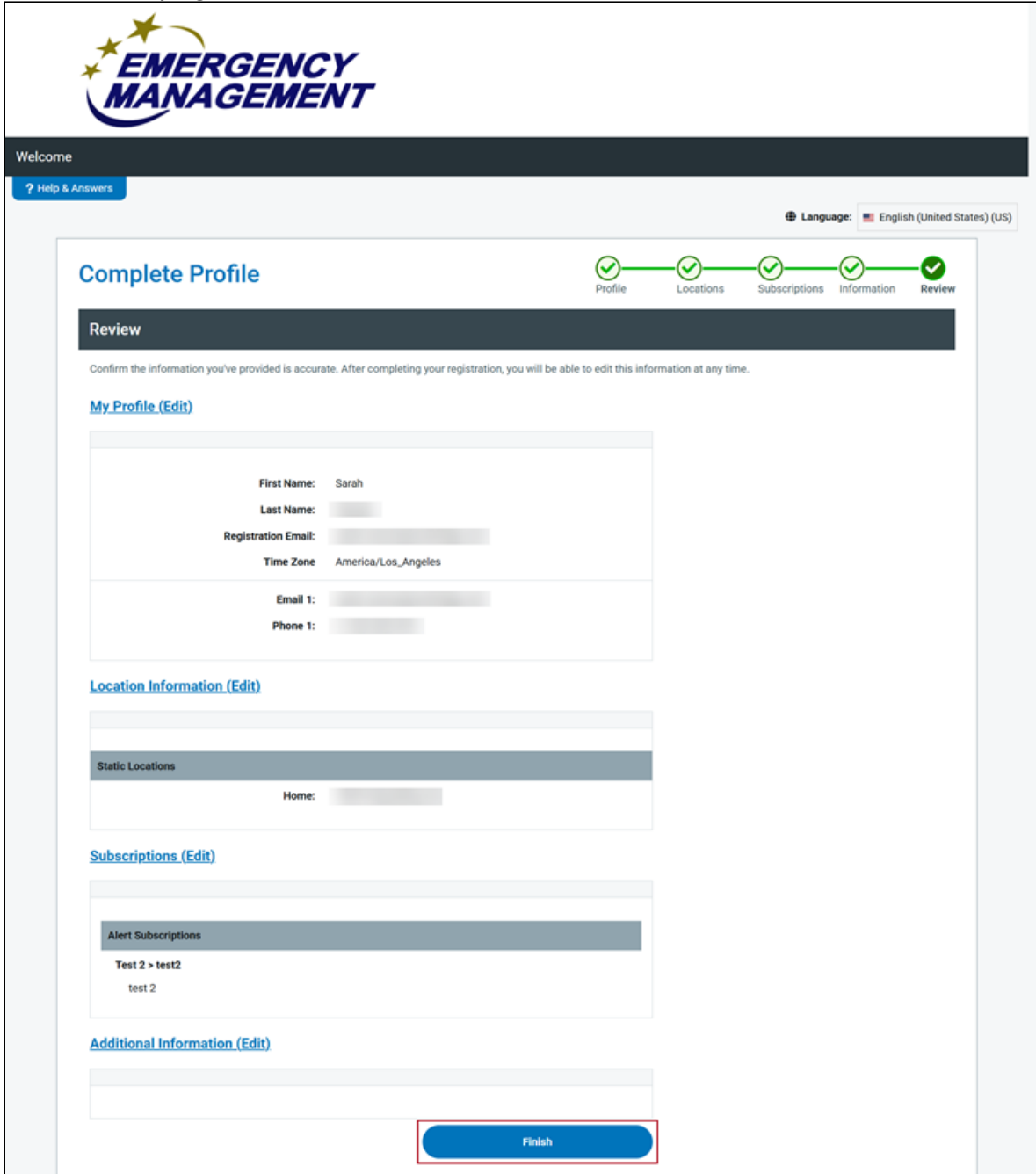
Country / Region:

TTY Number:

Please Note
 By submitting, you agree to receive text messages from Everbridge on the alerts you specify. Message frequency may vary. Message and data rates may apply. Reply HELP for help, STOP to opt out.

Save & Continue


7. Once all of the pages have been filled, check the submitted information on the **Review** page. If it all looks correct, click **Finish**.



EMERGENCY MANAGEMENT

Welcome

[? Help & Answers](#)

Language:  English (United States) (US)

Complete Profile

Profile Locations Subscriptions Information **Review**

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:

[Location Information \(Edit\)](#)

Static Locations

Home:

[Subscriptions \(Edit\)](#)

Alert Subscriptions

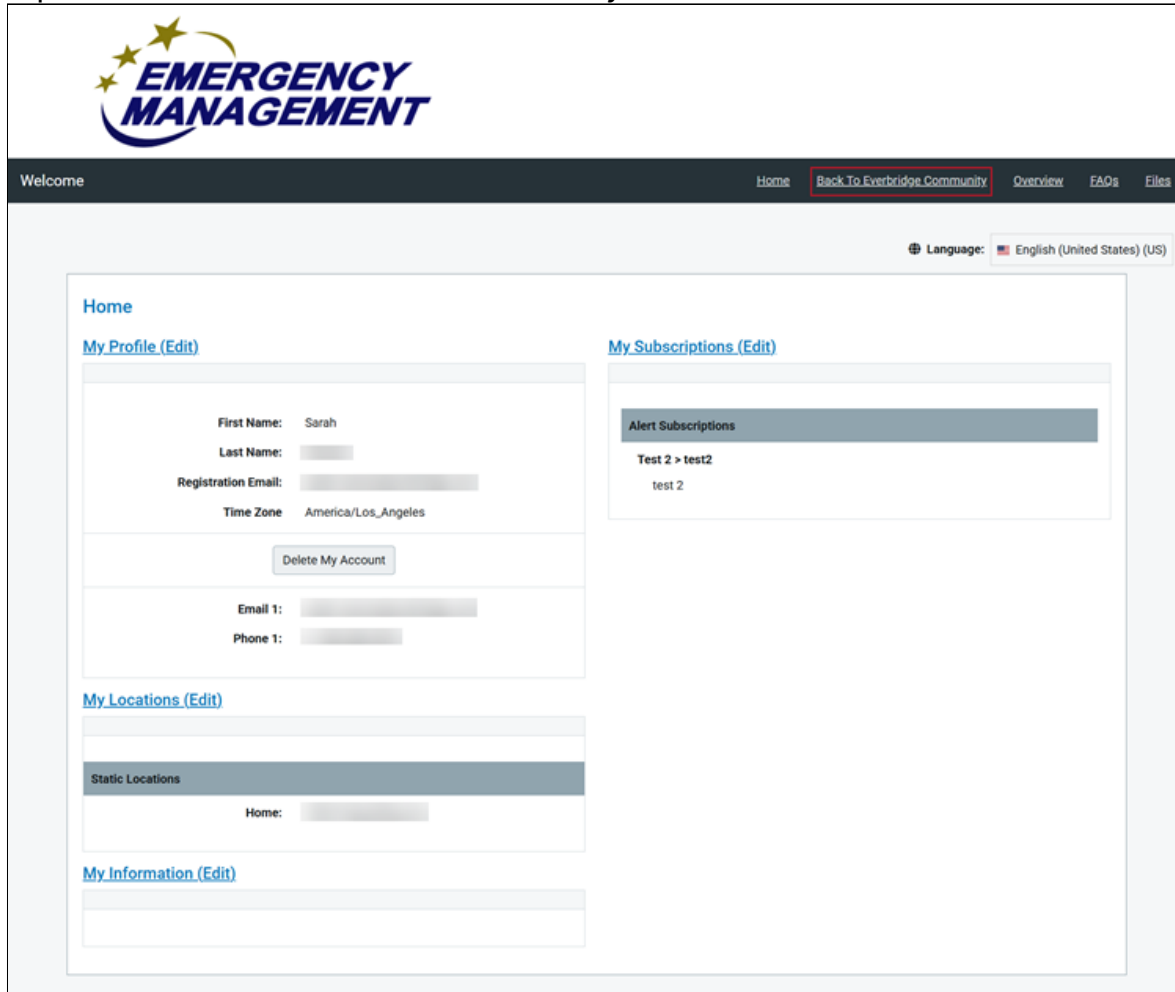
Test 2 > test2

test 2

[Additional Information \(Edit\)](#)

Finish


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



EMERGENCY MANAGEMENT

Welcome

Home **Back To Everbridge Community** Overview FAQs Files

Language:  English (United States) (US)

Home

[My Profile \(Edit\)](#)

First Name: Sarah

Last Name:

Registration Email:

Time Zone: America/Los_Angeles

[Delete My Account](#)

Email 1:

Phone 1:

[My Subscriptions \(Edit\)](#)

Alert Subscriptions

Test 2 > test2

test 2

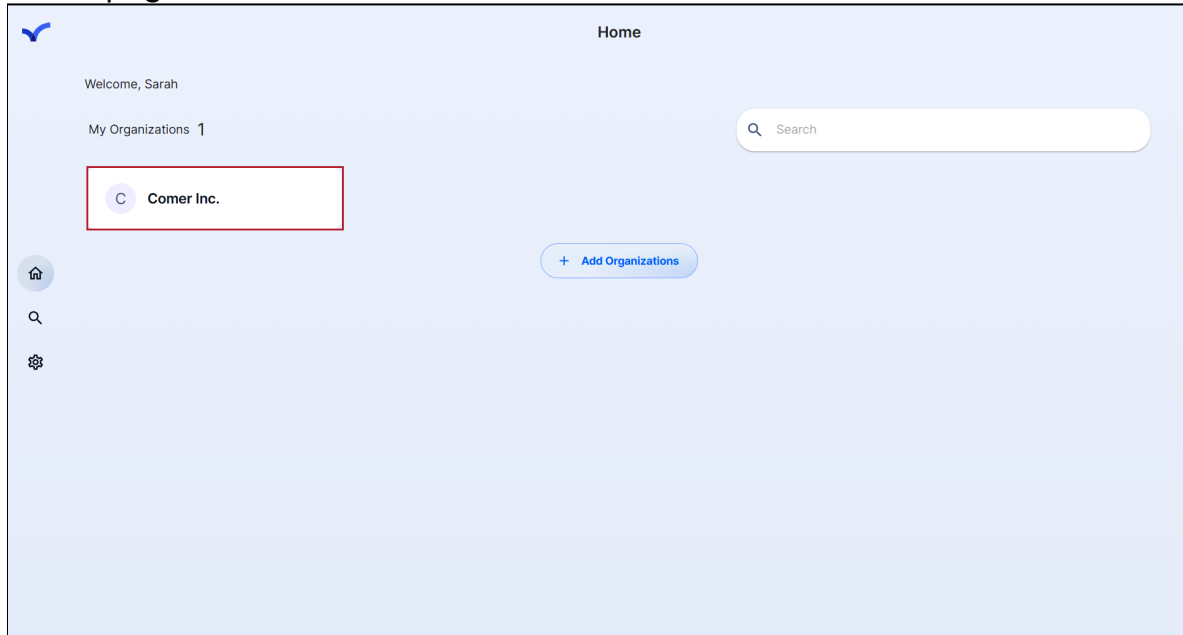
[My Locations \(Edit\)](#)

Static Locations

Home:

[My Information \(Edit\)](#)

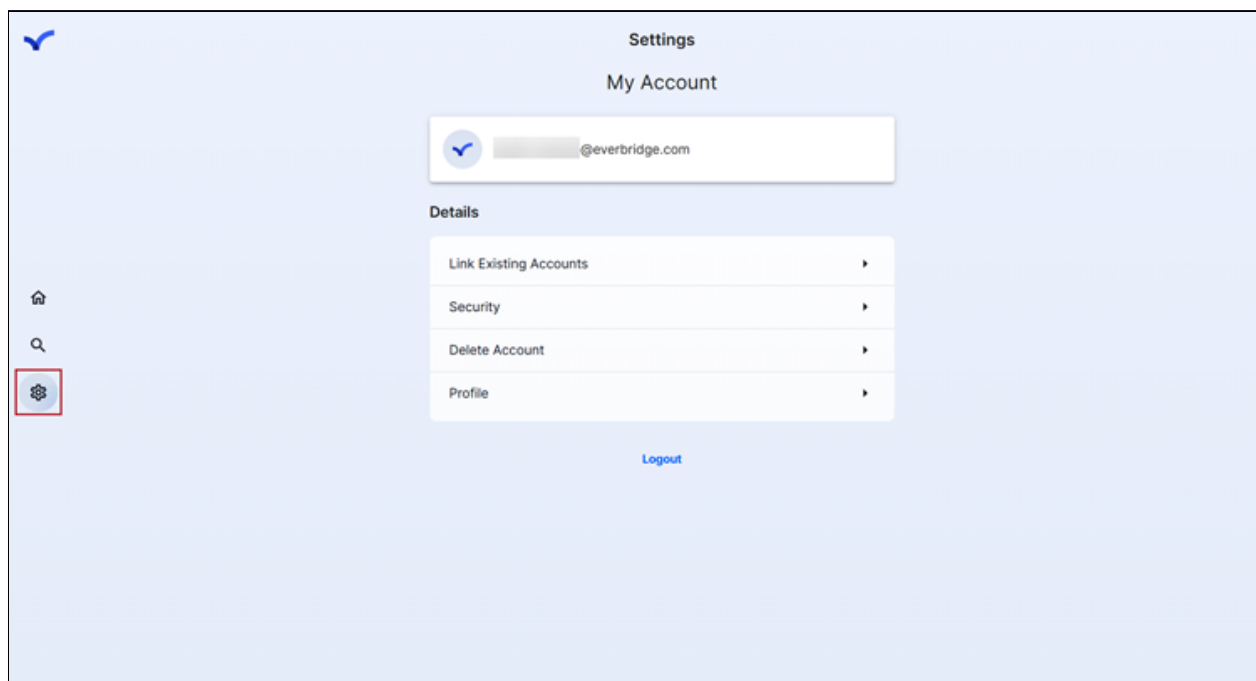
9. The newly-added Organization can now be seen and accessed from the **Home** page.



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

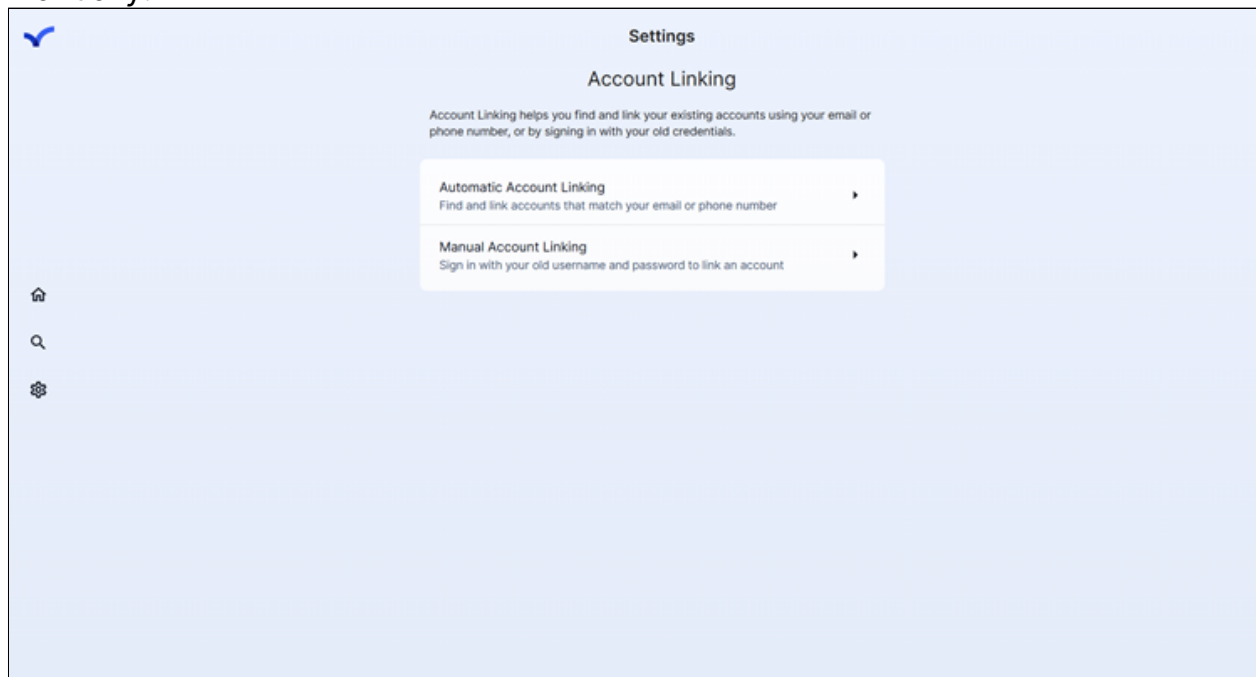


Logging Out

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

Link Existing Accounts

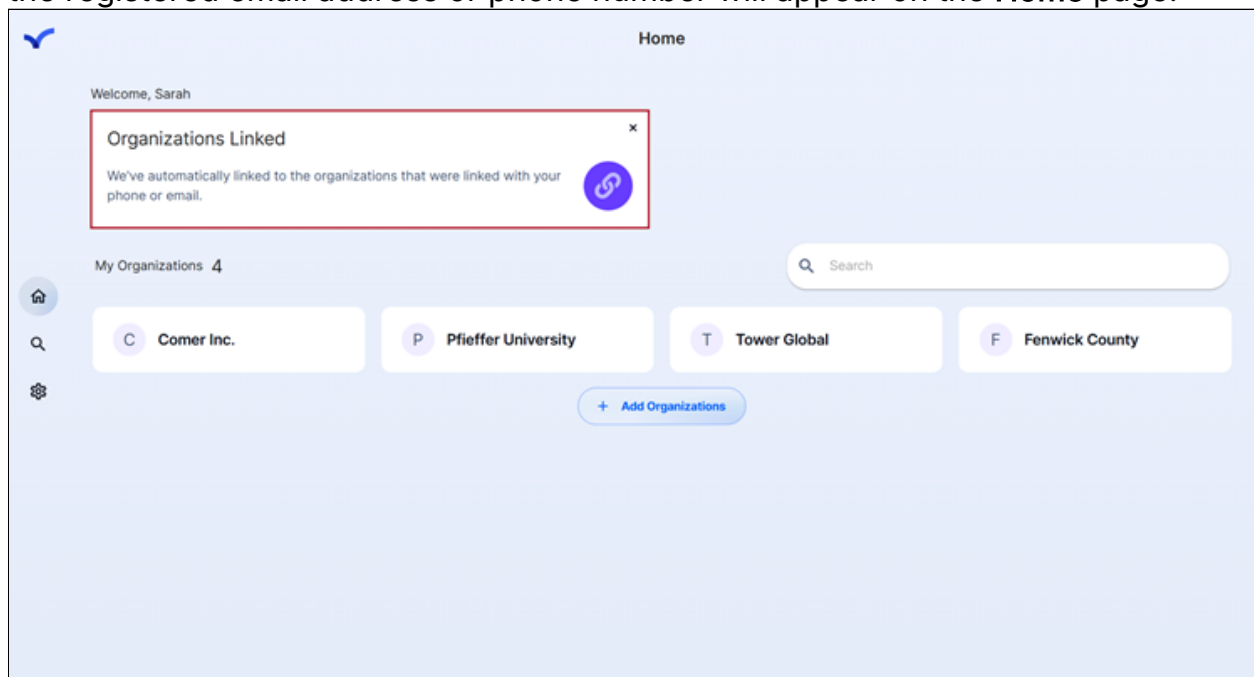
Account Linking allows you to locate and connect your existing accounts by verifying your email address or phone number, or by signing in with your previous Member Portal login credentials. Linking can either be done automatically or manually.



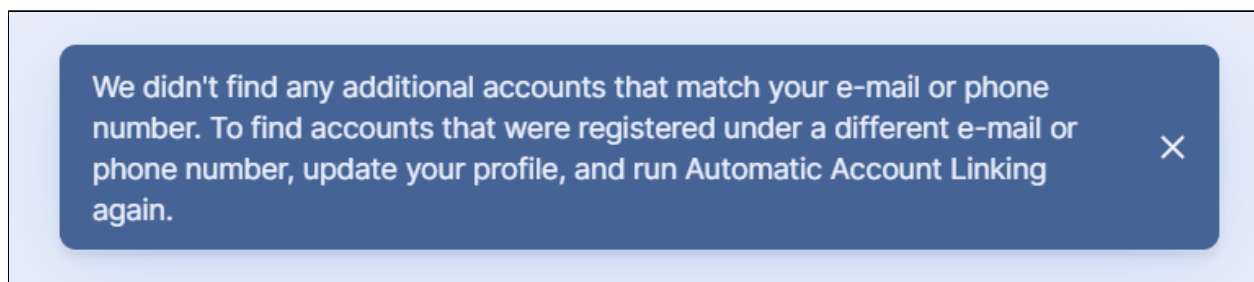
Automatic Account Linking

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.



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.

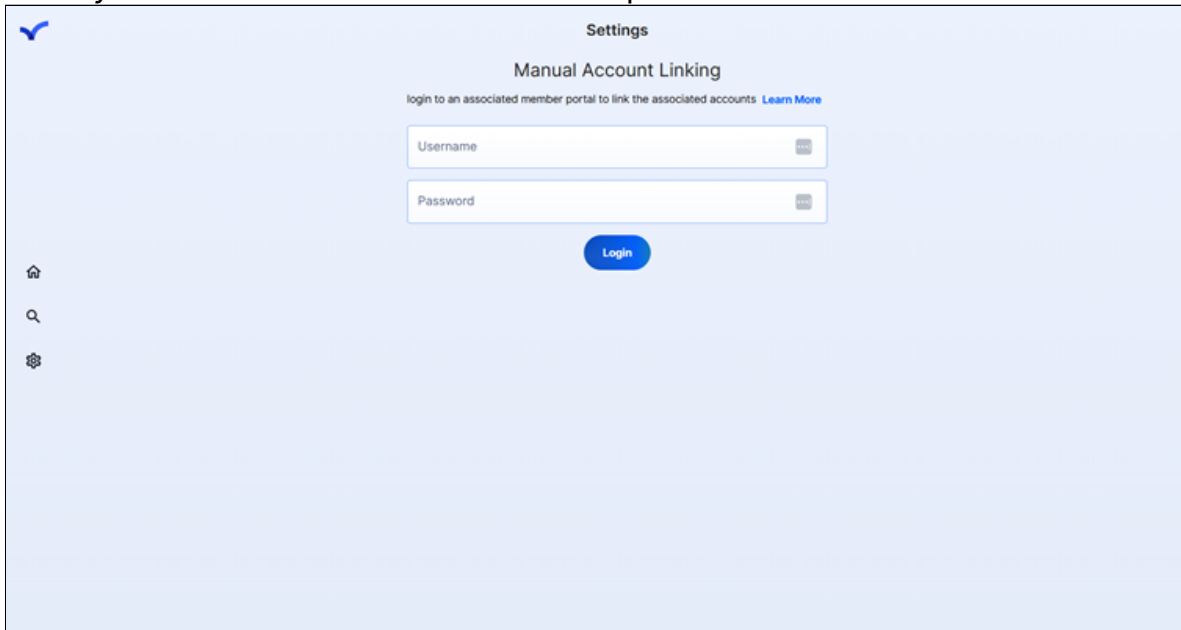


Manual Account Linking

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

1. Click **Manual Account Linking**.

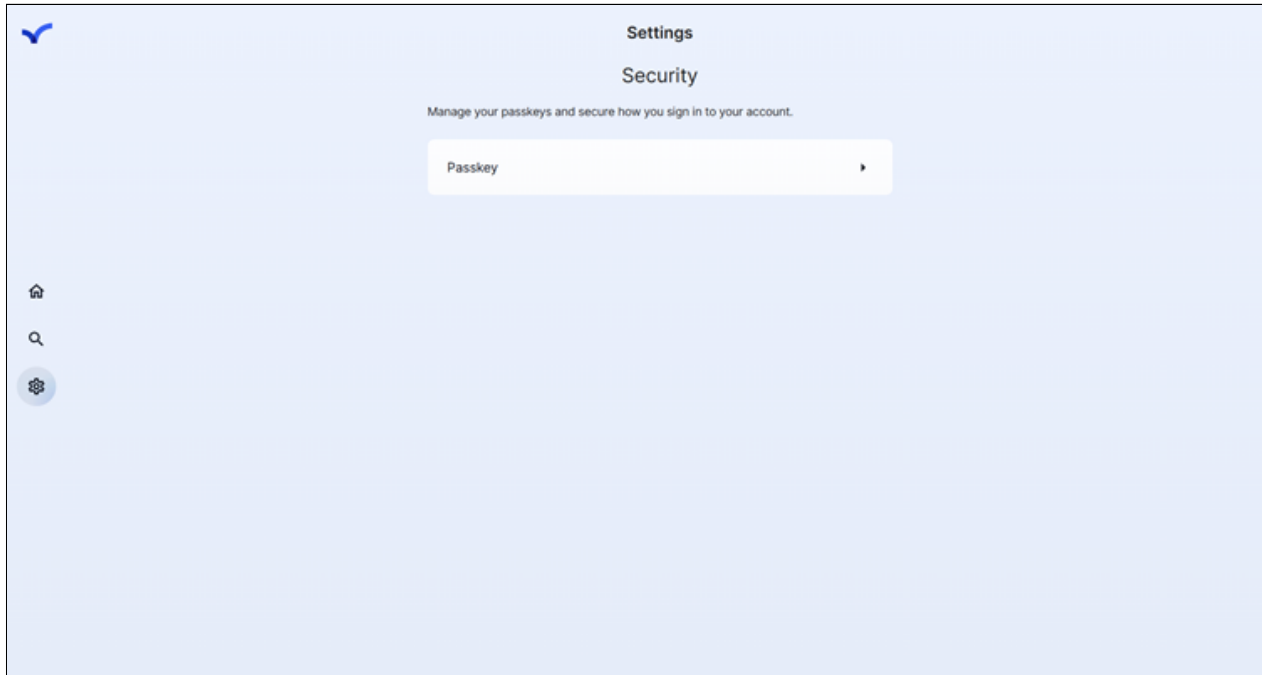
2. Enter your Member Portal username and password.



3. Click **Login**.

Security

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



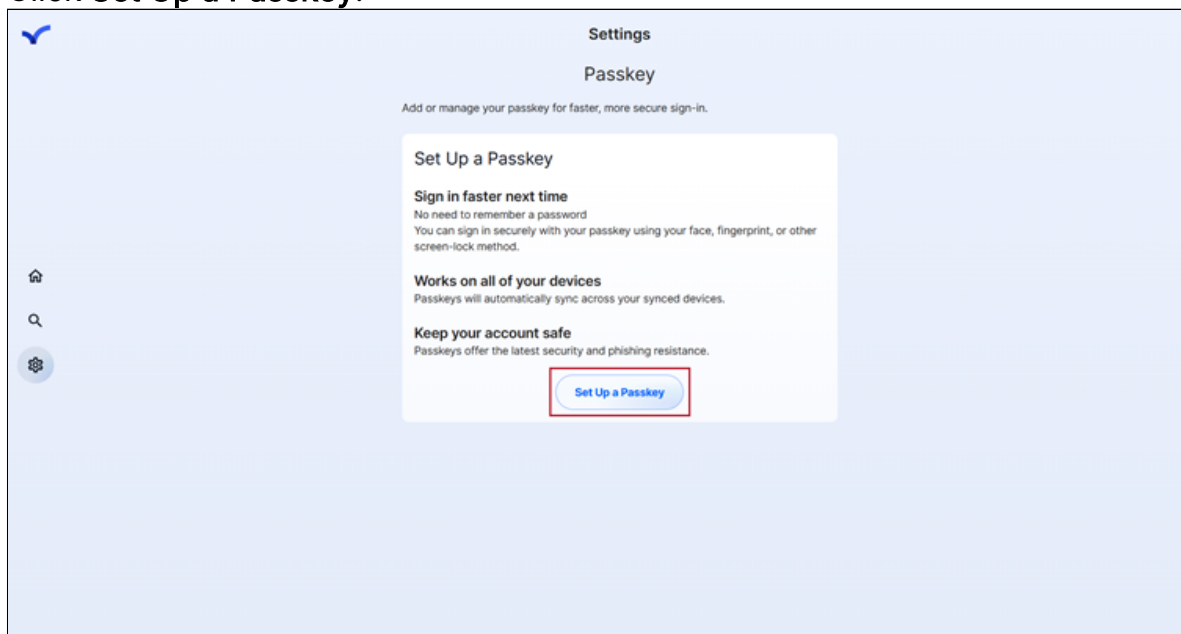
Passkeys

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**.

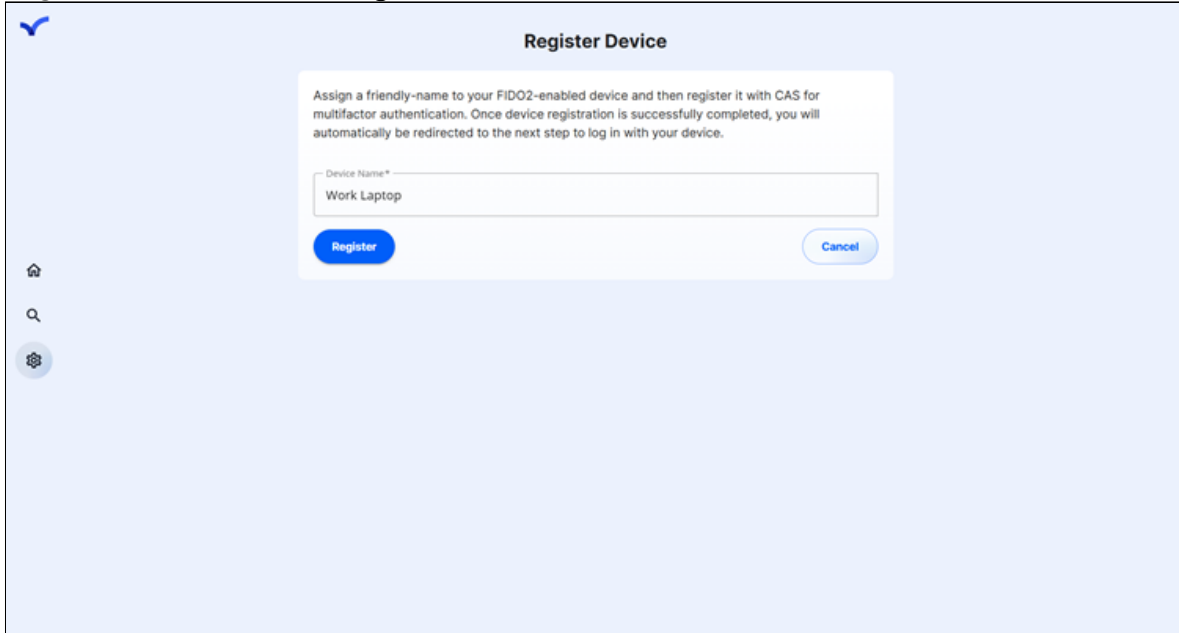
2. Click **Set Up a Passkey**.



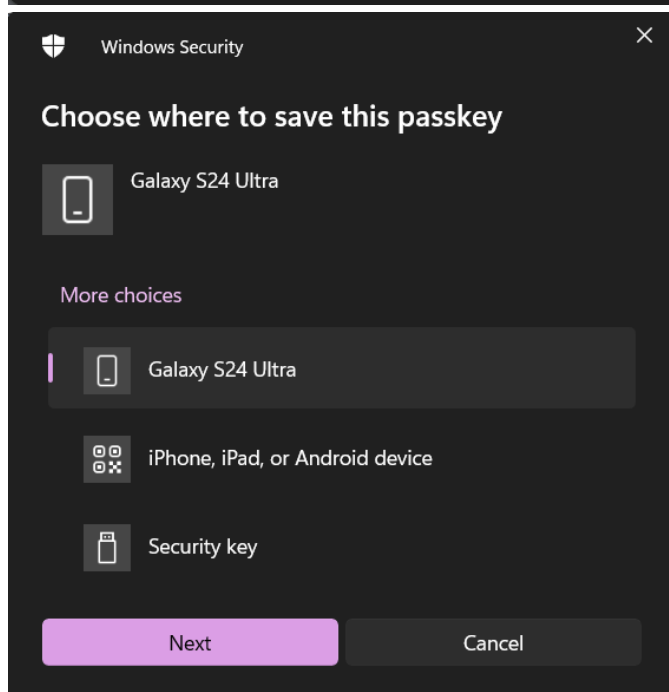
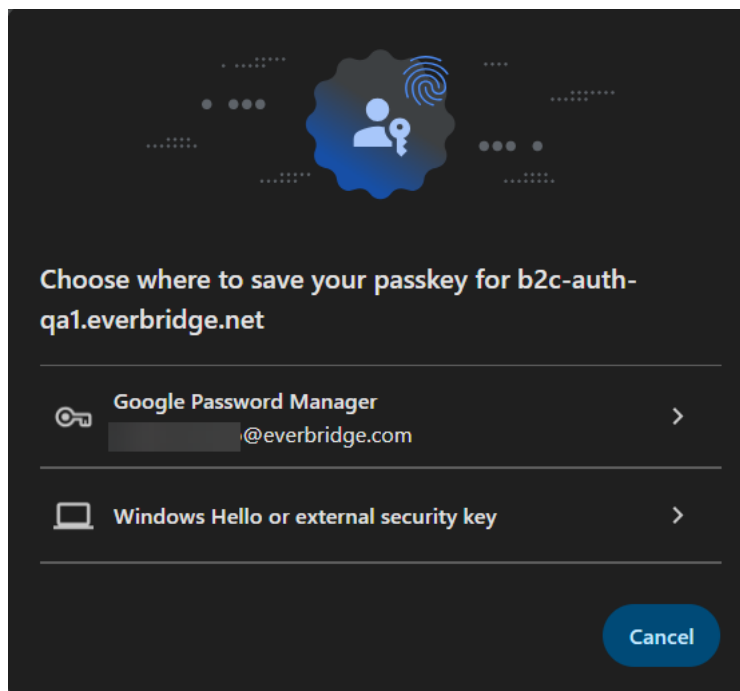
3. The **Passkeys** page will appear, displaying any passkeys that currently exist for the account across all devices. Click **Register**.



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

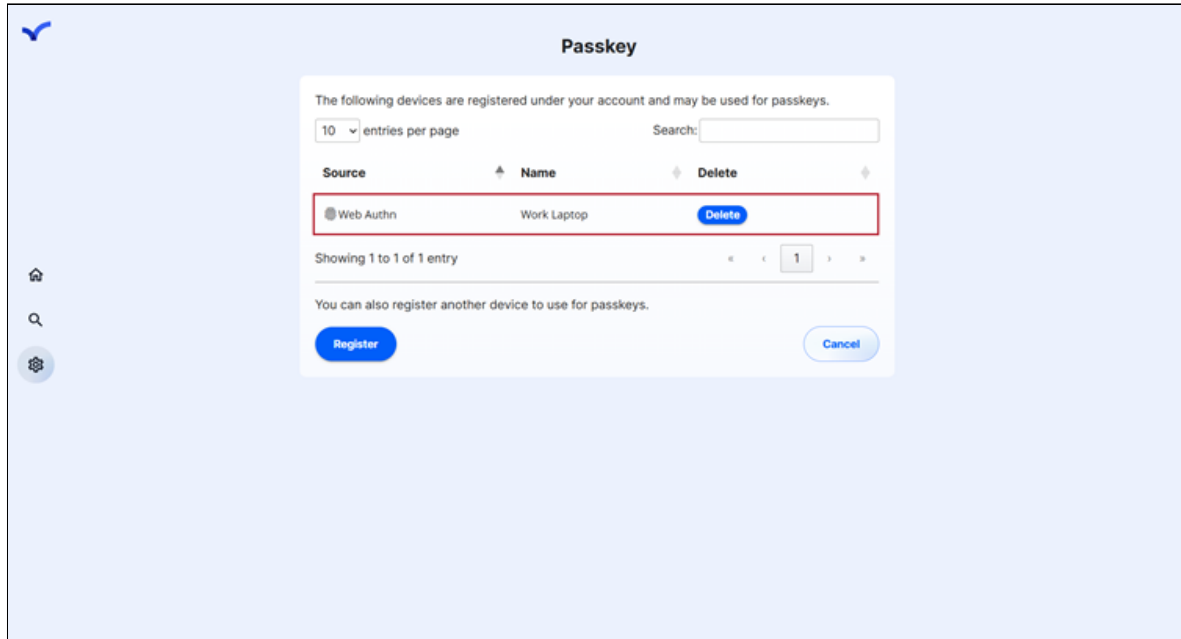


5. Choose if you'd like to use a local password manager (such as Google Password Manager) to save this passkey, or another method, such as via an Apple or Android device.

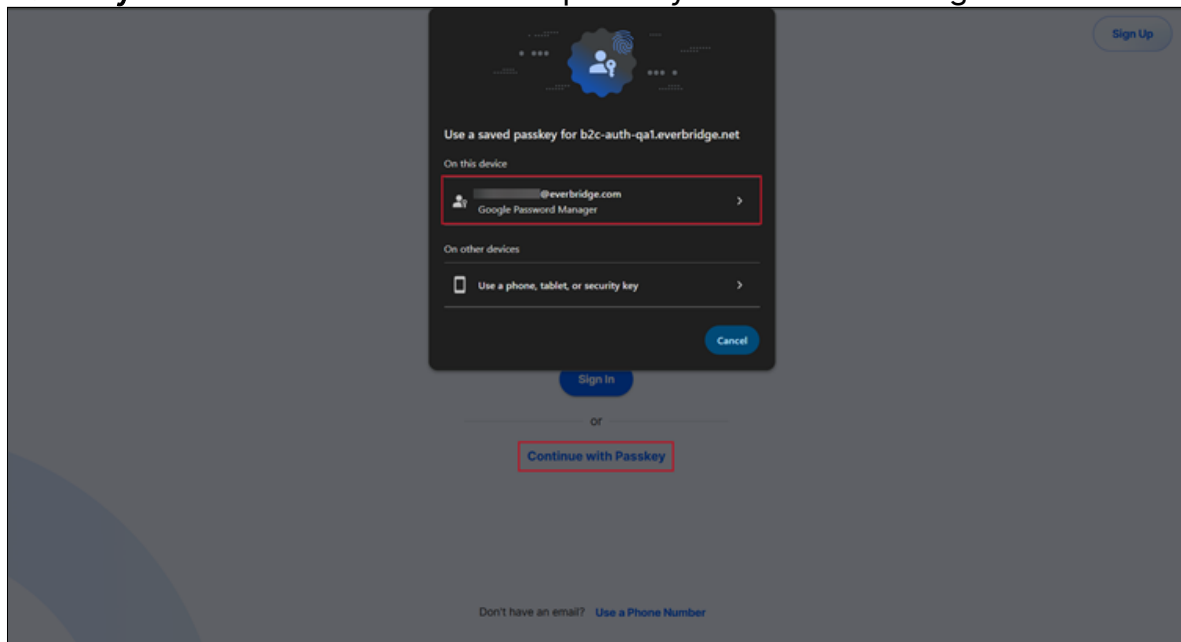


6. Follow the onscreen prompts for whatever method you chose. Note that some methods require that a verification notification be sent to the corresponding device, like for a mobile device.

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



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.

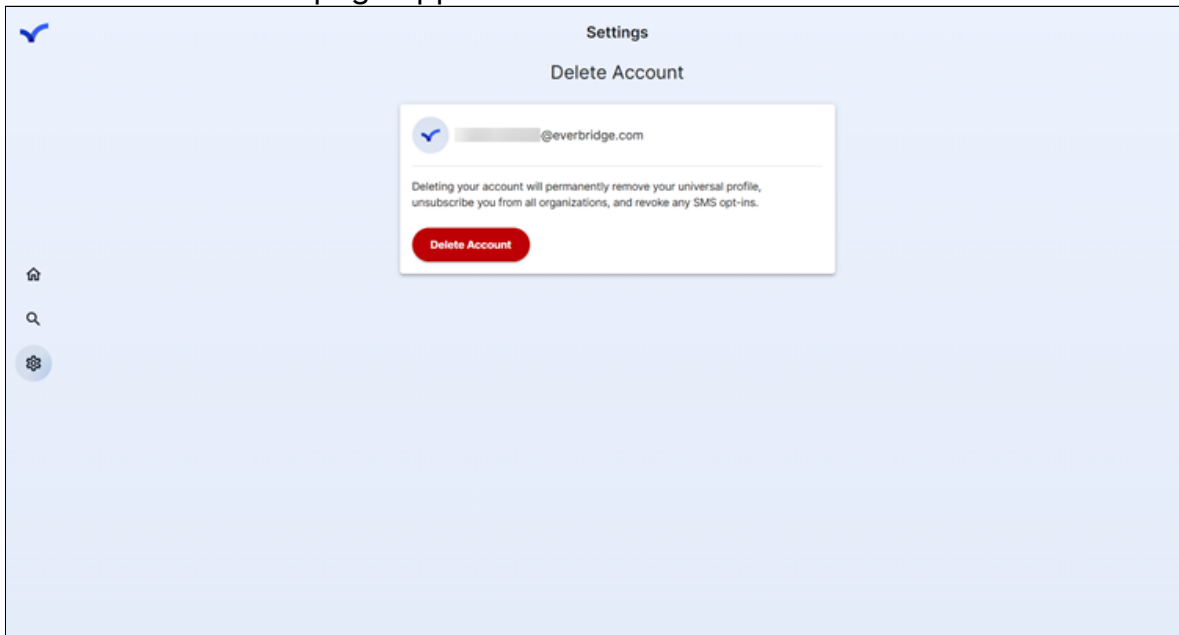


Delete Account

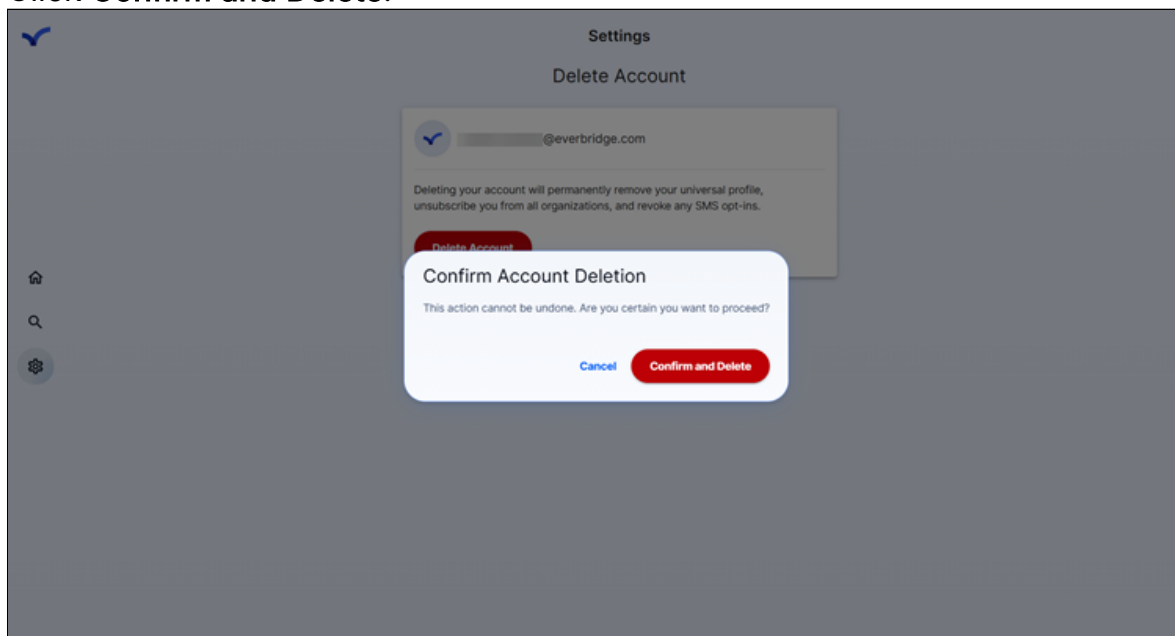
Deleting an Everbridge Community account will permanently remove your universal profile, unsubscribe you from all Organizations, and revoke any SMS opt-ins.

To delete your account:

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



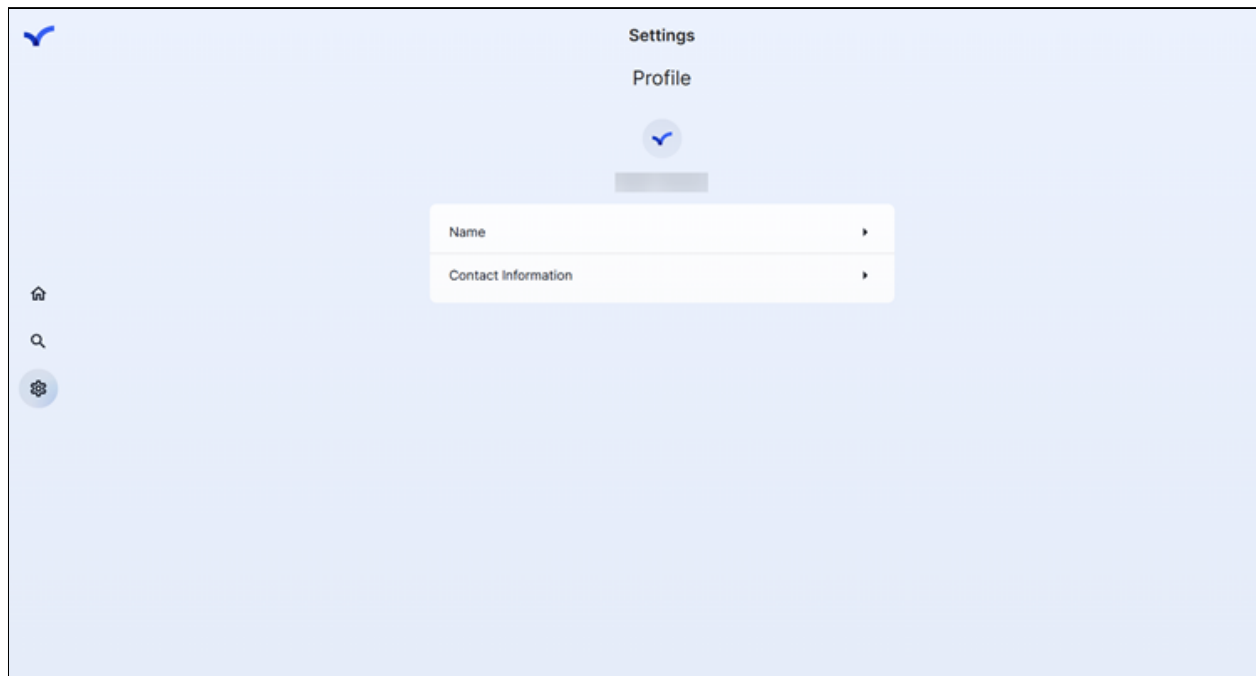
3. Click **Confirm and Delete**.



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

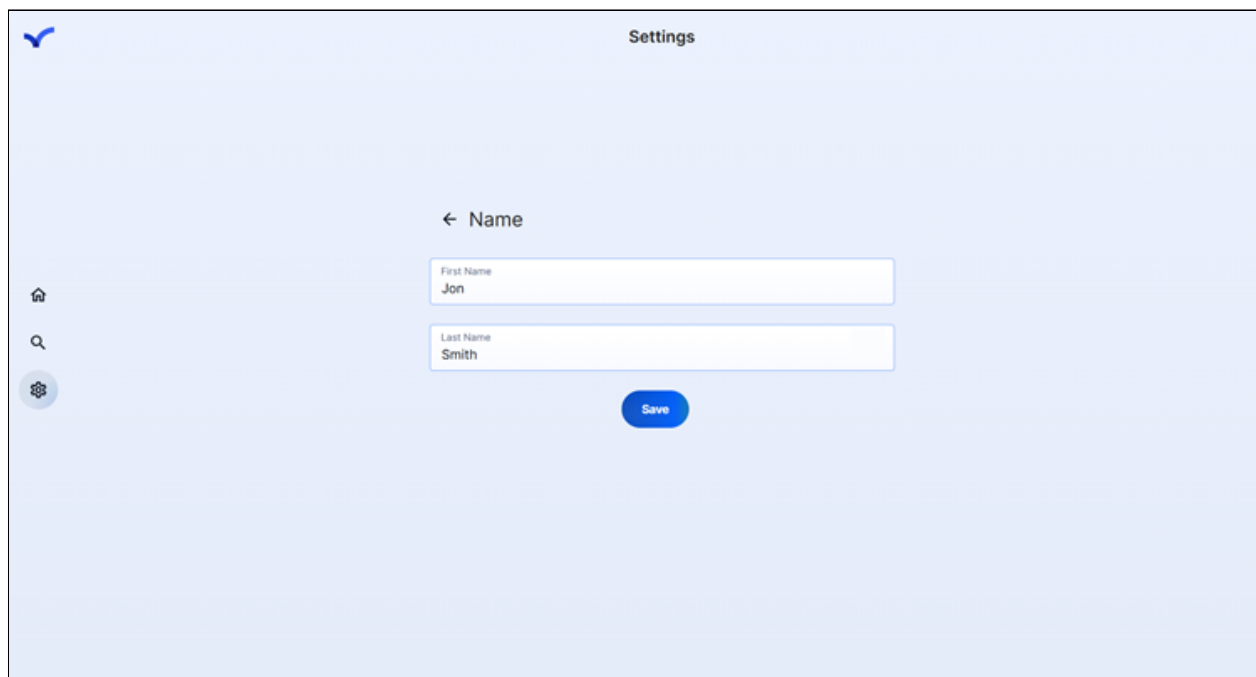
Profile

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



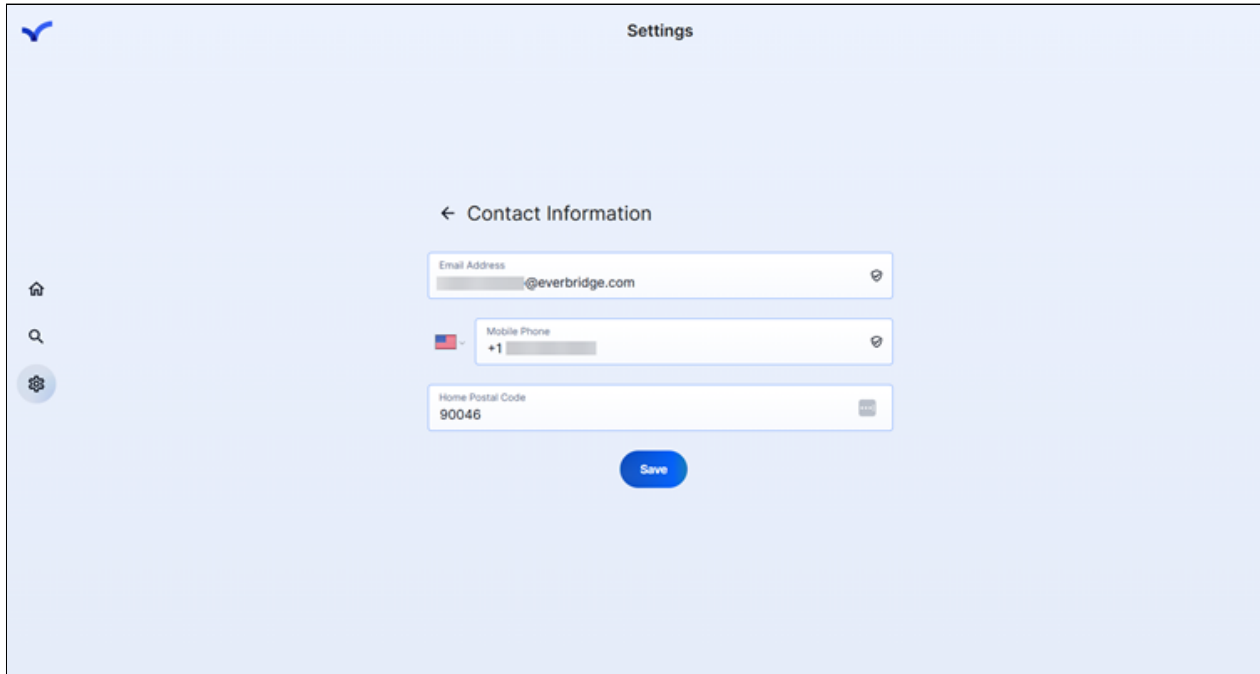
Name

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



Contact Information

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



The screenshot shows the Everbridge Settings page. At the top, there is a blue header with the Everbridge logo on the left and the word "Settings" in the center. Below the header, there is a left sidebar with three icons: a home icon, a magnifying glass icon, and a gear icon (which is highlighted). The main content area is light blue and contains a section titled "Contact Information" with a back arrow icon to its left. Below this title, there are three input fields: "Email Address" with the value "@everbridge.com", "Mobile Phone" with a dropdown menu showing a US flag and the value "+1", and "Home Postal Code" with the value "90046". Each input field has a small shield icon to its right. Below the input fields is a blue "Save" button.