Everbridge 360™ : Mobile and Desktop Apps Guide

Everbridge Suite

Everbridge Suite
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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.

Introducing Everbridge 360™ Mobile and Desktop Apps

To complement the release of our new and improved **Everbridge 360™** interface, Everbridge is also releasing two companion apps: **Everbridge 360 Mobile™** and **Everbridge 360 Desktop™**.

Why Switch to the Everbridge 360™ Apps?

The Everbridge 360™ Apps offer a host of improvements, including:

- **Refreshed User Interface**
  - We've revamped the interface to be more modern, intuitive, and user-friendly.
  - The new Home Screen is optimized for easier navigation and streamlined interactions, reducing clicks and saving critical time when it matters the most.
- **Simplified Workflows**
  - The simplified **Communications** feed reduces complexity without compromising usability.
- **Easy Registration and Adoption**
  - The new **Organization Code** feature makes adopting, locating your Organization, and signing in easy.
  - Additional support for MDM and automated provisioning simplifies corporate deployment.
- **Support for Additional Devices**
  - Now available for Desktop (Windows and macOS) and Mobile (Android and iOS).

Important Considerations

While the new Everbridge 360™ offerings provide a more streamlined experience, the early versions will be missing some notable features that will be added later. This may help you determine when to switch from the preexisting Everbridge Mobile App. This includes:

- Custom Form Safety Button
- Additional Mobile Device Management (MDM) support

Enablement

Organization Code

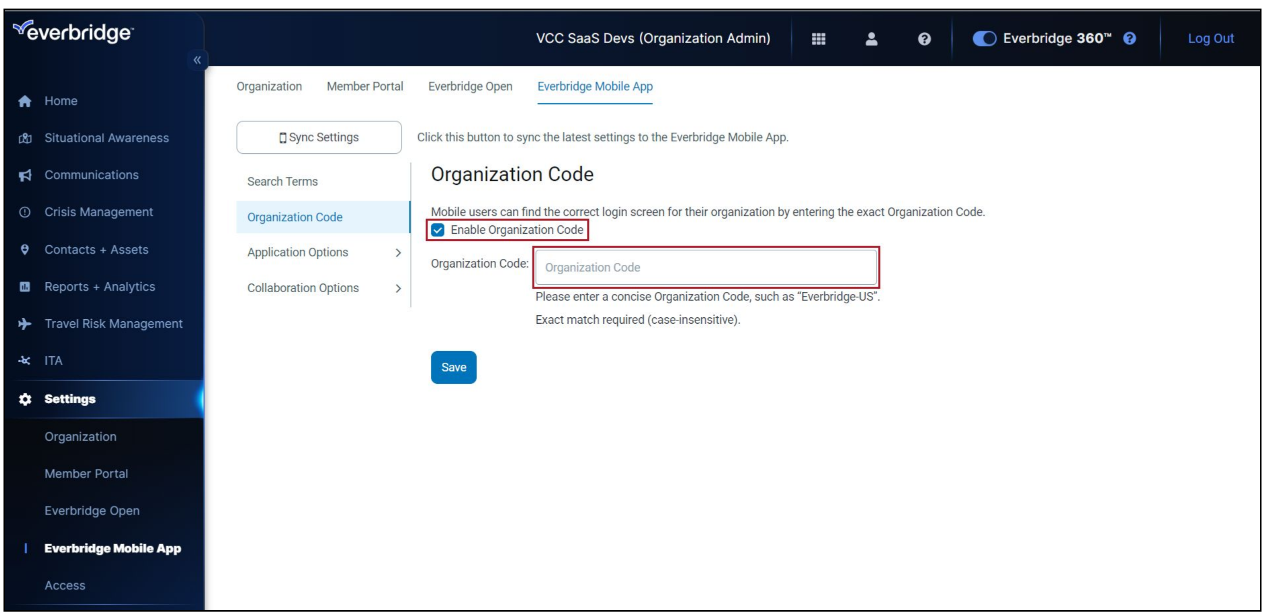
Communication recipients using the Everbridge 360™ Apps can find their Organization when first opening the app by searching for its unique **Organization Code**, which is set by Organization Administrators under **Settings** > **Organization** > **Everbridge Mobile App** > **Organization Code**.

NOTE: If desired, IT administrators may deploy an Organization Code to managed devices via Mobile Device Management (MDM).

Setting an Organization Code

To set an Organization Code:

1. On the **Organization Code** page, select the **Enable Organization Code** checkbox.
2. The **Organization Code** text field will activate, allowing you to enter the desired code.
3. Click **Save**.



Considerations

- Only one code can be set per Organization at a time.

- The code must be unique across all Organizations (including all tech stacks).
- The search query must match the code exactly, including case sensitivity.
- If the code is deleted or left blank, the Organization will not be returned in search results from either of the Everbridge 360™ Apps. This is how the Everbridge 360™ Apps can be disabled entirely.
- The Organization Code is only for the Everbridge 360™ Apps and won't affect the old Everbridge Mobile App.

NOTE: See the Everbridge 360 Deployment page for more on deployment, installation, and troubleshooting.

Mobile App

The **Everbridge 360 Mobile™** app consolidates all of your Organization's Communications at your fingertips, offering resilience to users on the go without booting up a computer. It can be downloaded from either the **Google Play Store** or **Apple App Store**.

> **IMPORTANT:** While Apple tablets run Everbridge 360 Mobile™, Windows tablets require the Desktop version to be installed, instead.

Installing and Configuring the Everbridge 360 Mobile App

Downloading the Everbridge 360 Mobile App

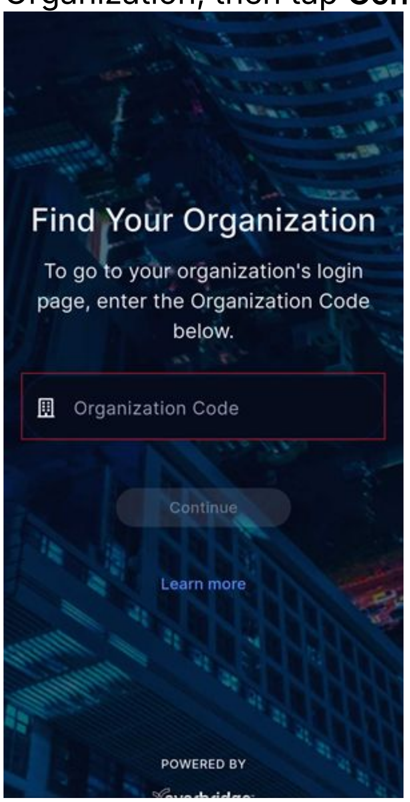
The Everbridge 360 Mobile App is available for download from:

- Apple App Store
- Google Play Store

Configuring the Everbridge 360 Mobile App

Once downloaded:

1. The **Find Your Organization page** will appear by default the first time the app is launched. Enter the Organization Code to connect the app with the desired Organization, then tap **Continue**.



   - Administrators should first review the Organization Code section and configure the Organization Code.

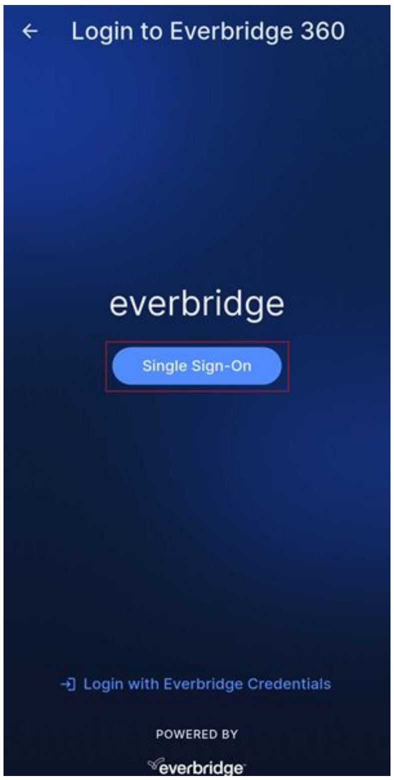
Signing In

Once the Organization has been chosen, sign in using one of three options:

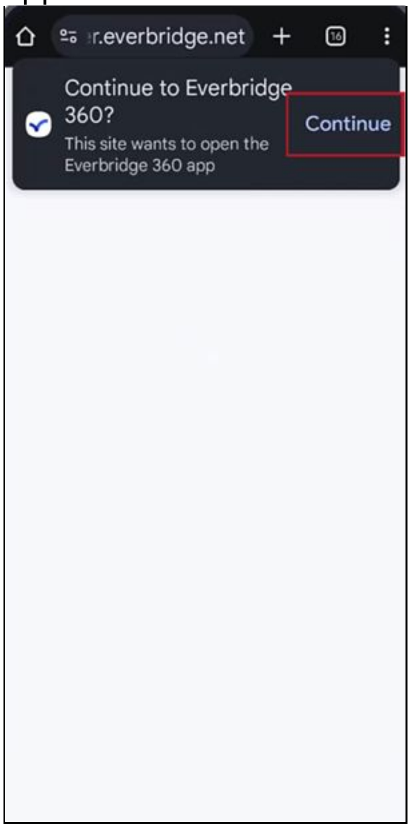
- Single-Sign On
- Native Login
- Device Registration

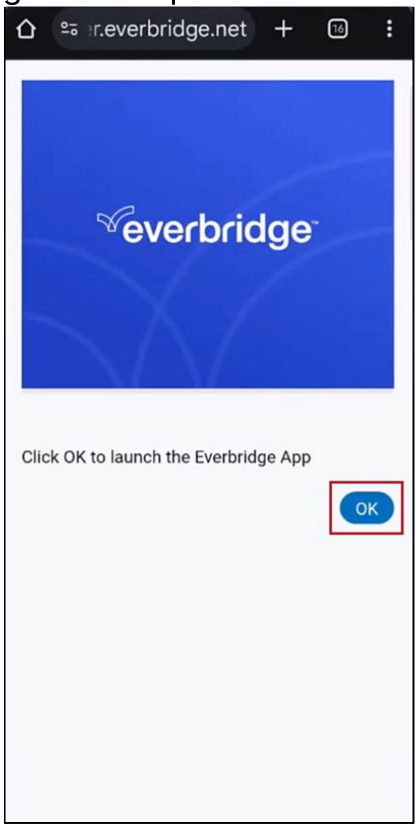
Single Sign-On

If SSO access has been configured by your Organization, tap the **Single Sign-On** button to log into the app using your network credentials. Once selected, the Organization's SSO login page will display. Enter your network credentials and any multi-factor authentication steps that your Organization has put in place.



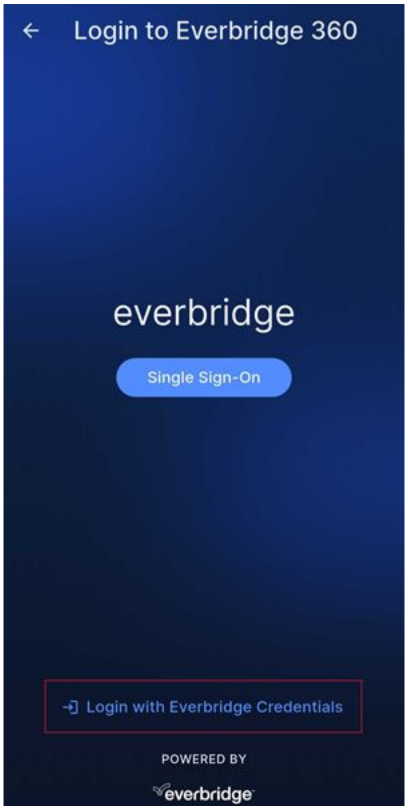
If prompted to open the Everbridge 360 App, tap **Continue**, then **OK** to launch the app. You can use SSO to log into multiple devices if needed.

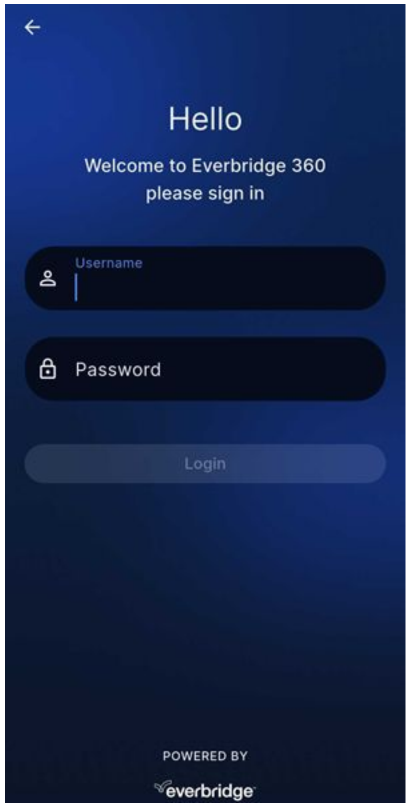




Native Login

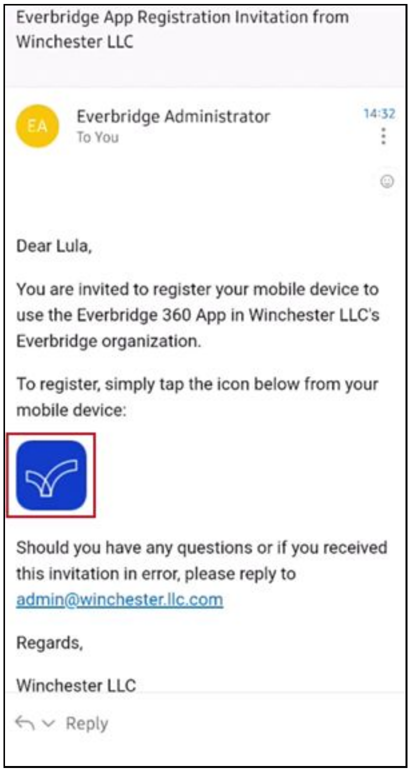
If you have already registered a username and password for your Organization's private Member Portal and want the on-the-go benefits of the app, tap **Login with Everbridge Credentials**. Then enter your registered username and password and tap **Login**. If needed, you can sign in to multiple devices with these credentials.



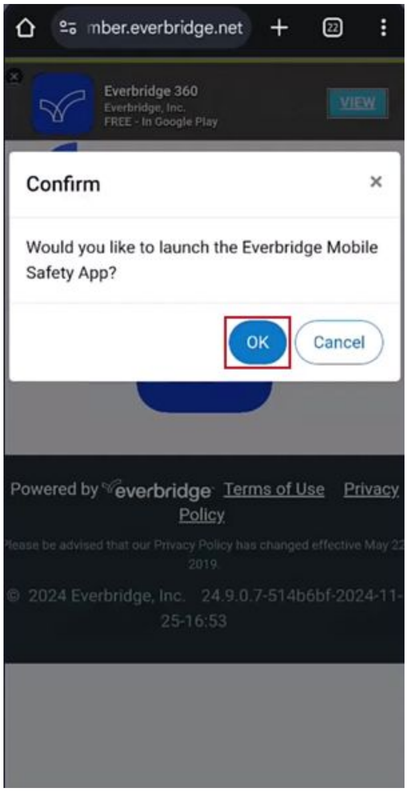


Device Registration

You may have received an email invitation from your Organization to register your device for the Everbridge 360 Mobile App. If so, open the email directly on your mobile device and tap the **Everbridge App** icon.



You will then be prompted to open the app. Tap **OK** to continue. If you have not yet installed the app on the device, you will be prompted to navigate to your device's App Store to download and install it. Please note that the **Device Registration** link is valid only for one device. When logging in with this option, if you want to add the app to another device or if you replace your phone, contact your Everbridge administrator for a new registration email.



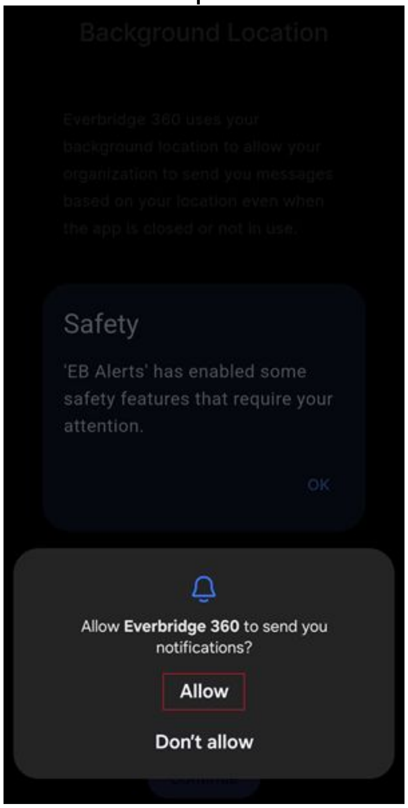
Device Permissions

Once logged in with one of the three options above, the Everbridge 360 Mobile App will require several important device permissions be enabled in order to receive Notifications and use other functionality, such as Safety Connection features. See Safety Features for more details on those offerings.

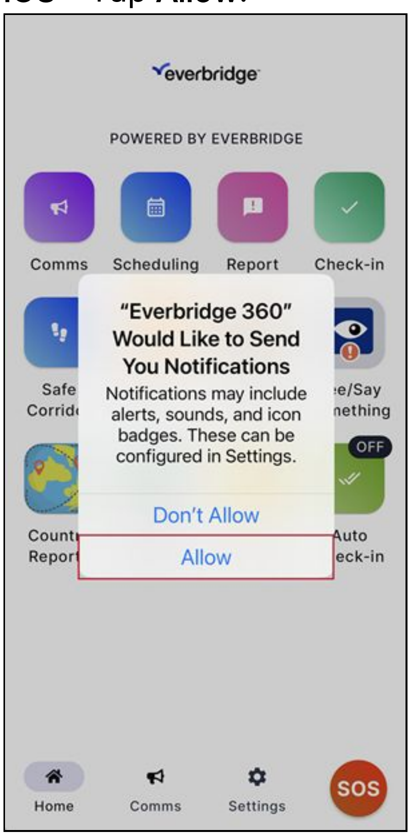
Notifications and Critical Alerts Permissions

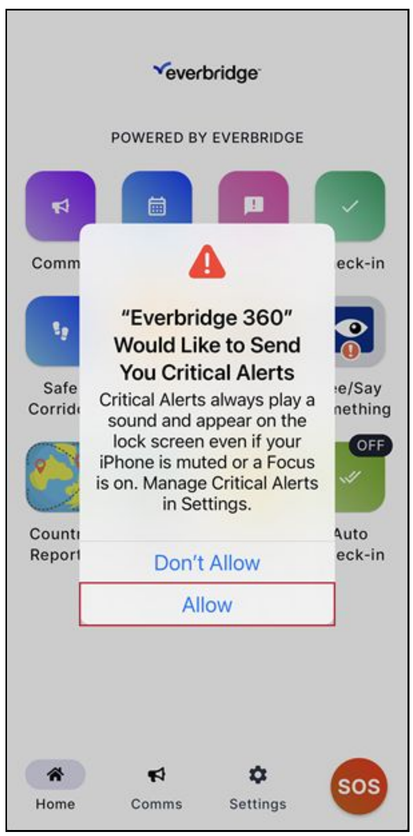
Notification permissions are required in order to receive Notifications. **Critical Alert permissions** are also required for iOS devices.

- **Android** - Tap **Allow.**



- **iOS** - Tap **Allow**.

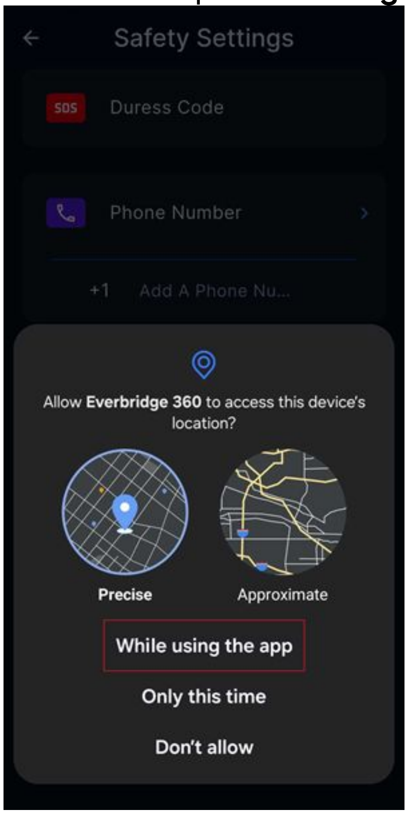




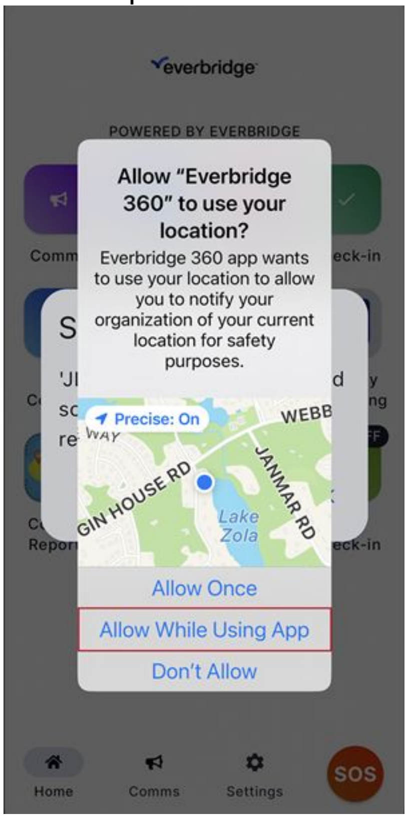
Location Permissions

Location permissions are required in order to accurately determine a user's current location in the event of an emergency and to determine if they should receive location-specific Notifications.

- **Android** - Tap **While using the app**.



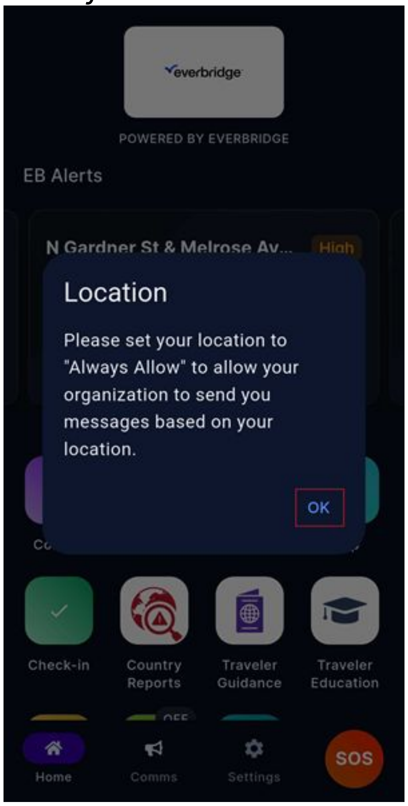
- **iOS** - Tap **Allow While Using App**.

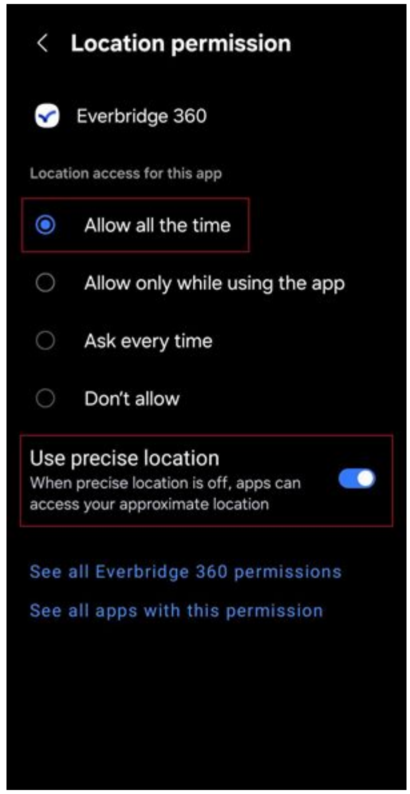


Note that on both Android and iOS, apps cannot request "Always Allow" location access in the initial permission prompt. This restriction is enforced by Google and Apple to protect user privacy. Because of this, a second location prompt with the "Always Allow" option will appear upon navigating to a different tab.

- **Android** - Tap **OK**, then **Allow all the time**. It's also recommended to enable the **Use precise location** setting for improved accuracy, especially if utilizing

Safety Connection features like SOS or Safe Corridor.





- **iOS** - Tap **Always**. It's also recommended to enable the **Precise Location** setting for improved accuracy, especially if utilizing Safety Connection features like SOS or Safe Corridor.

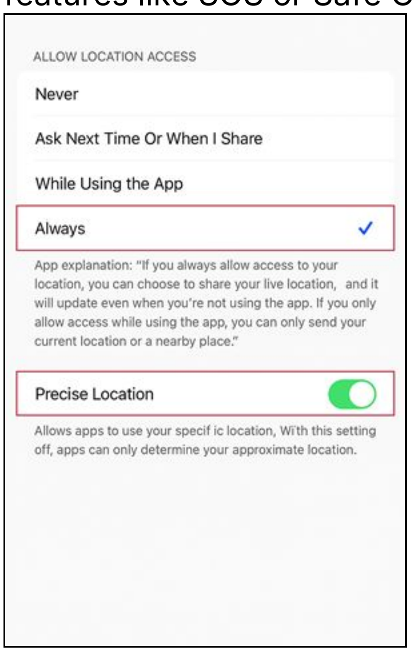
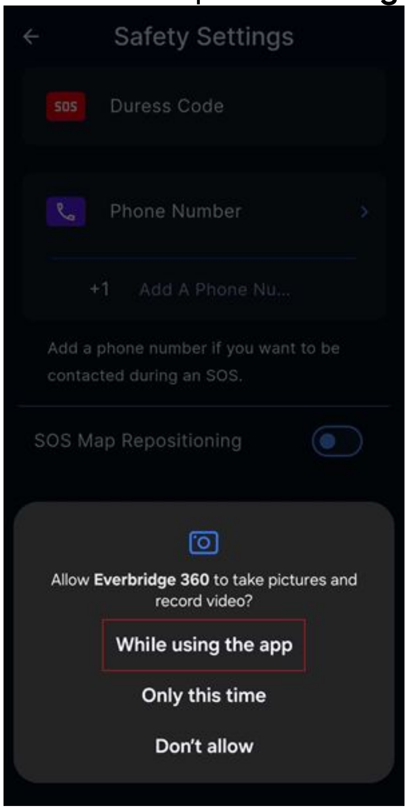


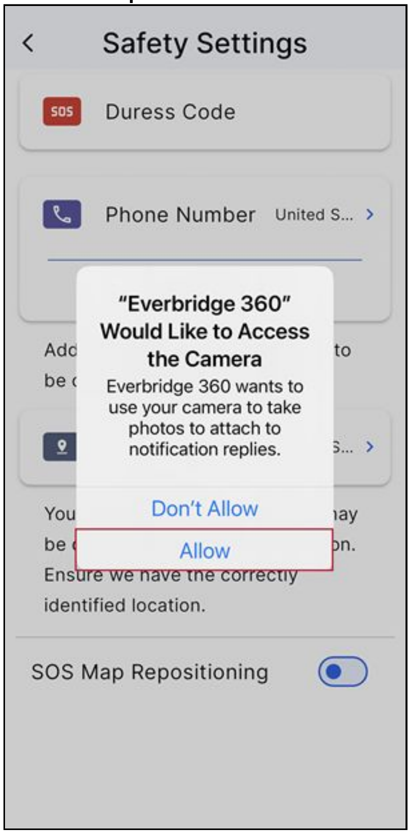
Photo and Video Access Permissions

Some features require camera access to function, such as using the SOS button to record the surroundings during an emergency.

- **Android** - Tap **While using the app**.



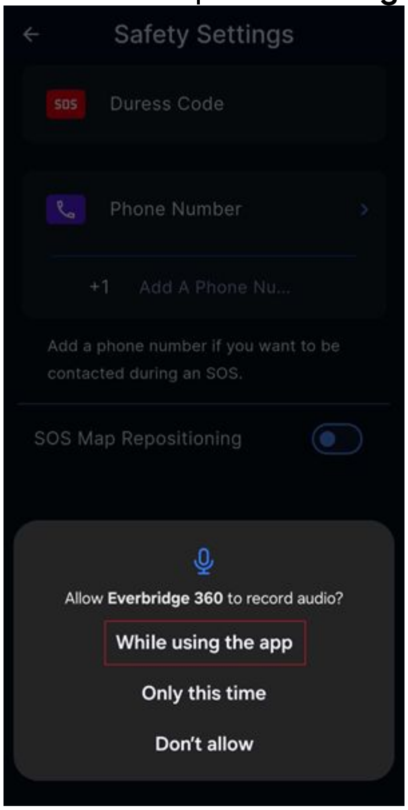
- **iOS** - Tap **Allow**.



Audio Access Permissions

Some features require permission to record audio in order to properly function, including the SOS button.

- **Android** - Tap **While using the app**.



- **iOS** - Tap **Allow**.

Home Page

When opening Everbridge 360 Mobile™, users will land on the **Home Page**, which offers:

- **Comms Carousel** that highlights unread Communications at the top of the page. Messages will only be marked as Read when they've been fully opened from the Comms Feed.

  - Unread Communications are only tracked by device and aren't shared across devices.

- **My Apps** tray, which provides easy access to critical features and modules, such as **Safe Corridor** or **Emergency Call**.

> **NOTE:** The Home Page can be accessed from any screen by tapping the **Home** icon in the bottom Navigation Bar.

Navigation Bar

The omnipresent **Navigation Bar** can be found at the bottom of each page, allowing for quick navigation to:

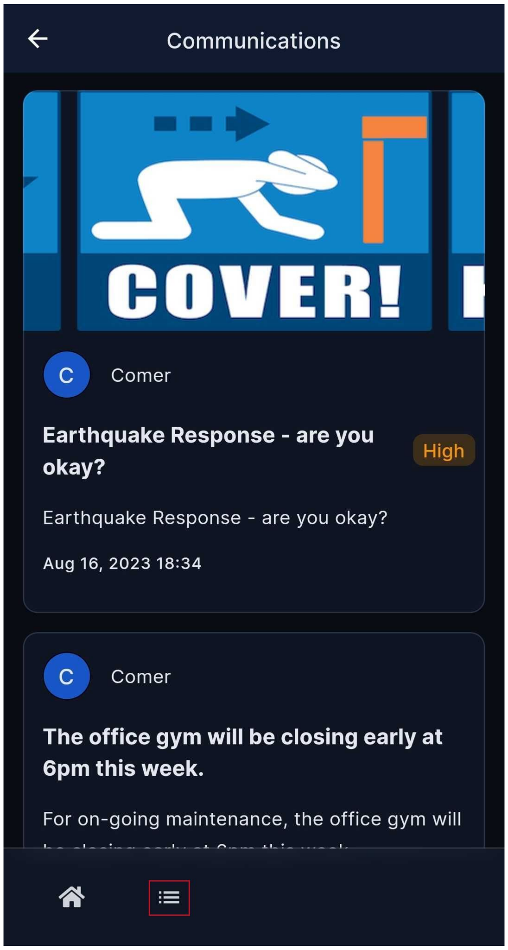
- Home Page
- Communications Feed
- Settings
- SOS button (if included)

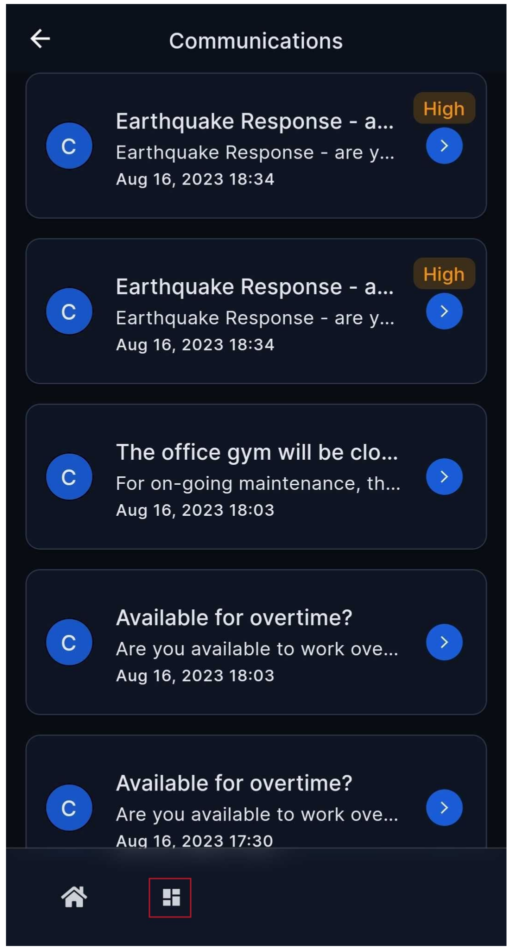
Comms Feed

The **Comms Feed** shows a combined view of an Organization's Incidents and Notifications. It can be accessed by tapping **Comms** on the **Navigation Toolbar**.

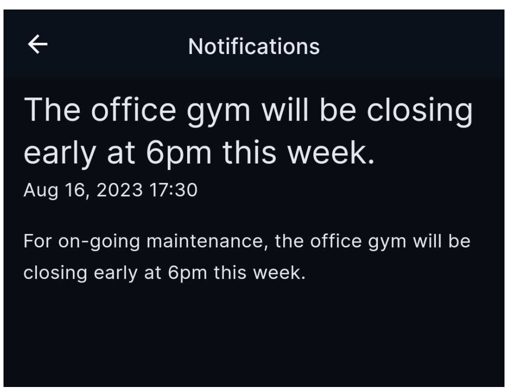
Once on the Comms Feed, you can scroll the list of Communications sent by your Organization, including the launch time stamp and priority.

By default, the Communications are displayed in a **Tile** view, which also includes attached images. Tapping on the **View** icon at the bottom of the page will switch to a **List** view for a more compact interface.





Tapping on a Communication will take you to its **Communication Details** page, where the entire message can be read in full, including duration, time stamp, and status. Tap the **back** arrow to return to the list view.



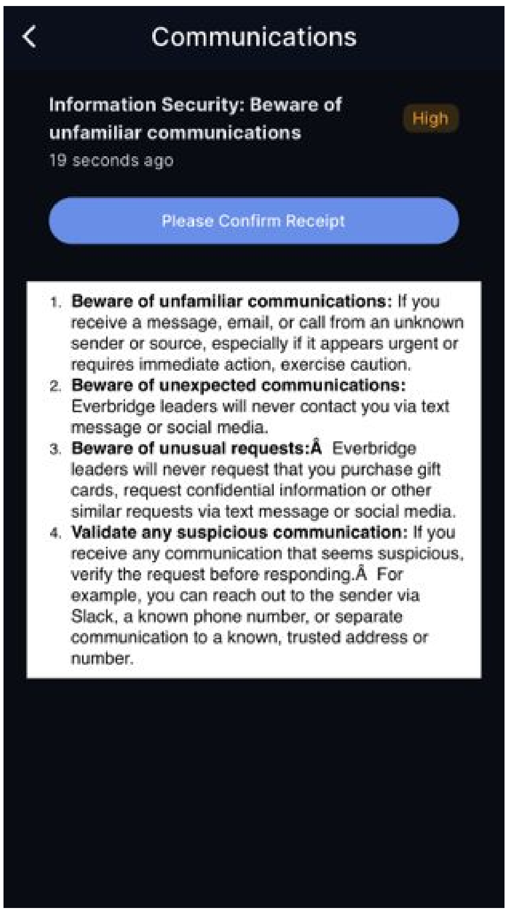
Acknowledgment and Response

Different message types come with different ways to acknowledge them and respond if needed. There are three types of messages that can be received:

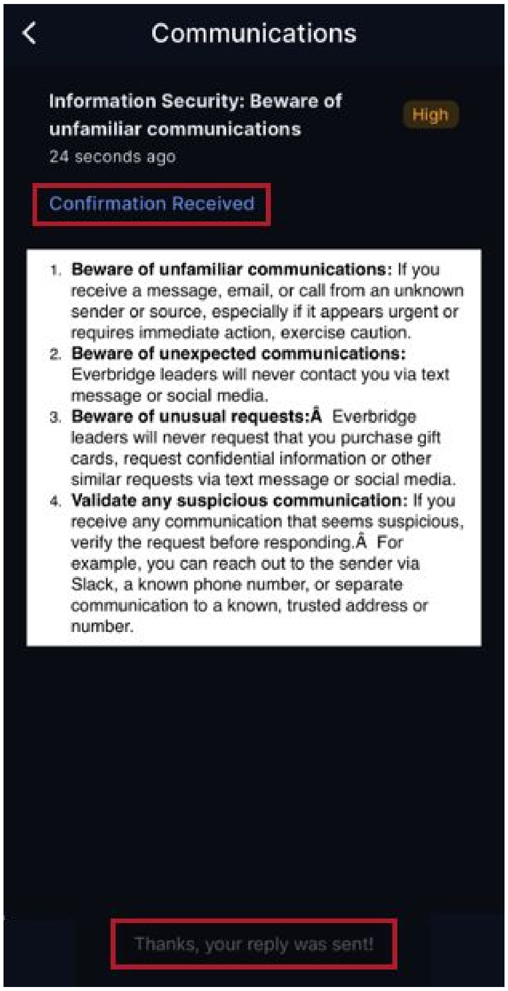
- Standard
- Polling
- Conference

Standard

Standard Communications consist of a message and (if configured) an option to confirm receipt. It supports Rich Text and HTML content, which is displayed on a white background when used. Note that viewing it while in Dark Mode will carry over the white background.



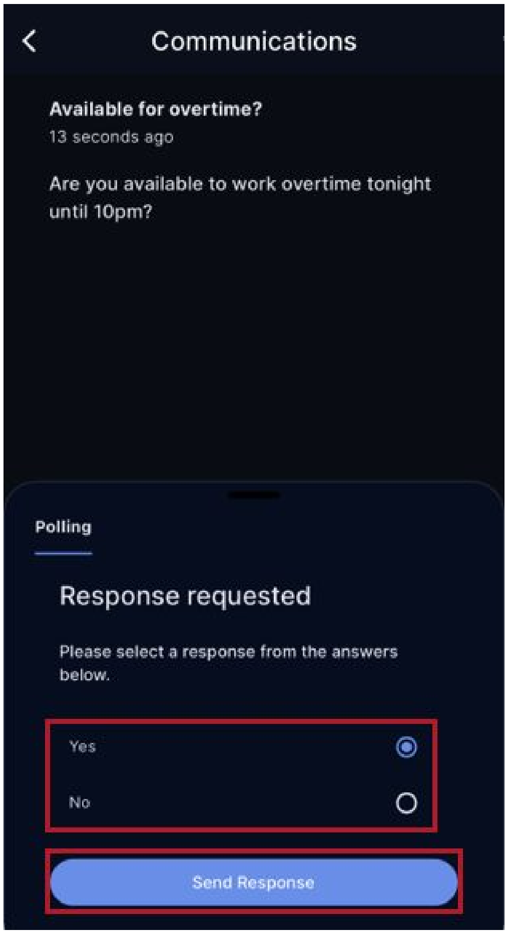
After tapping **Please Confirm Receipt**, a **Confirmation Received** message will appear. Another confirmation message will appear at the bottom of the page, too.



Polling

Polling Communications require a response from the recipient, which typically includes a short multiple-choice questionnaire used to assess your current situation. Users will have the option to either reply now or wait.

Make your selections and tap **Send Response**.

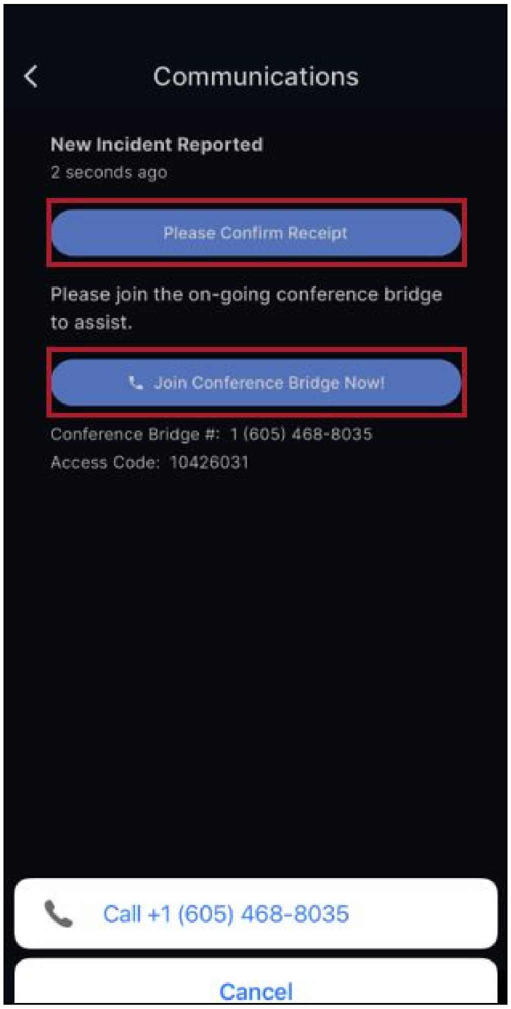


Responses can be tracked and referenced from the **Comms** tab.

> **CAUTION:** Polling responses can't be changed once they've been submitted.

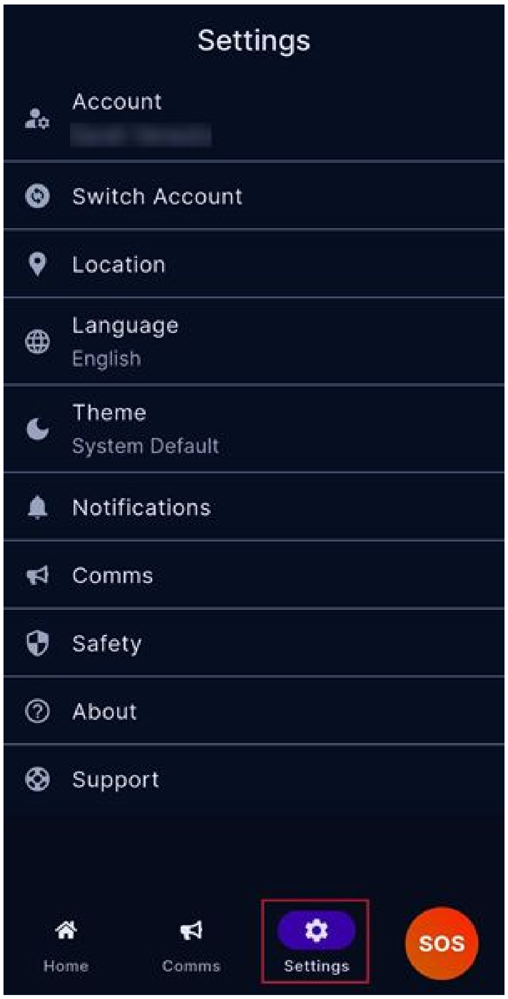
Conference Bridge

Conference Bridge Communications ask that the recipient join a conference call to assist with an ongoing situation. They may also include an option to confirm that the message has been received.


Communications
New Incident Reported
2 seconds ago
Please Confirm Receipt
Please join the on-going conference bridge to assist.
Join Conference Bridge Now!
Conference Bridge #: 1 (605) 468-8035
Access Code: 10426031
Call +1 (605) 468-8035
Cancel

Settings

The **Settings** menu can be accessed by tapping the cog icon in the bottom **Navigation Menu**.

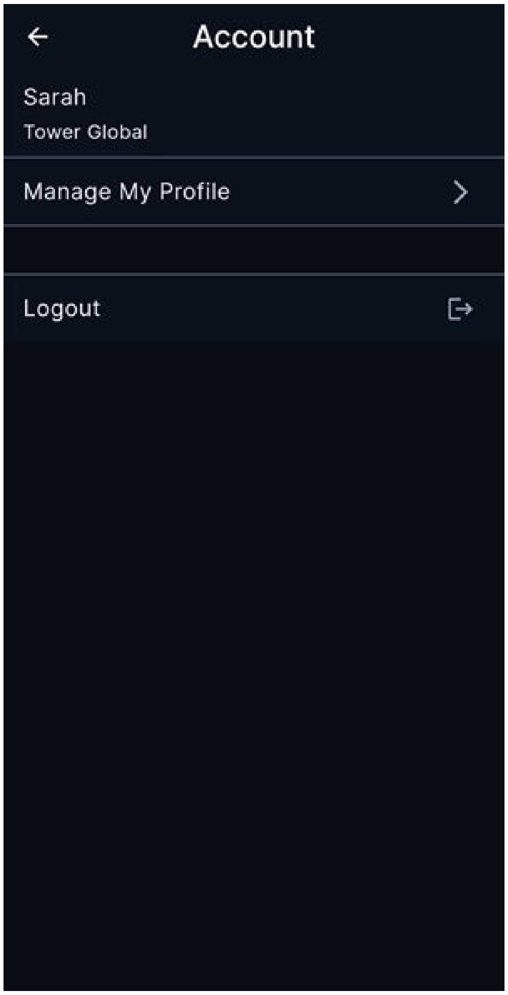


The following items can be configured from this page:

- Account
- Switch Account
- Location
- Language
- Theme
- Notifications
- Comms
- Safety Settings
- About
- Support

Account

Tapping **Account** will display the name of the user and Organization associated with the device. This is also where users can log out by tapping **Logout**.



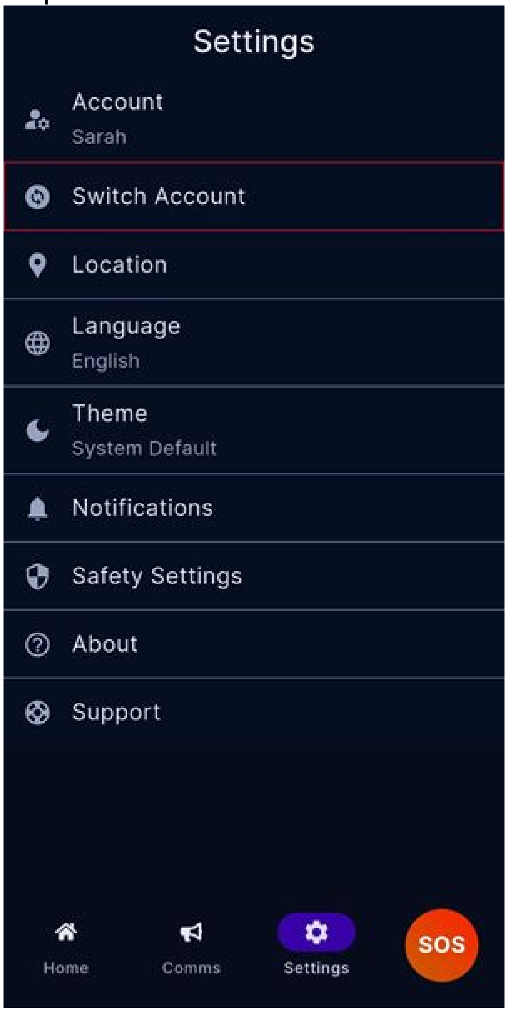
Users can tap **Manage My Profile** to edit their profile in the Organization's Member Portal.

Switch Account

The Everbridge 360 Mobile App can connect to multiple different profiles, allowing users to switch freely between them as needed.

To switch accounts:

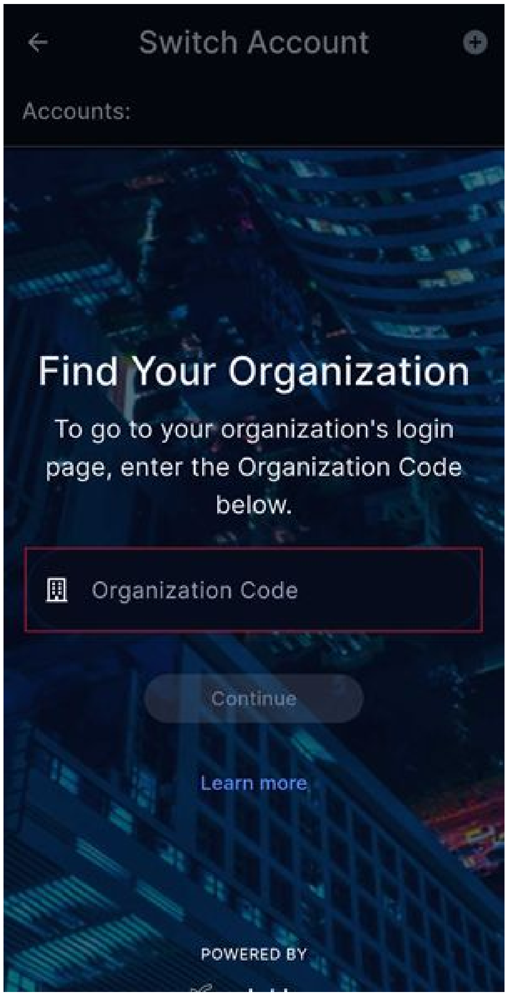
1. Tap **Switch Account.**



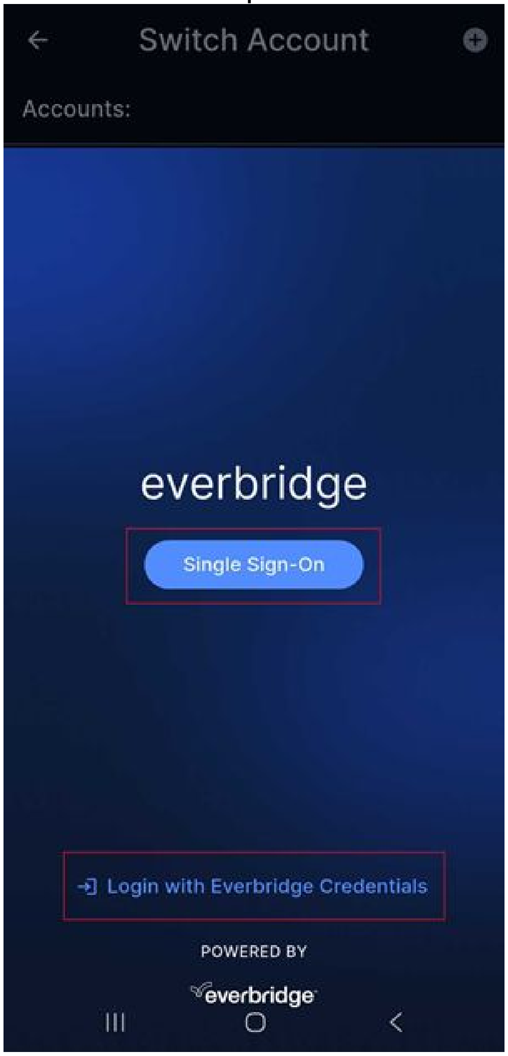
2. Any profiles already linked to the app will be displayed, with the current one denoted with a checkmark. Tap the desired account from the list to switch, or

tap **Add Account.**

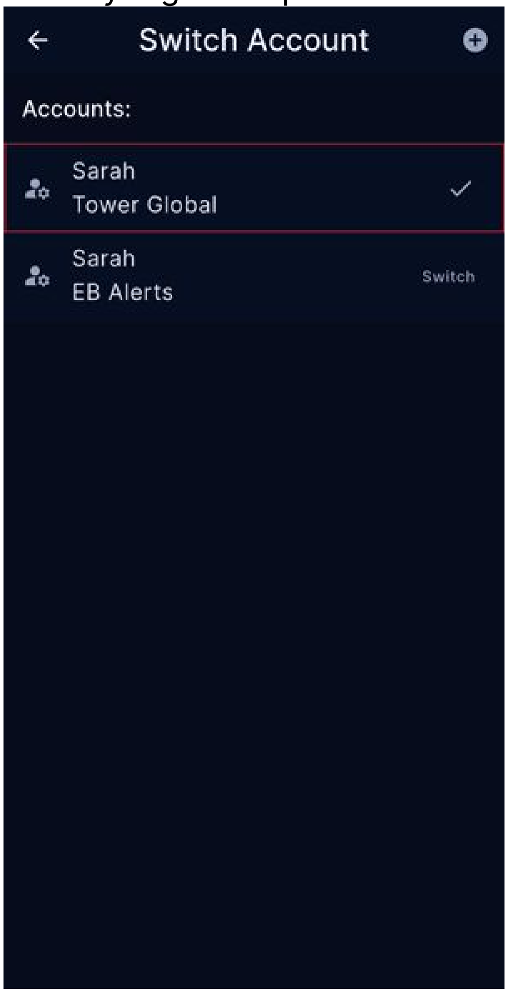
3. Enter the Organization Code to connect to the desired Organization and tap **Continue**.



4. Sign in to the other profile using either SSO or by entering Everbridge credentials and proceed with configuring it.



5. The newly-linked profile will now appear in the **Switch Account** menu as the actively-signed in profile.

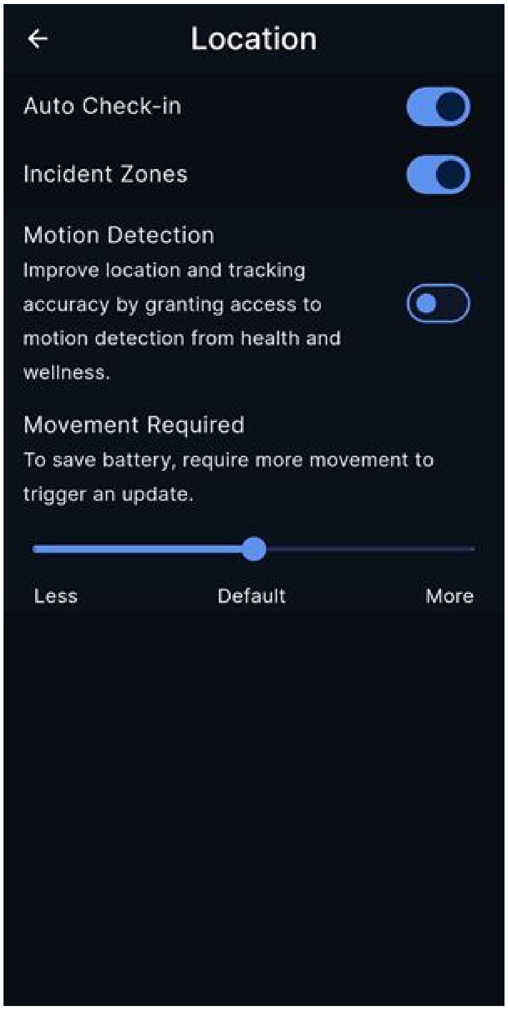


6. Tap the **Switch** button to change to other profiles as needed.

Location

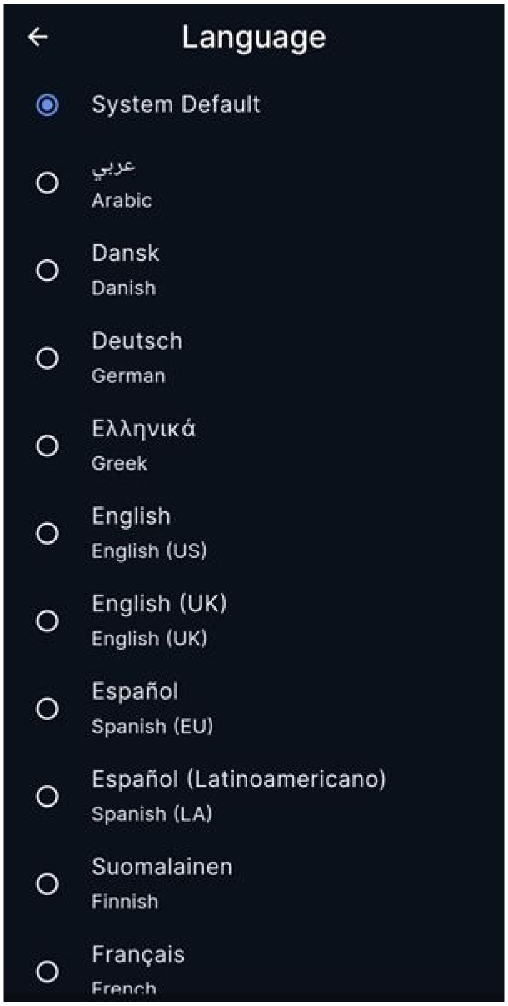
The **Location** page offers the following options:

- **Auto Check-in** - Enables or prevents the app from automatically checking in on the user's behalf.
- **Incident Zones** - Allows a device's location to automatically update an Organization's Private Incident Zone system, preventing out-of-area messages from being received.
- **Motion Detection** - Improves location and tracking accuracy by granting access to motion detection from health and wellness.
- **Movement Required** - Determines how much movement is required to trigger a location update.



Language

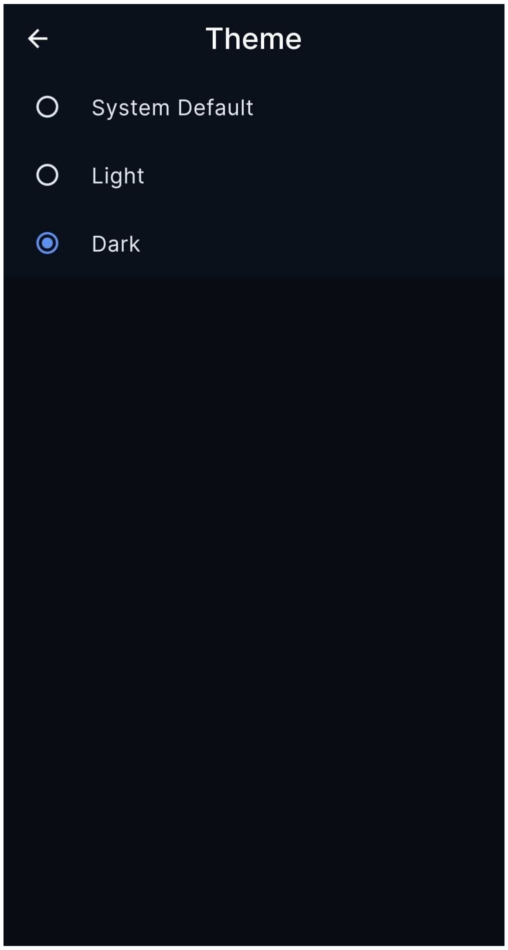
Tap **Language** to set the language used in the Everbridge 360 app. The **System Default** option will automatically be selected until otherwise specified.



Theme

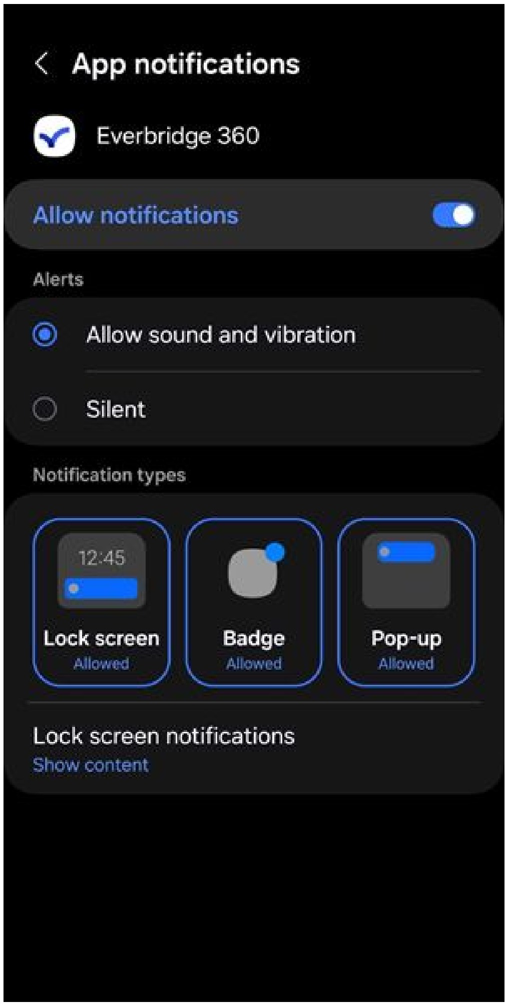
Users can customize the interface color scheme by tapping **Theme** and choosing one of the following options:

- System Default
- Light
- Dark



Notifications

Tapping on **Notifications** will route users to the App Notifications page, where they can enable or disable notifications, as well as specify the alert sounds and types of app notifications they want to receive.



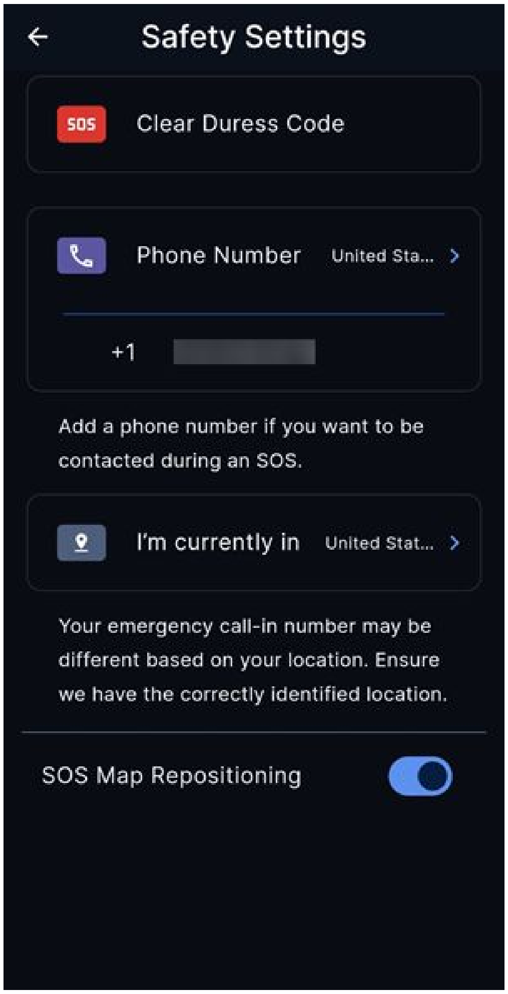
Comms

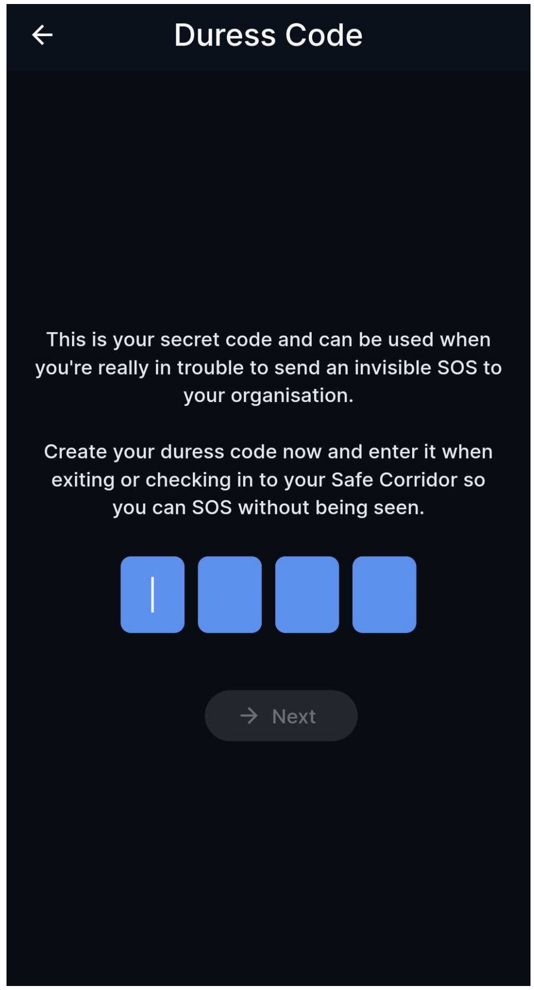
The **Comms** page allow users to enable or disable Rich Text for any Communications that may include it, such as graphics or advanced formatting options. Note that this setting is enabled by default.

IMPORTANT: Some users might find that this toggle is **disabled** by default, which will be fixed in a future release.

Safety Settings

The **Safety Settings** page is available to **Safety Connection** and **Travel Risk Management** customers and allows users to clear their four-digit **duress code** to create a new one. The duress code is used to silently trigger an SOS if the user is being forced to disarm Safe Corridor while under duress.



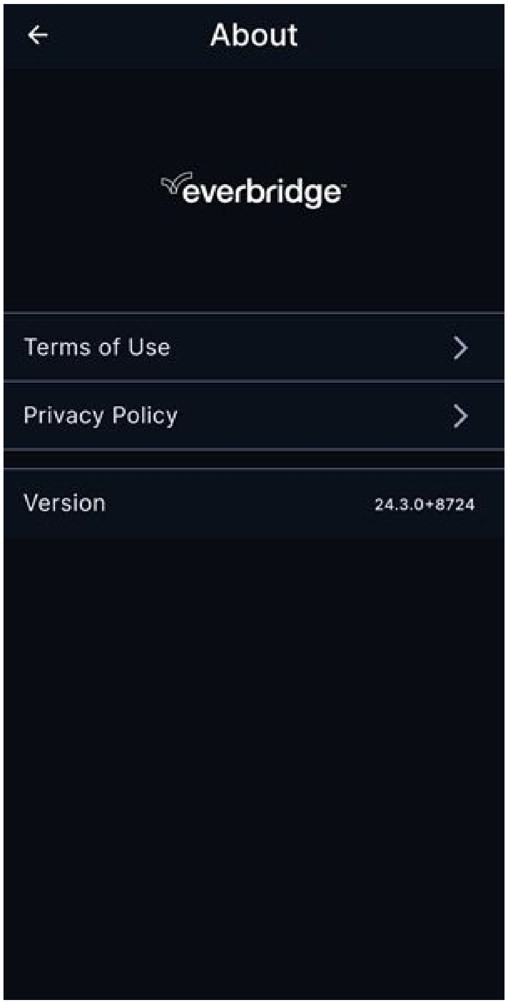


NOTE: Configuring the Safety Settings is the first step for new Safety Connection and Travel Risk Management users after first installing and opening the app.

Users can also add the phone number they'd like to be reached at during a live SOS, as well as specify the country they're located in to ensure that the correct emergency call-in number is contacted. If desired, users can enable or disable SOS Map Repositioning from this screen, too.

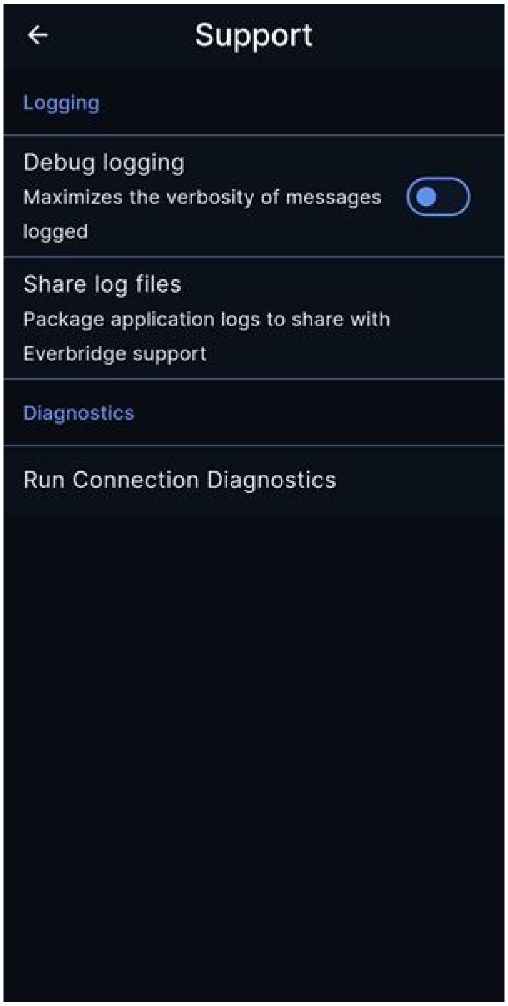
About

Tap **About** to review the Terms of Use and Privacy Policy. The current app version is indicated at the bottom.

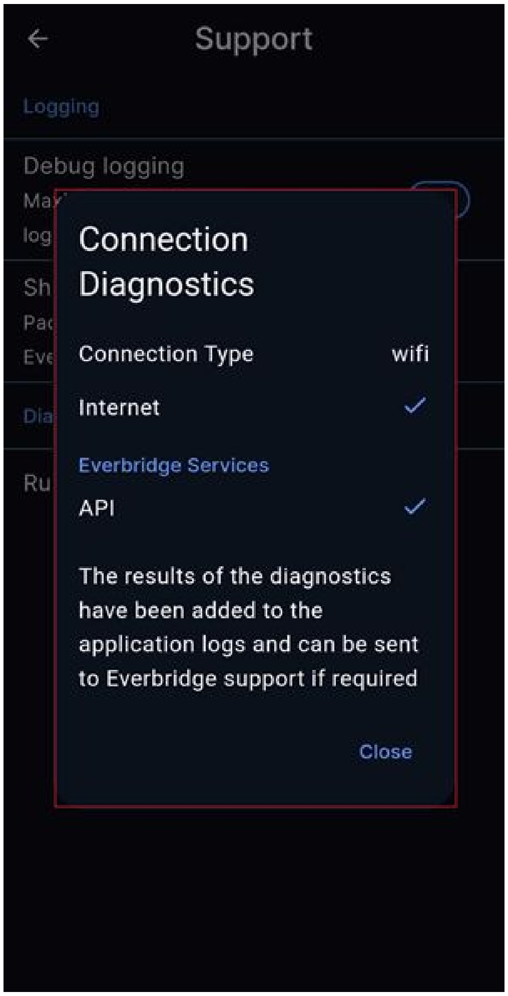


Support

The **Support** menu allows users to enable debug logging and share log files with Everbridge Support when seeking assistance.

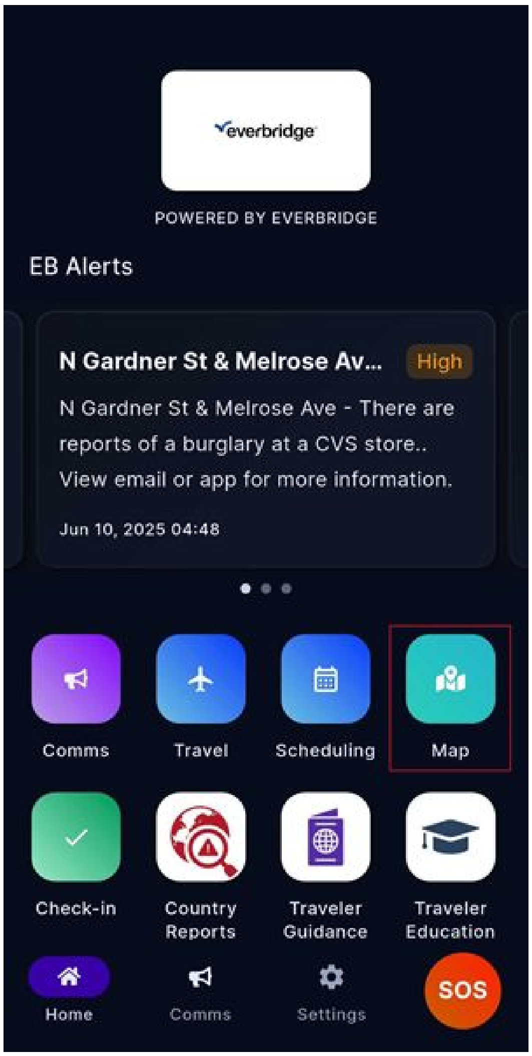


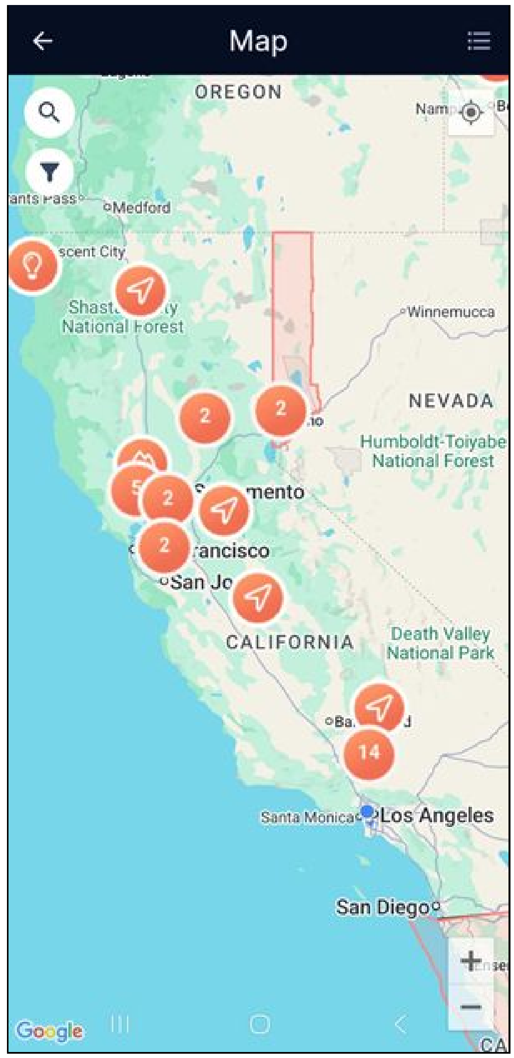
Tap **Run Connection Diagnostics** to see an overview of the current device connection and any enabled Everbridge Services, such as API. The diagnostic results are automatically added to the application logs, making them easy to share with Everbridge Support.


Support
Logging
Debug logging
Connection Diagnostics
Connection Type
wifi
Internet
Everbridge Services
API
The results of the diagnostics have been added to the application logs and can be sent to Everbridge support if required
Close

Mobile Map

The Everbridge 360 Mobile App **Map** feature allows contacts to see real-time Risk Events around them on a live map, as well as filter for Risk Events based on Time, Category, and Severity, or search by keyword and location.





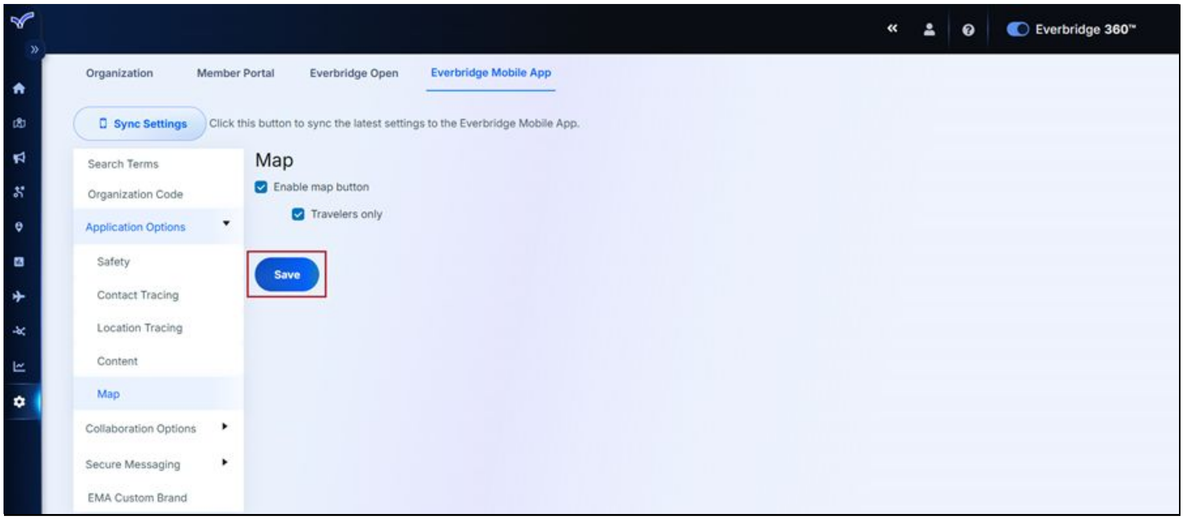
Enabling the Map

The Map feature is enabled automatically for Travelers using Travel Protector. For all other users, it must be enabled at the Organization level by an administrator.

To enable the Map in the Everbridge 360 Mobile App:

1. In the Manager Portal, navigate to **Settings** > **Everbridge Mobile App** > **Application Options** > **Map**.

2. Click the **Enable map button** checkbox.
3. If the Map button should only be available to Travelers, click the **Travelers only** checkbox.
4. Click **Save.**



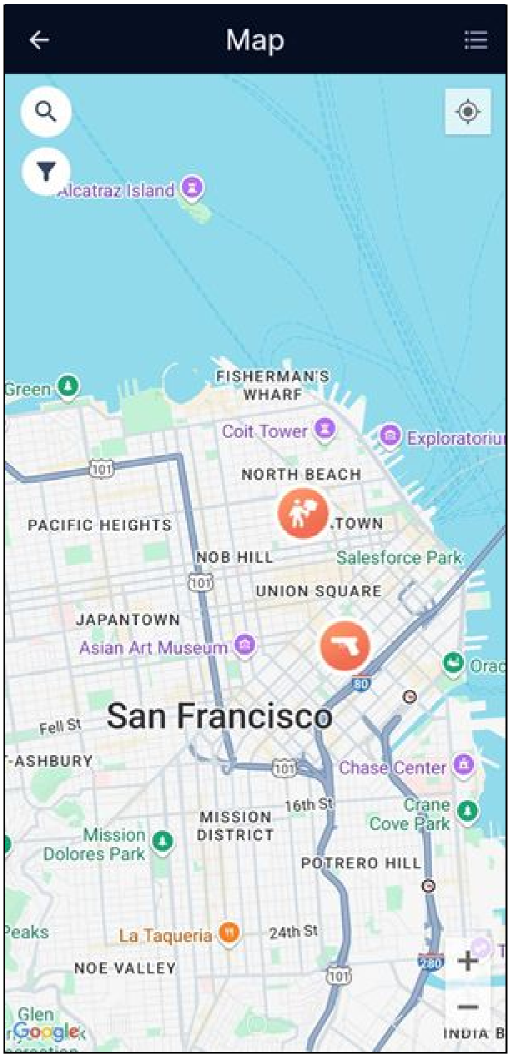
NOTE: For Organizations using the Travel Protector feature, the **Travelers only** option is shown and is enabled by default.

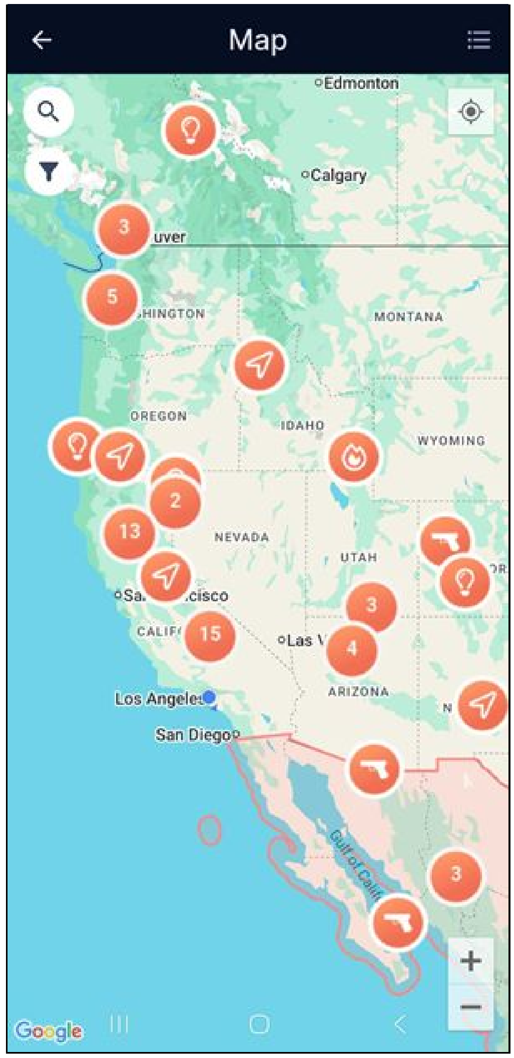
For Organizations without Travel Protector, the **Travelers only** option will not be visible, and the Map feature will be turned off by default.

Navigating the Map

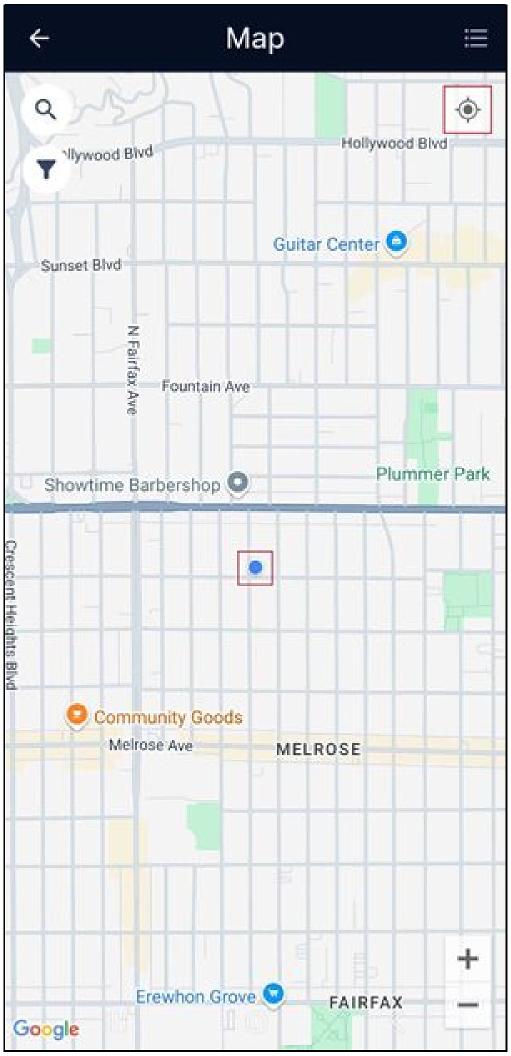
Individual Risk Events are displayed on the Map in orange bubbles. Pinch to zoom in and out of the Map interface or use the **+** and **-** controls at the bottom of the screen to show Risk Events near and far. Zooming in will show Risk Events from more specific area of the Map, whereas zooming out will reveal Risk Events across a broader area.

NOTE: The current zoom level determines which Risk Events will appear on the Map interface, including when filtering or searching. For example, if the Map is currently zoomed in specifically on the Los Angeles area, a Risk Event in Las Vegas, Nevada won't be included in filter or search results.



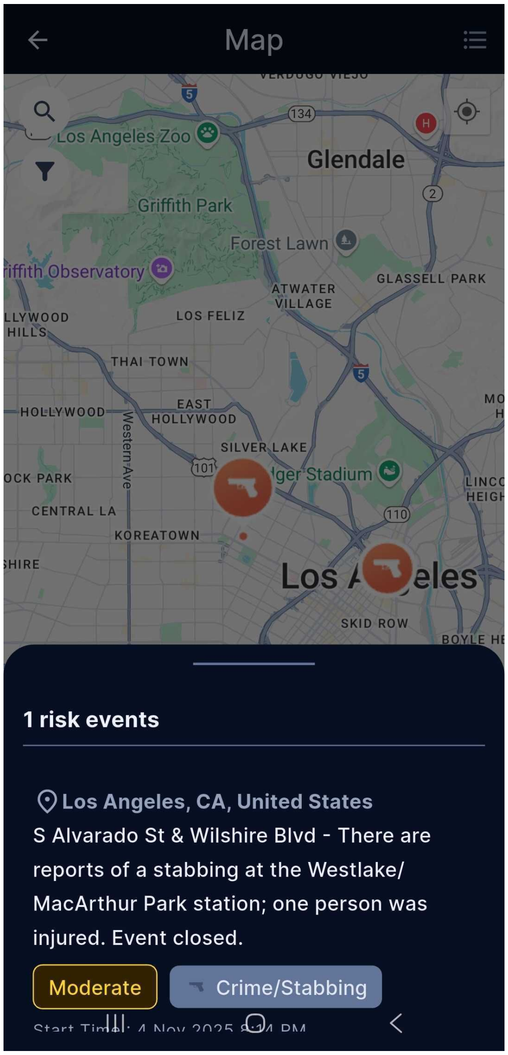


Users can tap the **Location** icon in the top-right corner to automatically center in on their current location on the Map to make it easier to evaluate the potential impact of nearby Risk Events.



Viewing Risk Events

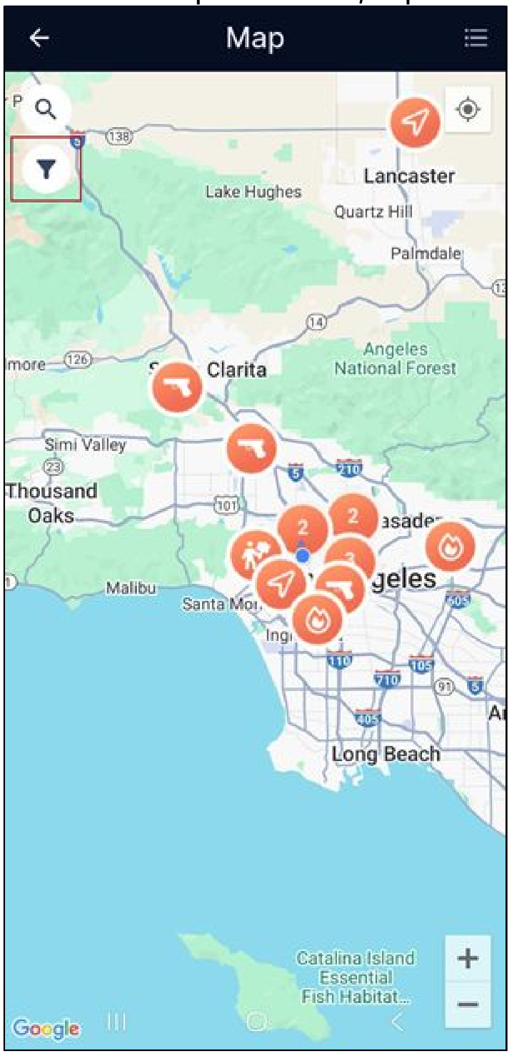
Tap on a Risk Event to open its **Risk Event Details**, which displays the Event's Description, Location, Start Time, Severity, and Risk Event Category.



Filtering Risk Events

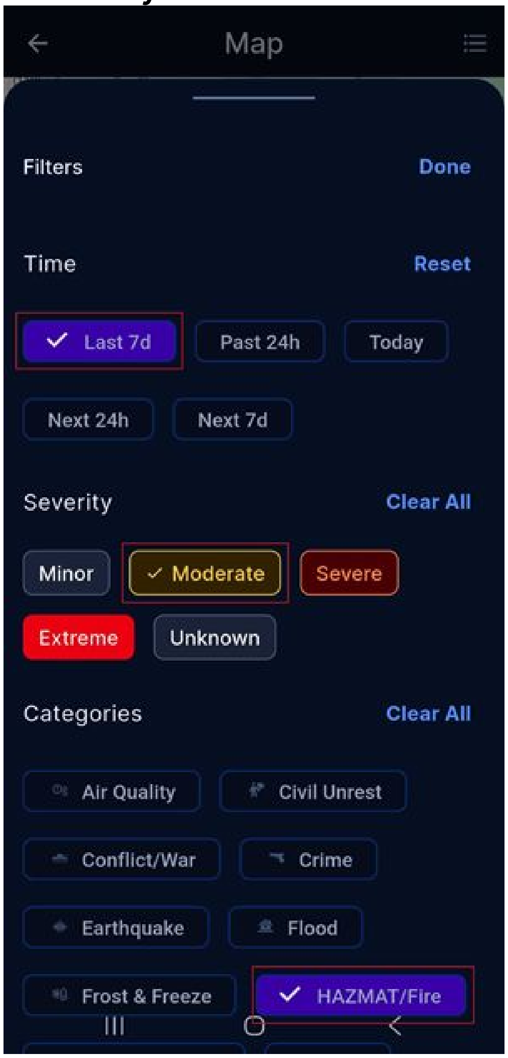
Risk Events can be filtered on the Map by Severity and/or Category. To use these filters:

1. From the Map interface, tap the **Filters** icon.



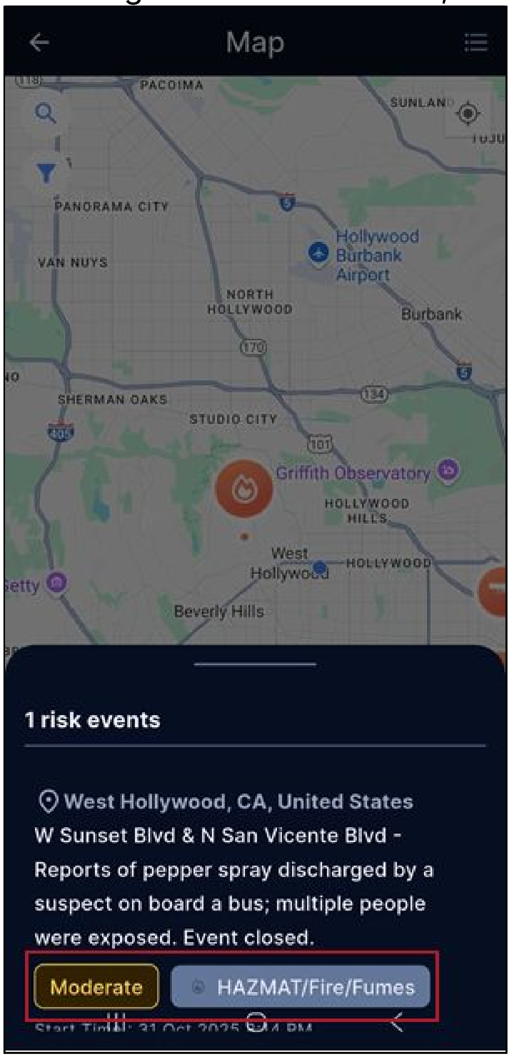
2. The Filters tab will open. Tap the desired **Time**, **Severities** and/or **Categories** to apply the values as a filter on the Map. In this example, we'll filter for **HAZMAT/FIRE** Events of **Moderate Severity** that have occurred within the

Last 7 days.



3. Tap **Done**. The **Filters** tab will close, and the Map will reload with the chosen filters applied. Tapping on a Risk Event will open its details, revealing the

matching filtered Time frame, Severities and/or Categories.



4. To remove filters, return to the **Filters** tab and either tap on the filter that needs to be removed, or tap **Clear All** to remove all previous selections. Tap **Done** to reload the Map with the changes applied.

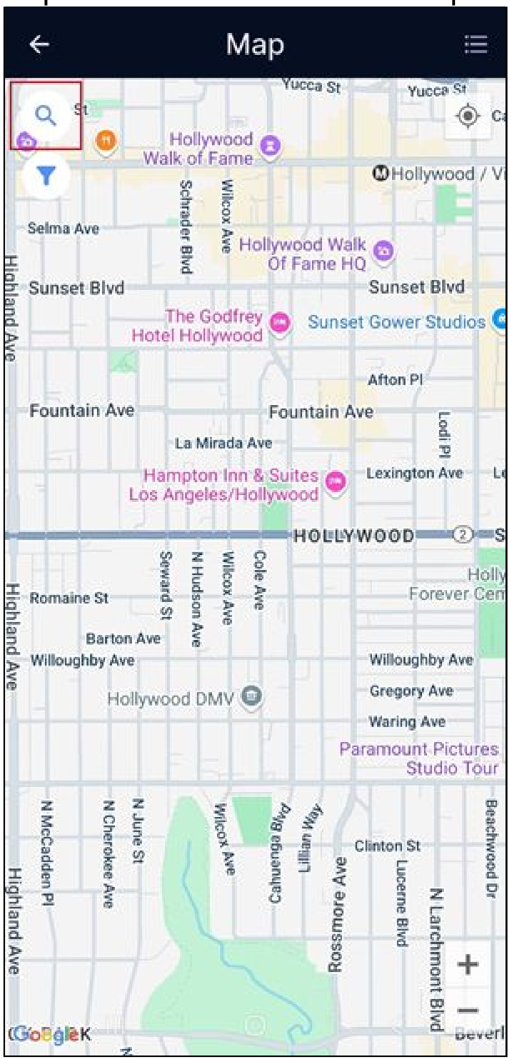
Searching for Risk Events

Risk Events can be located by searching for locations (ranging from broad regions to specific addresses), or by entering keywords that appear in their title or description.

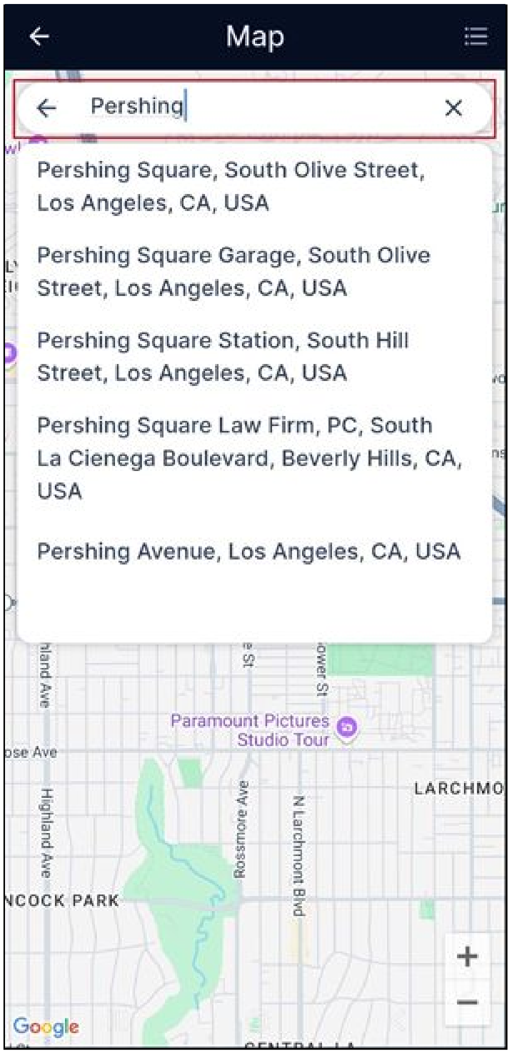
Searching by Location

To search by location:

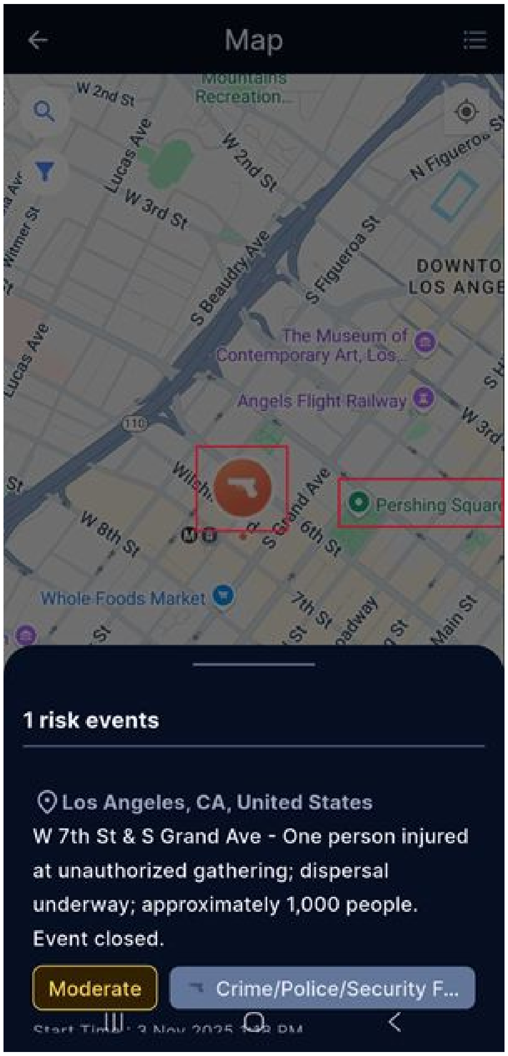
1. Tap the **Search** icon on the top-left corner of the Map interface.



2. The **Location Search** bar will open. Enter a location, which can be as specific as an address or as broad as a country.



3. Tap on a search result to locate it on the Map interface and surface any Risk Events in its immediate area.

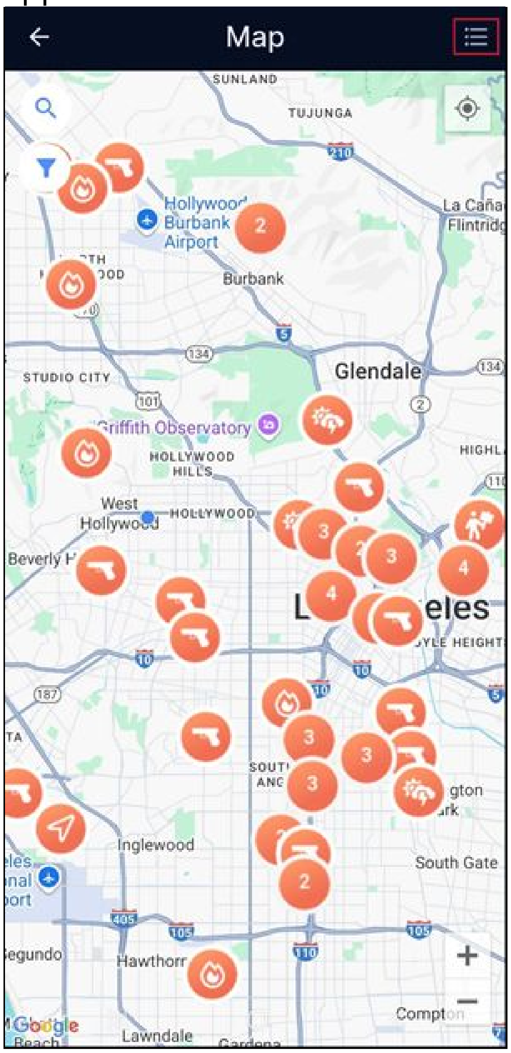


> **NOTE:** Searching by keyword is not supported in the **Location Search** field on the Map interface.

Searching by Keyword

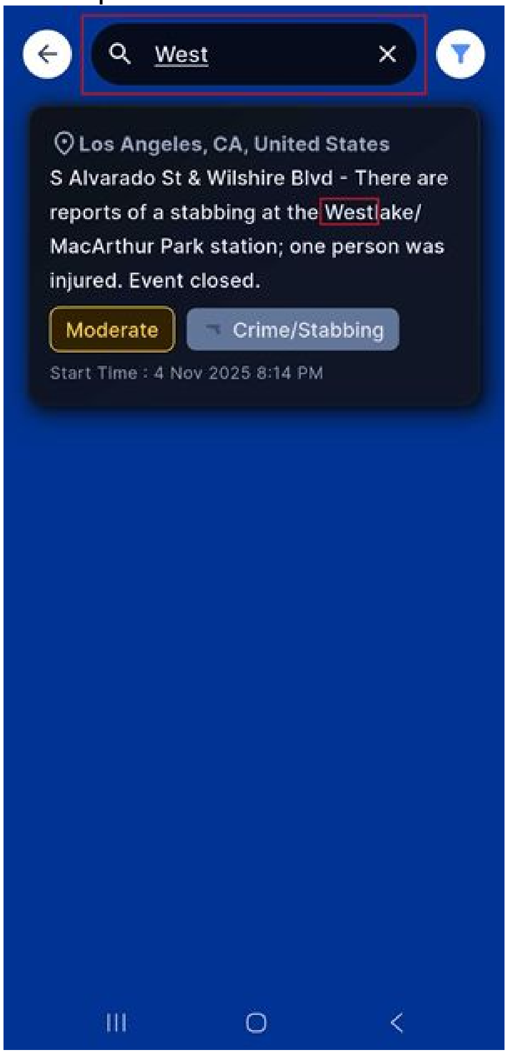
To search by keyword:

1. Tap the **Menu** icon in the top-right corner. The **Risk Events** list view will appear.

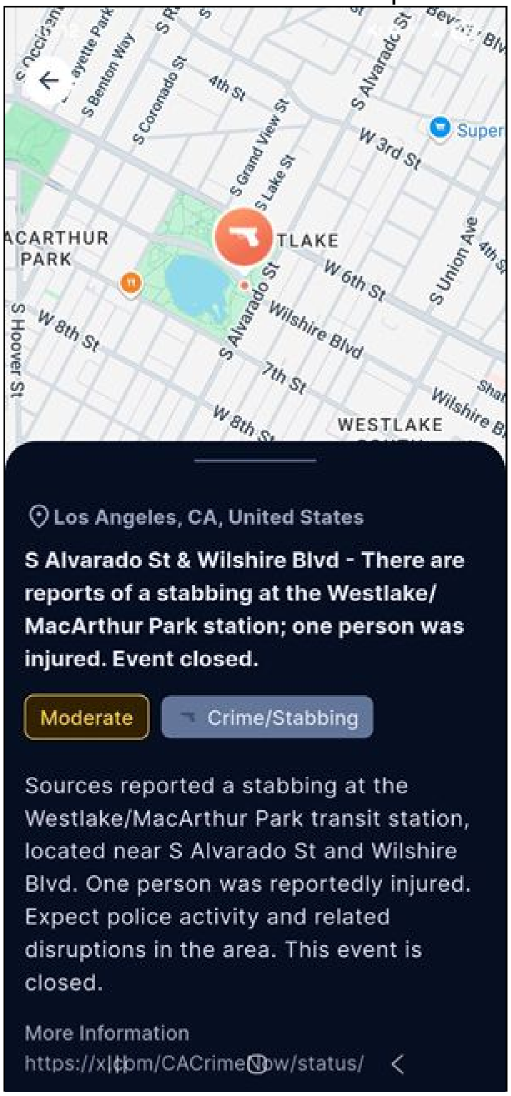


2. Enter the search term (full or partial) in the **Search** field. The list will update with any Risk Events that contain the search term in the title and/or

description.



3. Tap on one of the search results to see expand the **Risk Event Details** and see its location on the Map.



NOTE: Searching by location is not supported in the **Keyword Search** field.

Safety Features

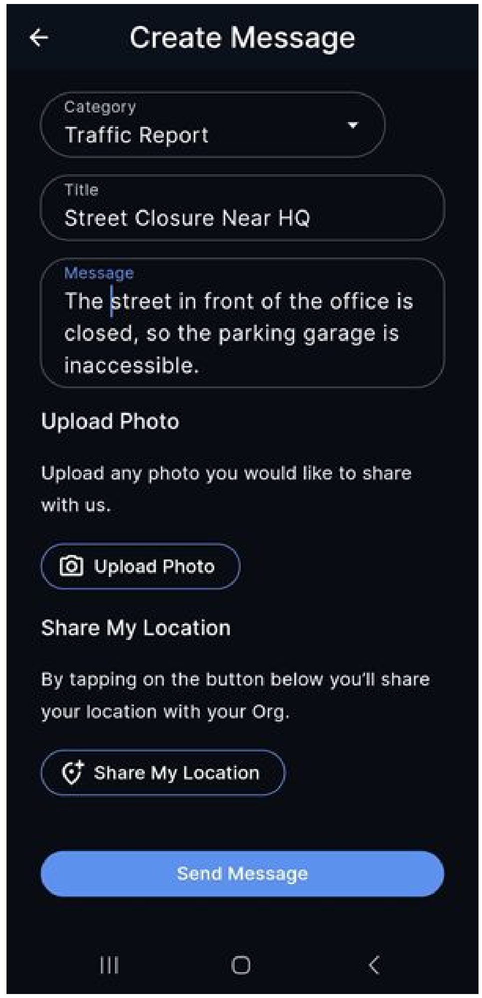
Safety Connection and Travel Risk Management customers have access to a host of safety features to assist in a crisis, including:

- SOS
- Report
- Check-in
- Safe Corridor
- Emergency Call
- Secure Chat
- Auto Check-in

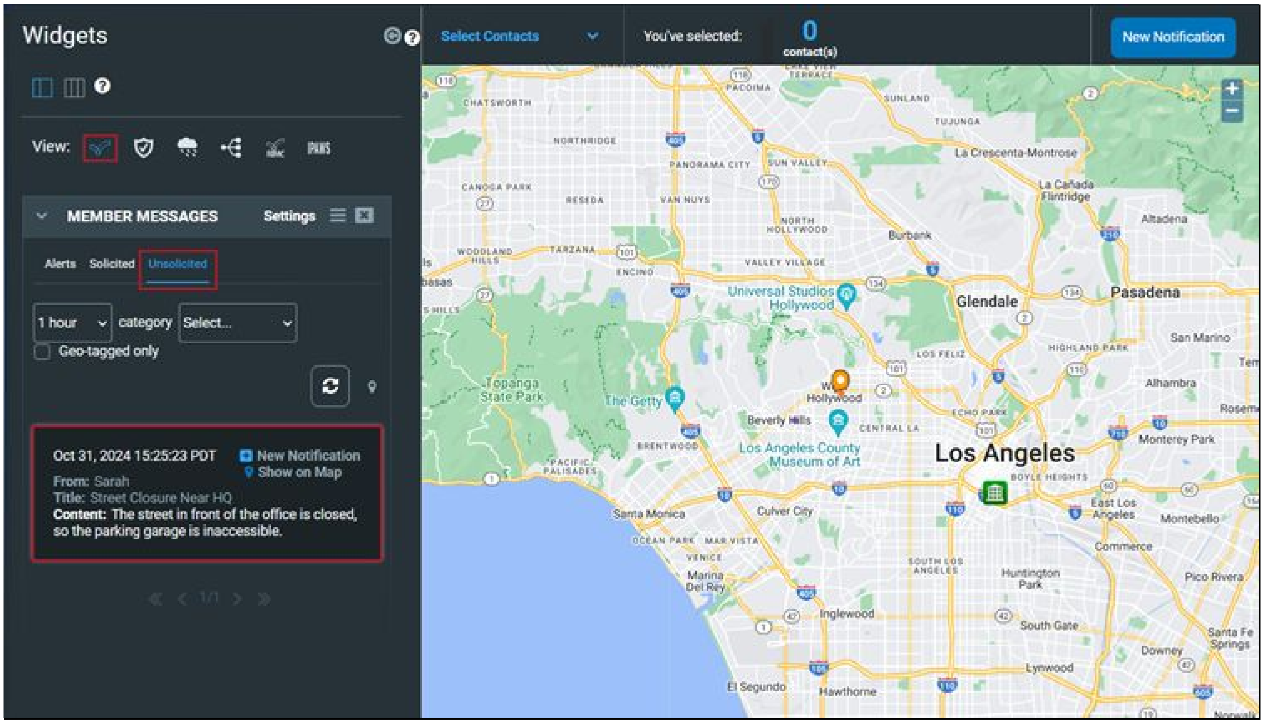
These features can be found on the **Home** page. The SOS button will always be present on the bottom Navigation Bar.

Report

App users can tap the **Report** icon to send categorized unsolicited Member Messages directly to their Organization, including images and location pins.



Once sent, the message will appear in the Organization's Universe tab under **Member Messages** > **Unsolicited**.



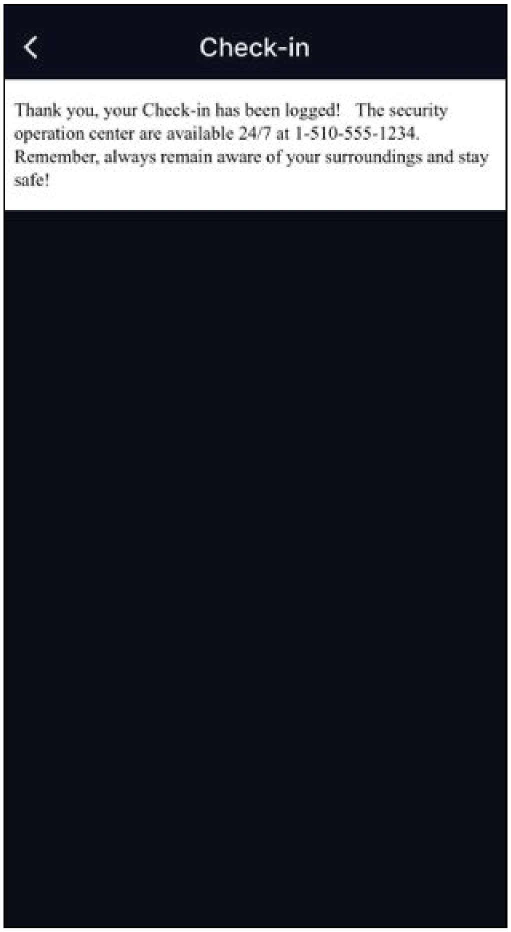
> **NOTE:** Administrators can configure Member Message categories at the Organization level from **Settings** > **Interactive Visibility** > **Member Messages** > **Settings**.

Check-In

The **Check-In** feature allows users to voluntarily check in and report their location when, for instance, they feel they are in a potentially dangerous situation.

By default, after tapping the Check-In button, a green banner will appear at the top of the page indicating that the user has successfully checked in from their current location.

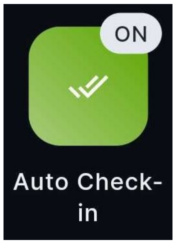
If an Organization has created a custom response to these check-ins, that will be shown, instead.

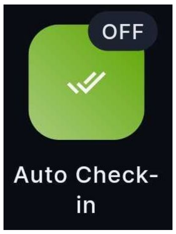


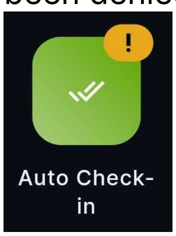
NOTE: Since the Manager Portal authors Rich Text and HTML with a white background, the custom content will retain that white background even when viewing in Dark Mode.

Auto Check-in

Auto check-in allows the app to automatically check in on the user's behalf. Users can easily enable and disable Auto Check-in from the home screen by tapping the **Auto Check-in** icon. The Auto Check-in status is indicated by one of three labels:

- **On** - Auto Check-in is enabled.
  

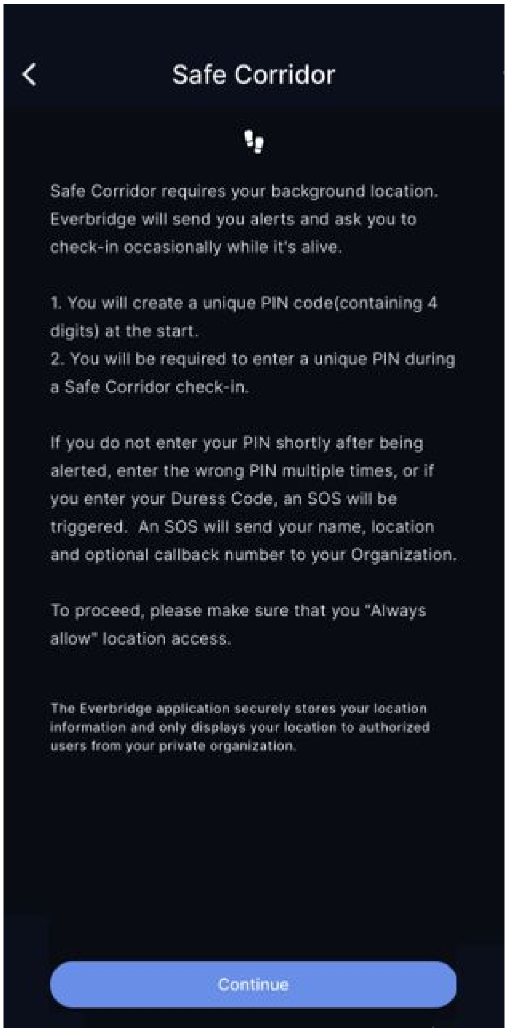
- **Off** - Auto Check-in is disabled.
  

- **Warning** - Auto Check-in is enabled, but there's an issue with the device's location settings. For example, this can happen if location permissions have been denied or set to "Allow only while using the app".
  

Auto check-in sensitivity thresholds can be configured in the Location settings.

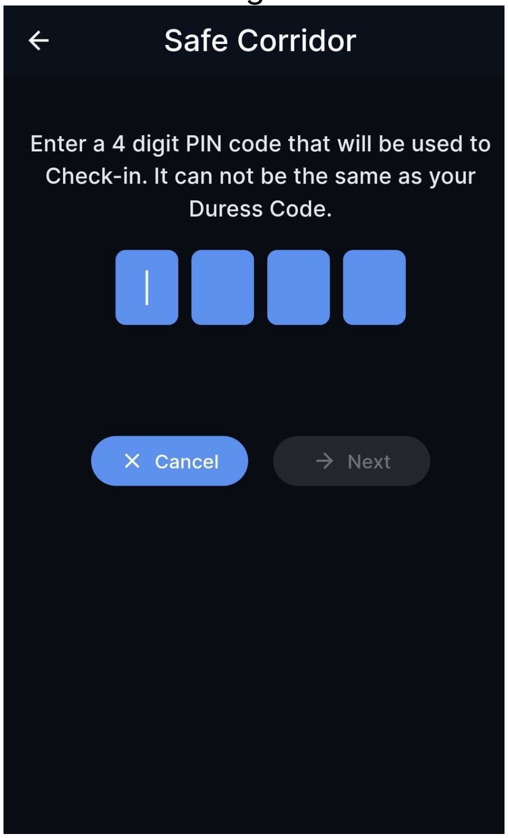
Safe Corridor

The **Safe Corridor** feature asks users to enter a preset code at regular time intervals. A missed report triggers an alert.



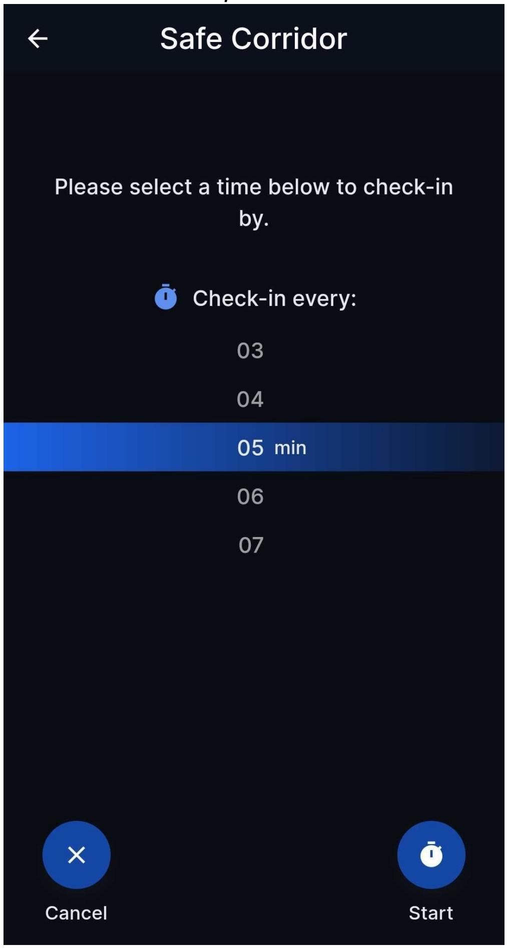
To start a Safe Corridor:

1. Create a four-digit PIN. Note that it must be different from the Duress Code.



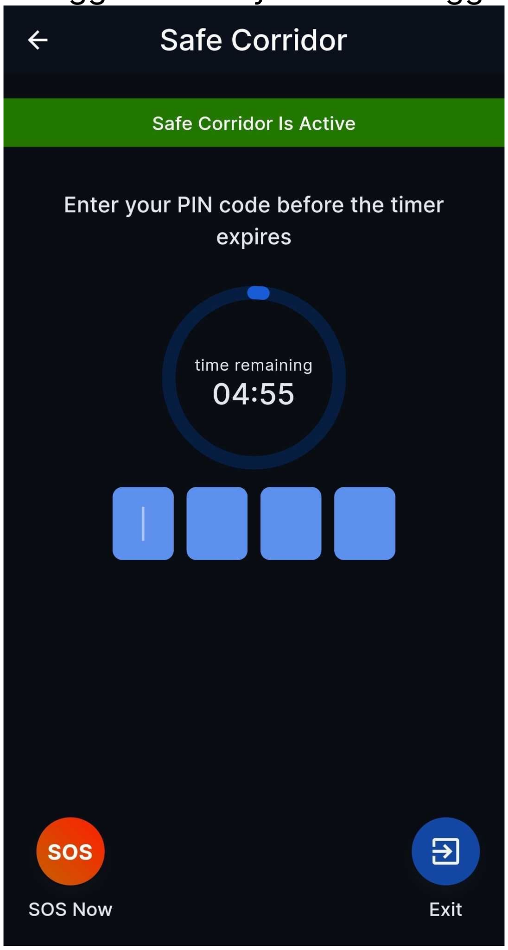
2. Once the PIN is set, the user will be prompted to enter it the next time they tap the **Safe Corridor** button. After it's been entered, the user will need to specify the amount of time they'd like to have before checking in. The default

is five minutes, and the minimum time is 45 seconds.

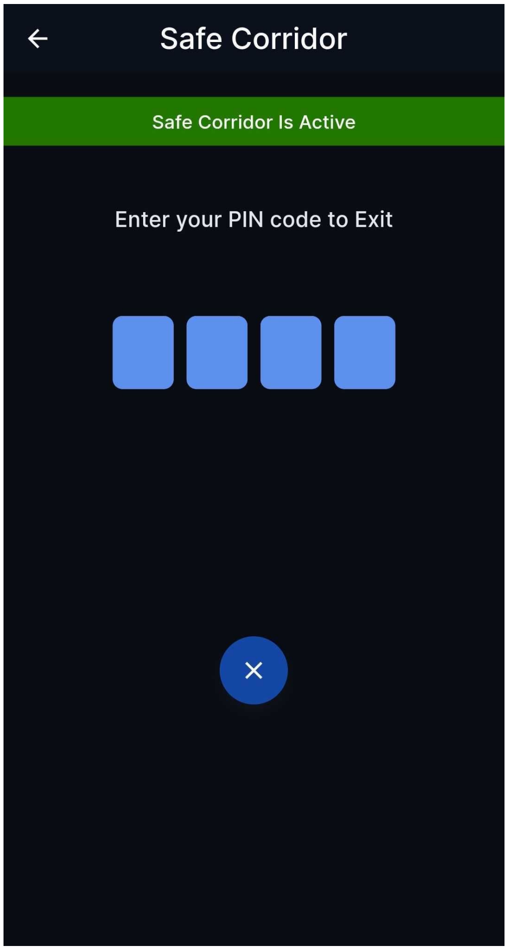


3. After setting the timer, tap **Start** to start the Safe Corridor. The countdown will begin. If the user doesn't input their PIN before the countdown ends, an alert

is triggered. They can also trigger an SOS directly from this screen if needed.

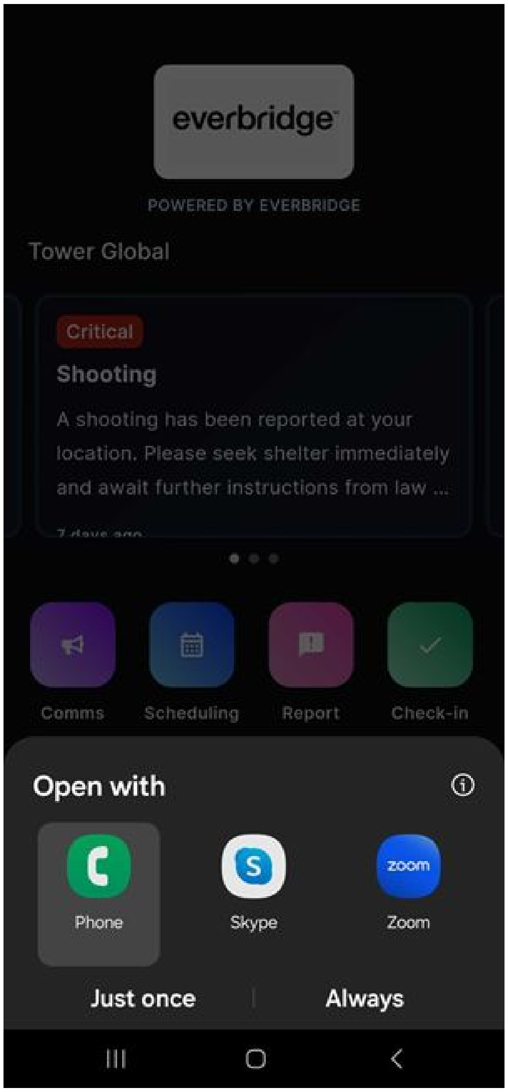


4. Once it's safe to end the Corridor, tap **Exit**. The PIN will then need to be entered to end it.



Emergency Call

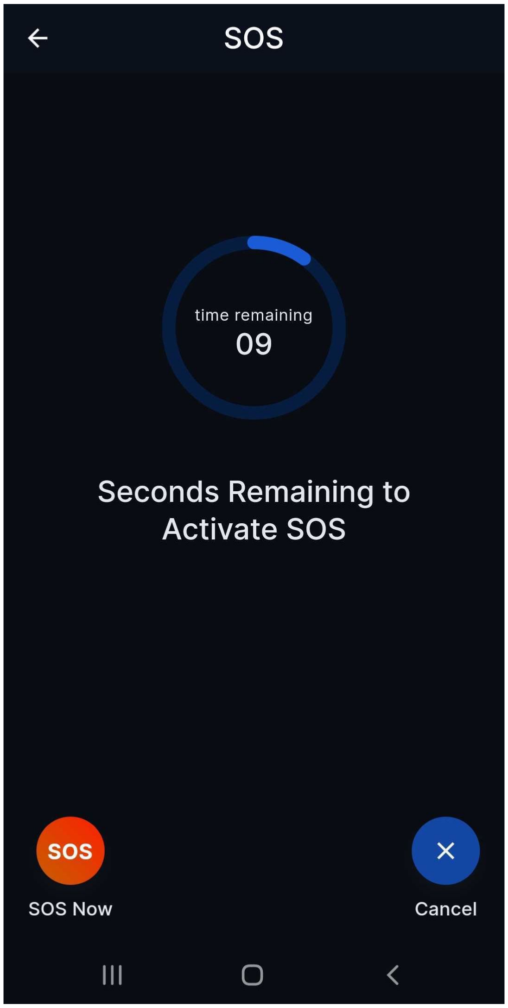
Tap the **Emergency Call** button to place a call to the predetermined phone number on file.



SOS

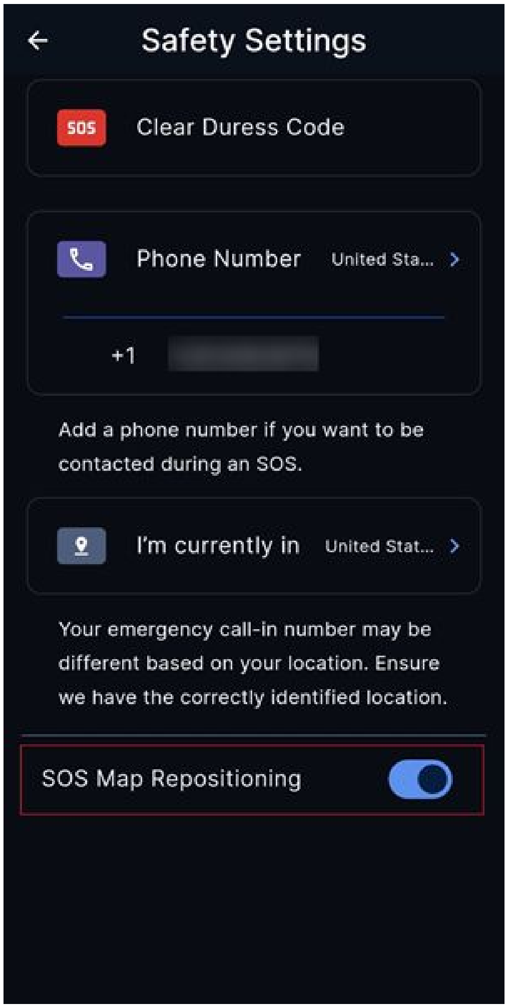
Tap the SOS button on the Navigation Bar to start the SOS timer. If the button was tapped by mistake, the user has 10 seconds to tap **Cancel** or the **Back** arrow before the SOS is activated.

To skip the timer altogether and immediately activate the SOS, tap the **SOS Now** button. The app will send the device's location and a two-minute video taken from the camera, including audio, to the associated Organization for assistance.

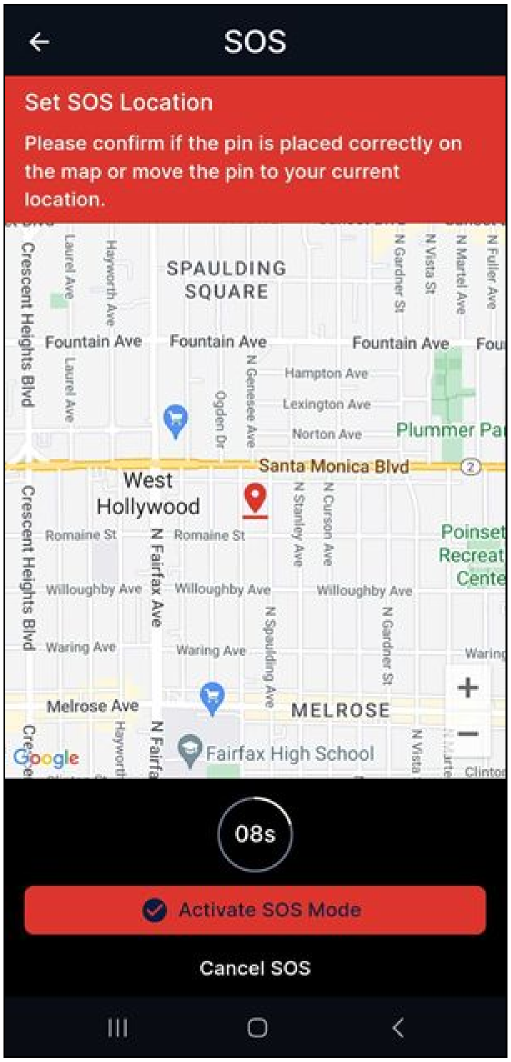


SOS Map Repositioning

The **SOS Map Repositioning** feature allows users to confirm or update their exact location when triggering an SOS. It can be enabled in-app under **Settings** > **Safety Settings**.



Once enabled, when the user initiates an SOS countdown, they can move their location pin around on the map to indicate a more precise location for responders.


SOS
Set SOS Location
Please confirm if the pin is placed correctly on the map or move the pin to your current location.
SPAULDING SQUARE
Fountain Ave
Santa Monica Blvd
West Hollywood
MELROSE
Melrose Ave
Fairfax High School
08s
Activate SOS Mode
Cancel SOS

Secure Chat

The **Secure Chat** feature allows users and contacts to securely communicate with one another from within the Everbridge 360 mobile app using an encrypted and HIPAA-compliant chat interface. Currently, the app supports two types of Secure Chat:

- **Directory Chat** - Allows permitted contacts and users to chat.
- **Incident Chat** - Allows permitted contacts and users to chat about a specific Incident.

If enabled, Secure Chat can be accessed by tapping the **Secure Chat** icon on the home screen of the Everbridge 360 mobile app.

Directory Chat

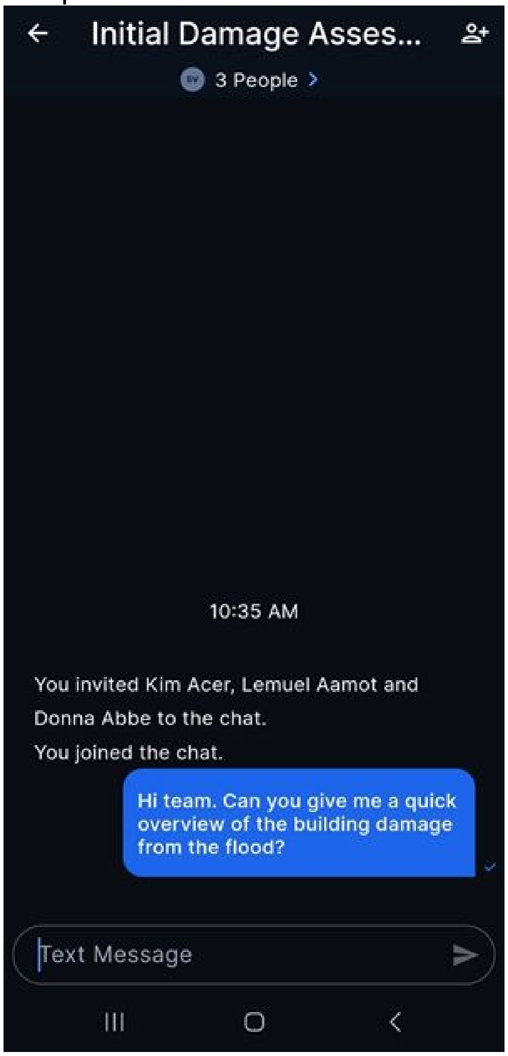
Using an Existing Chat

Contacts can view and utilize any chats in which they're included from the Chats subtab. To do this:

1. Tap the **Secure Chat** icon on the home screen.
2. Existing Directory Chats can be found on the **Chats** subtab, which opens by default. Tap a chat to open it.

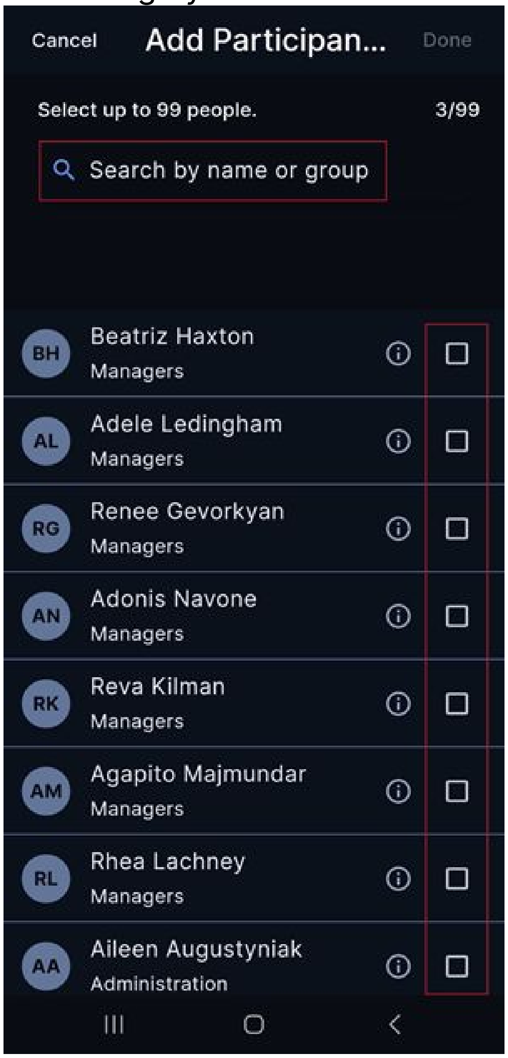
3. Once opened, previous messages can be reviewed and replied to. Messages successfully sent will display a blue checkmark, and messages viewed by

recipients will show a double checkmark.



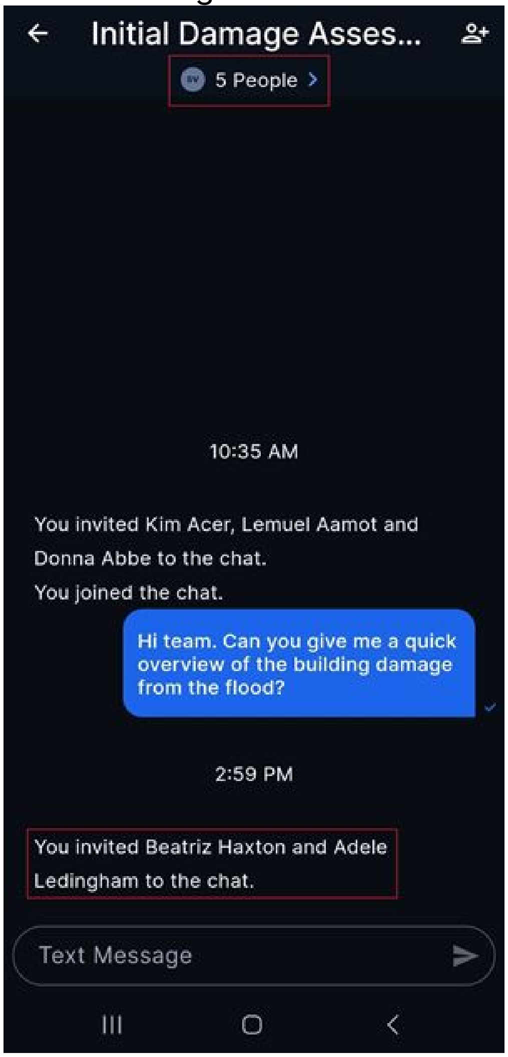
4. If more recipients need to be added, tap the **Add Participants** button in the top-right corner.

5. Select the desired contacts by tapping the checkboxes next to their names. Searching by name is available to speed up the process.

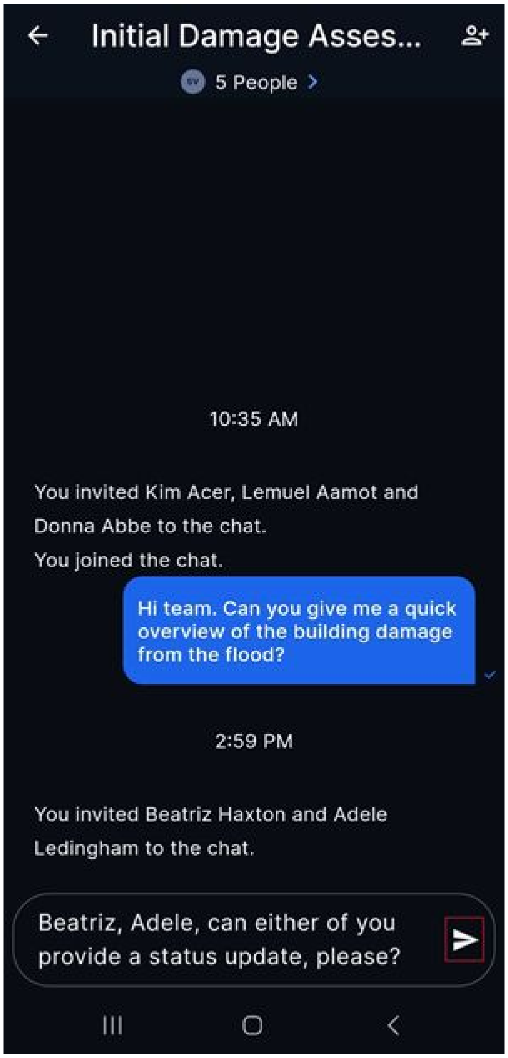


6. Once the contacts have been chosen, they'll populate at the top of the list. Once satisfied, tap **Done** to return to the Chat.

7. The recipient count at the top of the Chat will now include the new contacts, and a message about the additions will also appear in the Chat body.



8. To send a new message to the Chat, type it in the field at the bottom and tap **Send**.



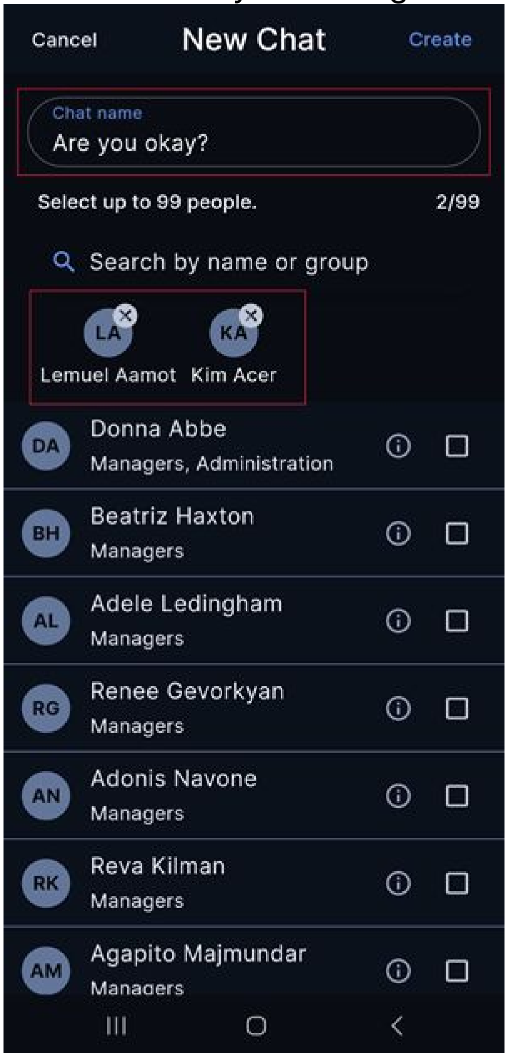
Creating a New Chat

Contacts can start a new Directory Chat from within the app. To do this:

1. Tap the **Secure Chat** icon on the home screen.

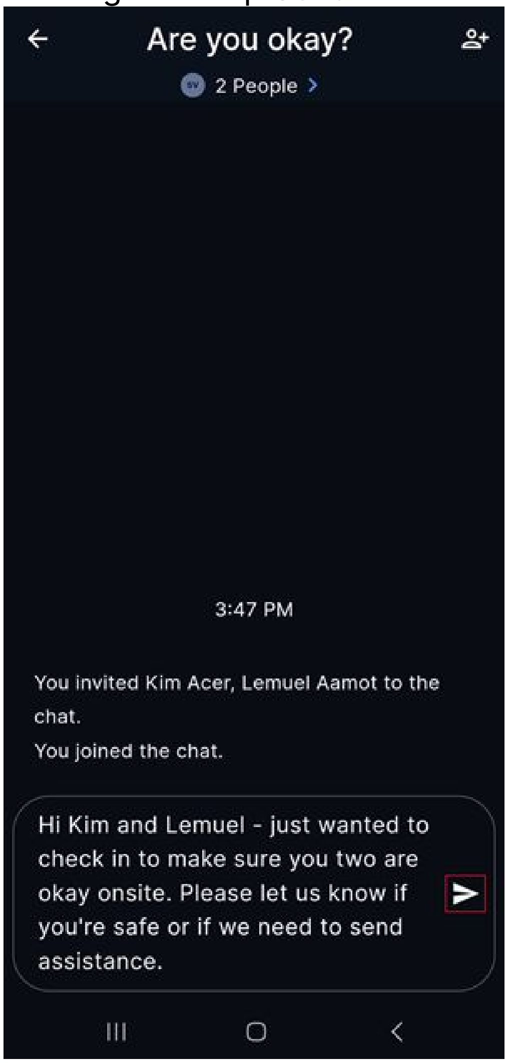
2. Tap the **New Chat** button in the bottom-right corner of the **Chats** subtab.

3. Name the Chat and select the participants from the contacts list. Contacts can be found by searching via name or group.

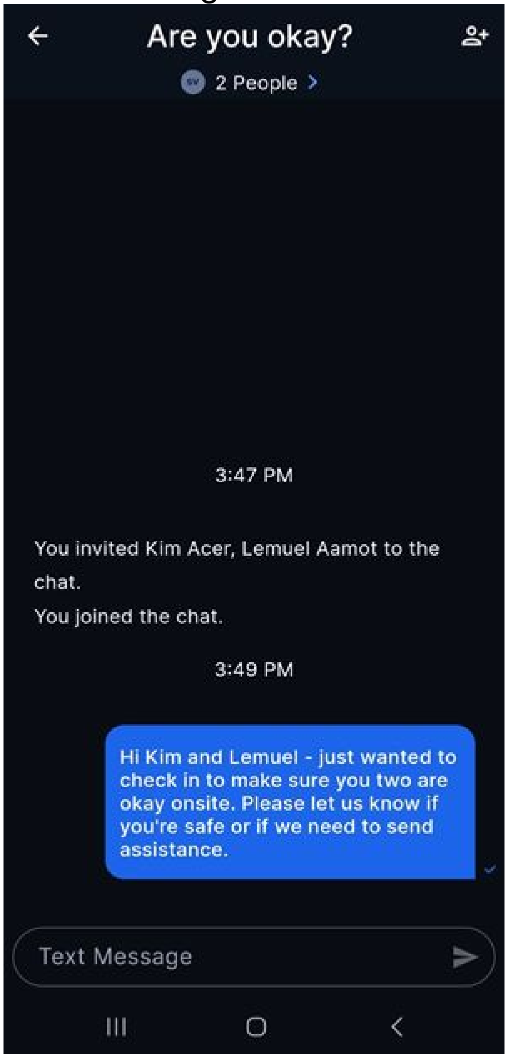


4. Tap **Create**.

5. The Chat opens, displaying the recipients' names in the body. Compose the message and tap **Send**.

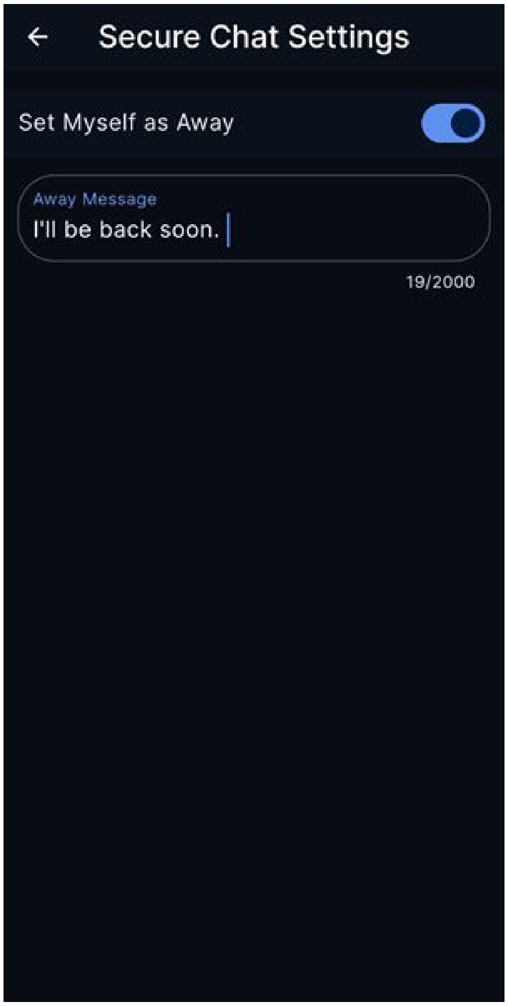


6. The message will appear in the Chat in blue. The blue checkmark to the right of the message indicates that it's been successfully sent.



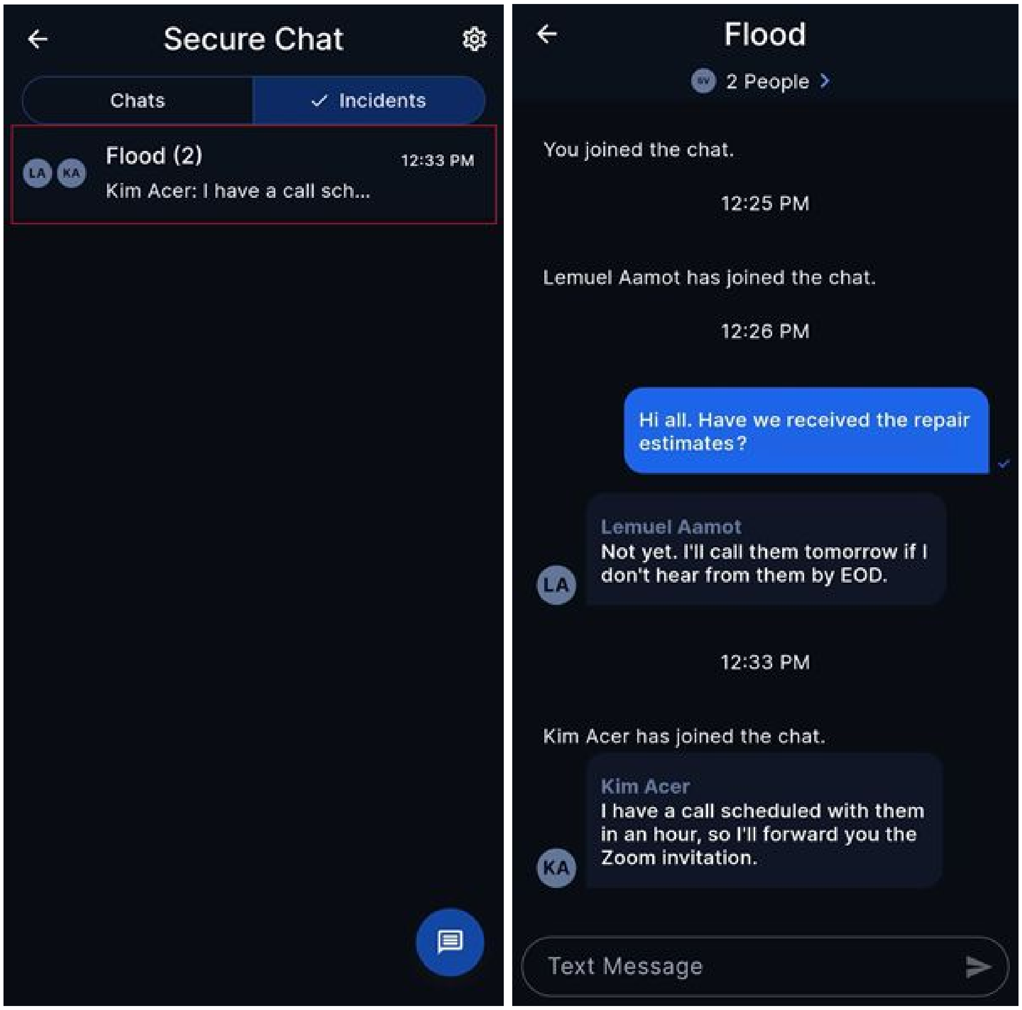
Setting an Away Message

Chat participants can set themselves as "Away" by tapping the **Settings** cog in the top-right corner, tapping the Set Myself as Away toggle, and then typing an away message for other contacts to see.



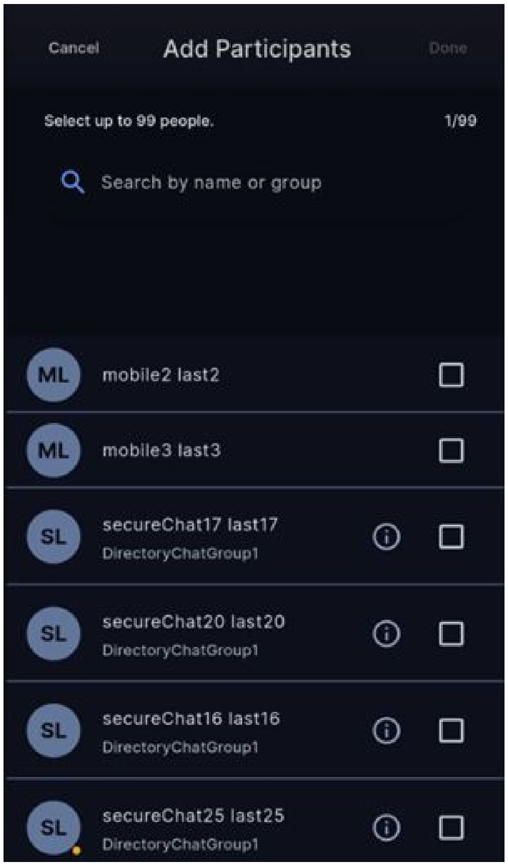
Incident Chat

Incident Chat allows contacts to chat about a specific Incident Notification. Incident Chats can be found in the Everbridge 360 app by tapping the **Incidents** subtab in the **Secure Chat** module.



Incident Chat works the same way as the Directory Chat in that contacts can add more participants by selecting them in the app. Recipients can be located by searching either by name or group.

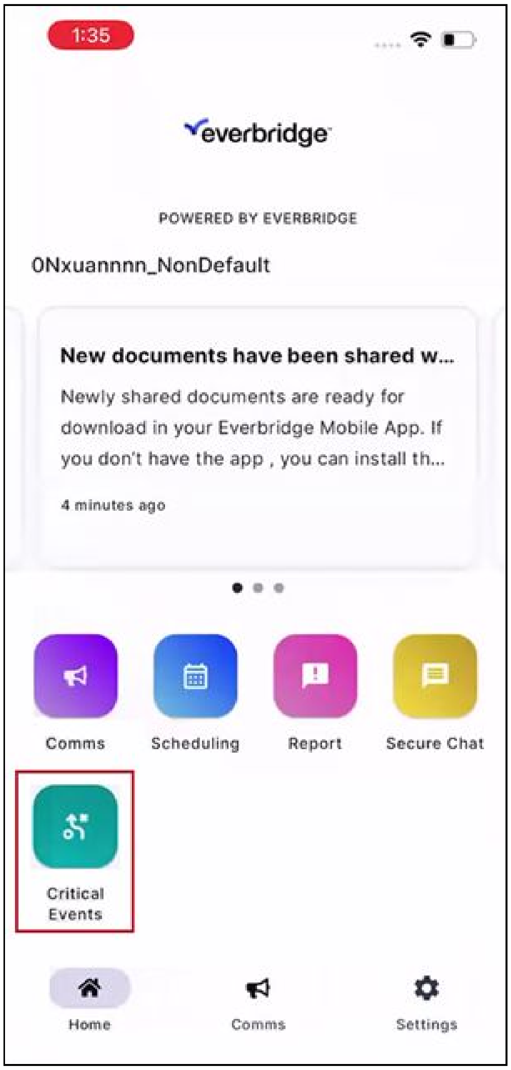
Once all of the participants have been selected, tap **Done** to add them to the chat.


Cancel
Add Participants
Done
Select up to 99 people.
1/99
Search by name or group
ML
mobile2 last2
ML
mobile3 last3
SL
secureChat17 last17
DirectoryChatGroup1
SL
secureChat20 last20
DirectoryChatGroup1
SL
secureChat16 last16
DirectoryChatGroup1
SL
secureChat25 last25
DirectoryChatGroup1

Crisis Management Features

Crisis Management users can utilize core functionality from the Everbridge 360 Mobile App by tapping the **Critical Events** icon from the main menu, including:

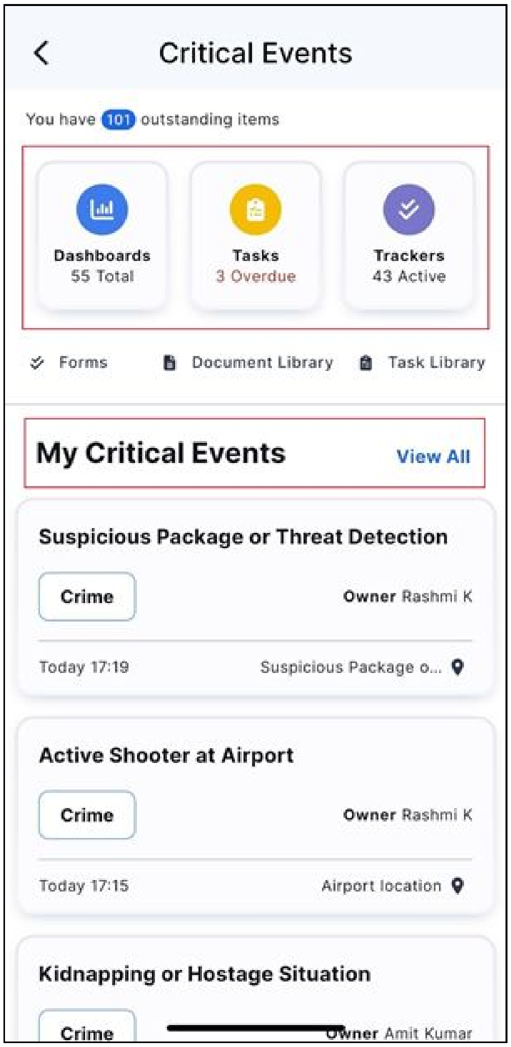
- View Critical Events
- Explore shared Dashboards
- View or complete assigned Tasks
- View and complete Forms
- Access and download items from the Documents Library



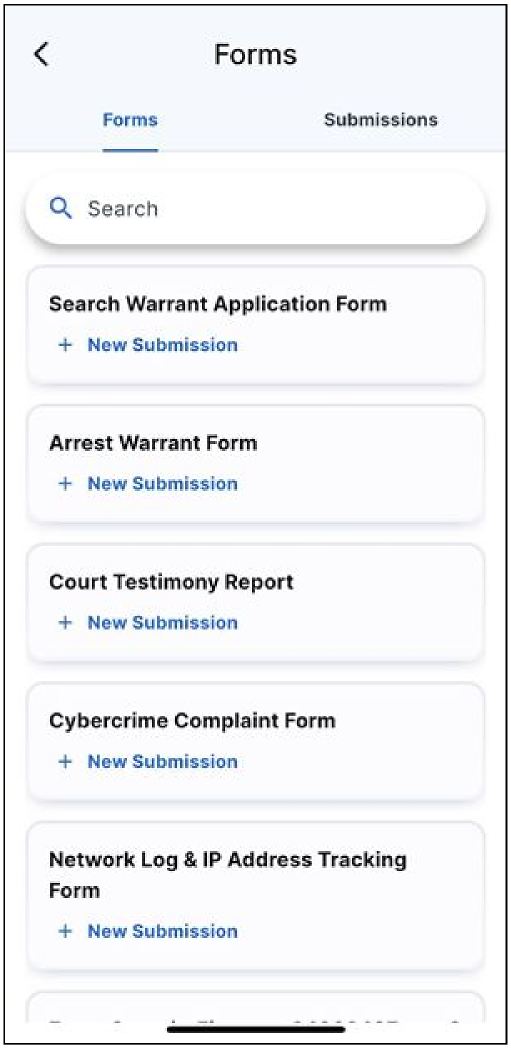
NOTE: For an in-depth overview of Critical Events and related functionality, see the Crisis Management User Guide.

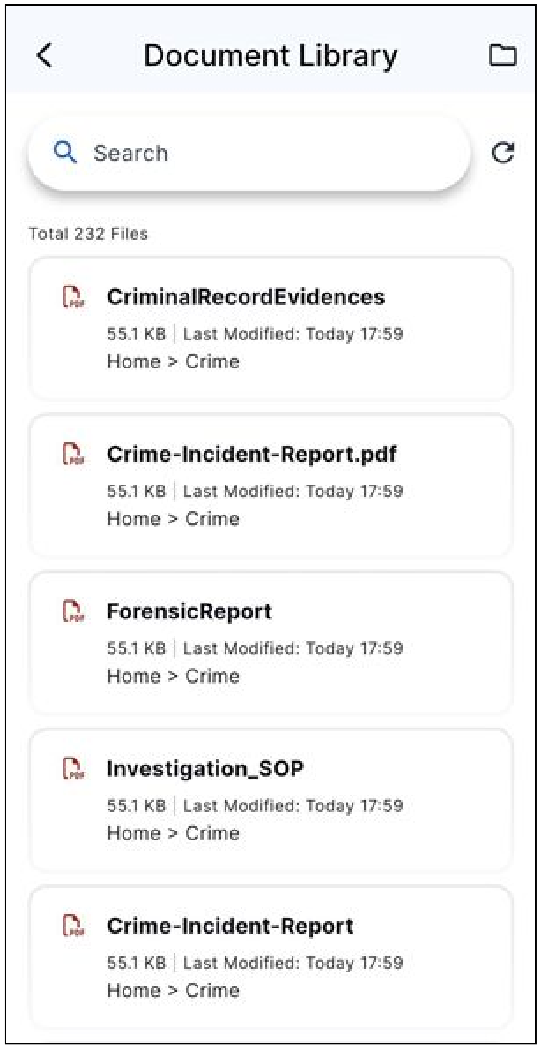
The **Critical Events** landing page will appear, which is split into four sections:

- **My Critical Events** - Displays all active Critical Events that affect the user.
- **Dashboards** - Displays any Dashboards that have been shared with the user across all Events.
- **Tasks** - Access and complete any Tasks and Task Lists assigned to the user across all Events.
- **Trackers** - Access and complete any Trackers shared with the user across all Events.



Tapping **Forms**, **Document Library**, or **Task Library** beneath those cards will navigate the user to the specified library.

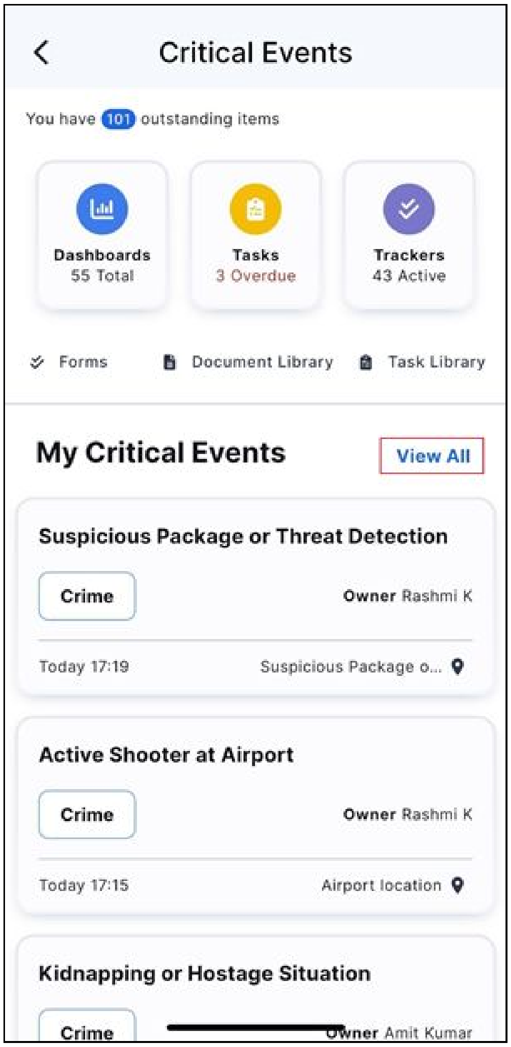

Forms
Forms
Submissions
Search
Search Warrant Application Form
+ New Submission
Arrest Warrant Form
+ New Submission
Court Testimony Report
+ New Submission
Cybercrime Complaint Form
+ New Submission
Network Log & IP Address Tracking Form
+ New Submission


Document Library
Search
Total 232 Files
CriminalRecordEvidences
55.1 KB | Last Modified: Today 17:59
Home > Crime
Crime-Incident-Report.pdf
55.1 KB | Last Modified: Today 17:59
Home > Crime
ForensicReport
55.1 KB | Last Modified: Today 17:59
Home > Crime
Investigation_SOP
55.1 KB | Last Modified: Today 17:59
Home > Crime
Crime-Incident-Report
55.1 KB | Last Modified: Today 17:59
Home > Crime

NOTE: The red dots on a Task in the Task Library indicates that it hasn't been viewed by its assignee, yet.

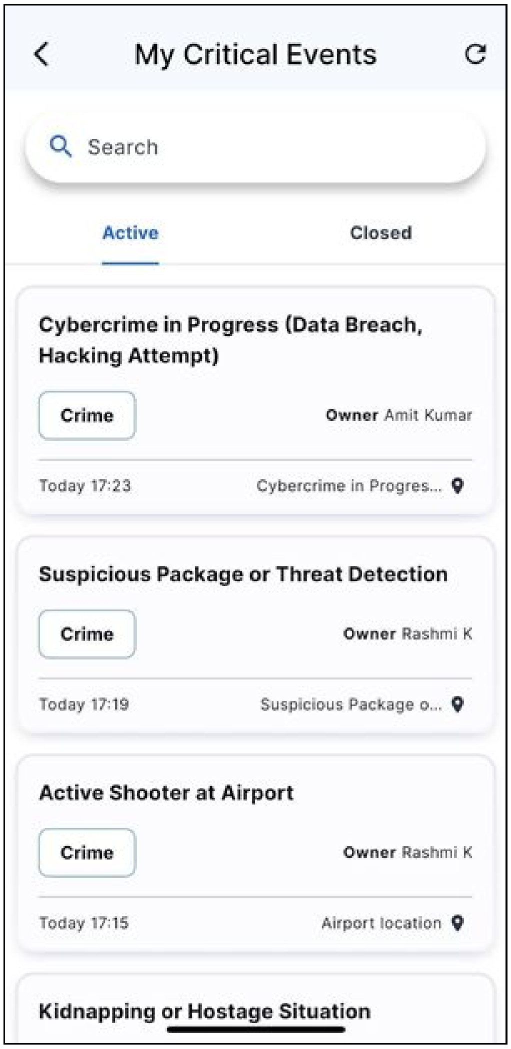
My Critical Events

Tapping **My Critical Events** will take the user to the **My Critical Events** page, which lists any Critical Events relevant to the user.



This page is split into two tabs:

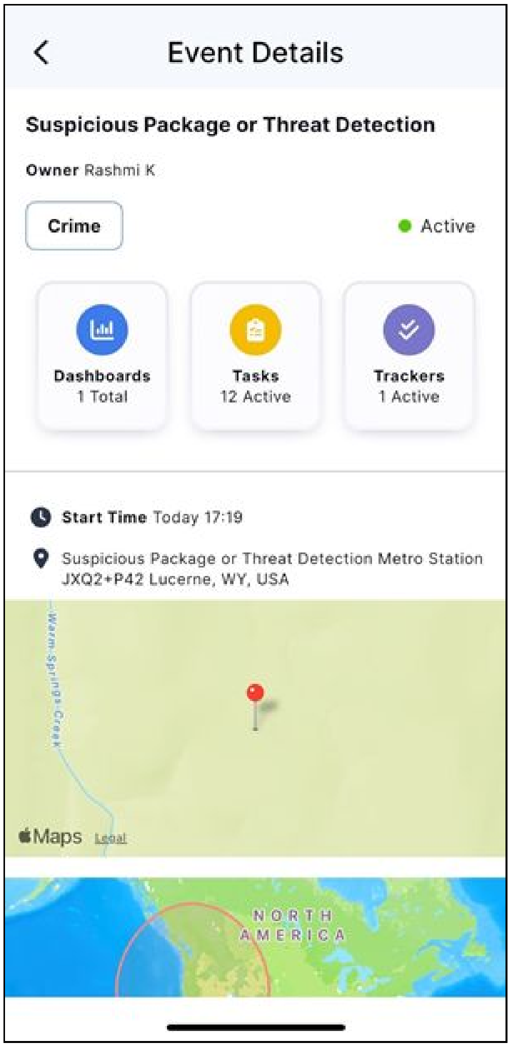
- **Active** - Displays all active Critical Events
- **Closed** - Displays all closed Critical Events.



Event Details

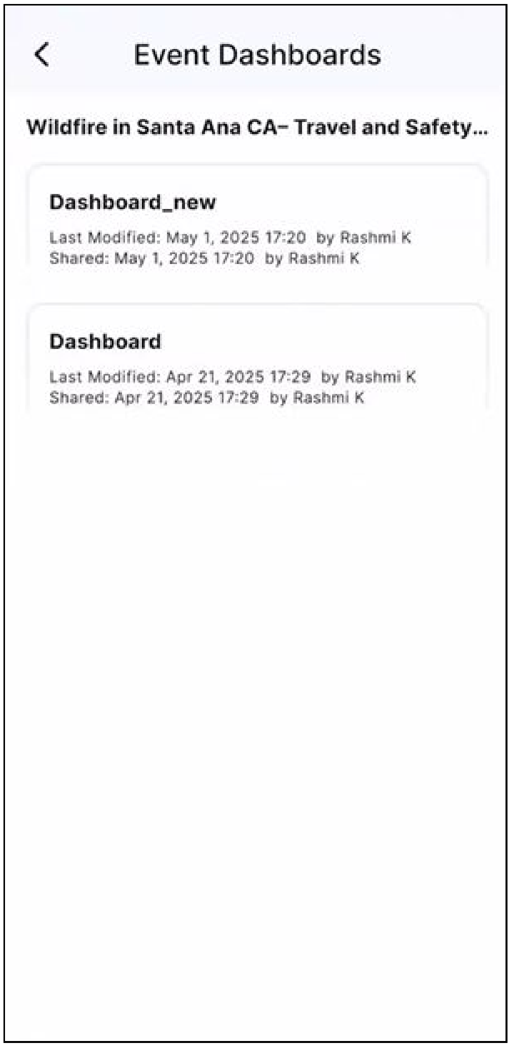
Tapping on a Critical Event from the list will display the **Event Details** page, which contains the following information:

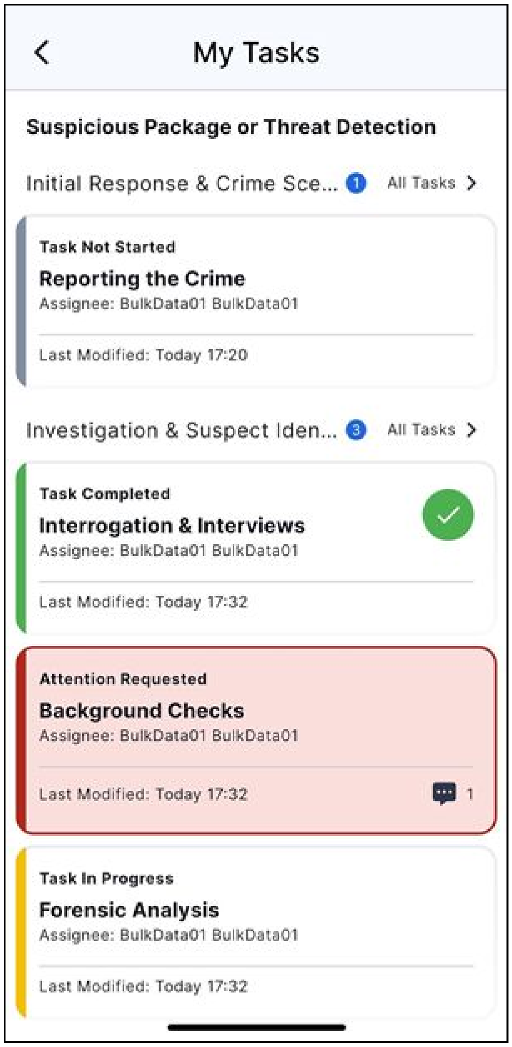
- Event Name
- Event Owner
- Event Type
- Status
- Start Time
- End Time (if closed)
- Location
- Description



Dashboards, Tasks, and Trackers

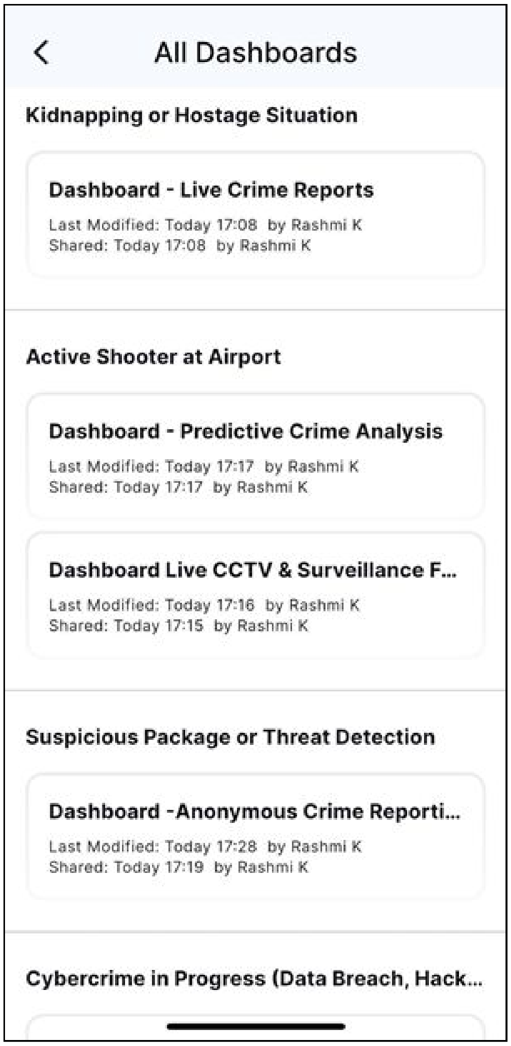
Tapping the **Dashboards**, **Tasks** or **Trackers** cards from the Event Details page will display the items specific to this Event.


Event Dashboards
Wildfire in Santa Ana CA– Travel and Safety...
Dashboard_new
Last Modified: May 1, 2025 17:20 by Rashmi K
Shared: May 1, 2025 17:20 by Rashmi K
Dashboard
Last Modified: Apr 21, 2025 17:29 by Rashmi K
Shared: Apr 21, 2025 17:29 by Rashmi K

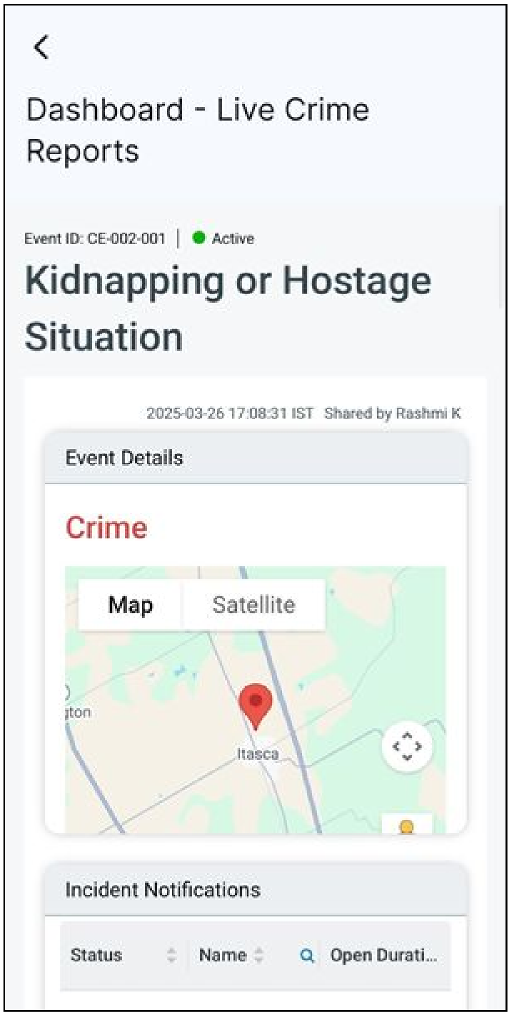

My Tasks
Suspicious Package or Threat Detection
Initial Response & Crime Sce... 1 All Tasks
Task Not Started
Reporting the Crime
Assignee: BulkData01 BulkData01
Last Modified: Today 17:20
Investigation & Suspect Iden... 3 All Tasks
Task Completed
Interrogation & Interviews
Assignee: BulkData01 BulkData01
Last Modified: Today 17:32
Attention Requested
Background Checks
Assignee: BulkData01 BulkData01
Last Modified: Today 17:32
1
Task In Progress
Forensic Analysis
Assignee: BulkData01 BulkData01
Last Modified: Today 17:32

Dashboards

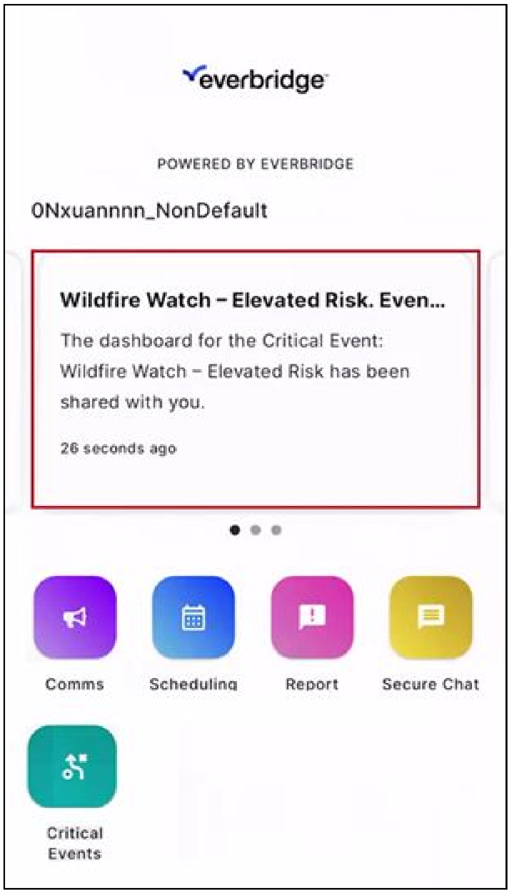
Tapping the **Dashboards** card from the Critical Events home screen will display any Dashboards that have been shared with the user, which spans across all Events.



Tap a Dashboard to open and review its details.



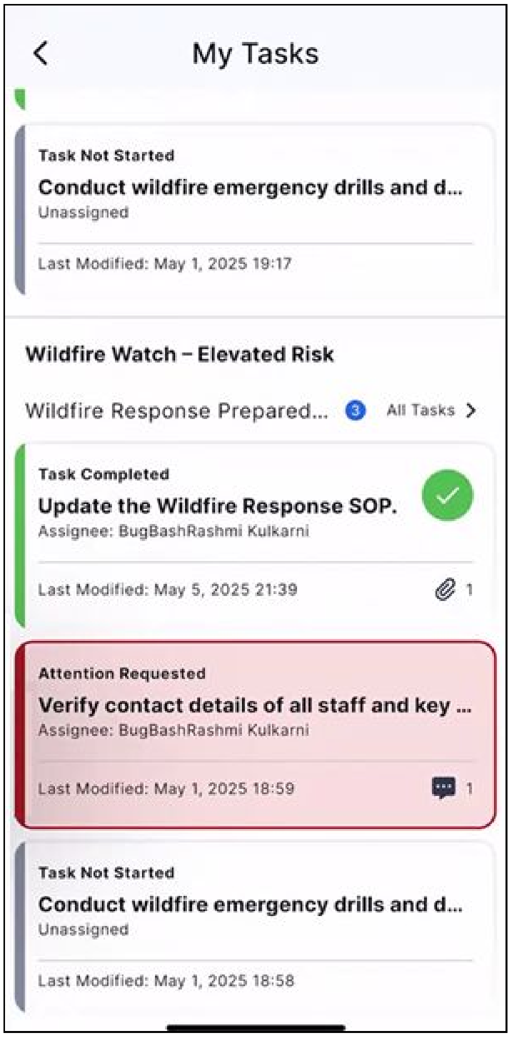
When a new Dashboard is shared with a user, they'll receive a push Notification about it, and a Communication will arrive in their carousel.



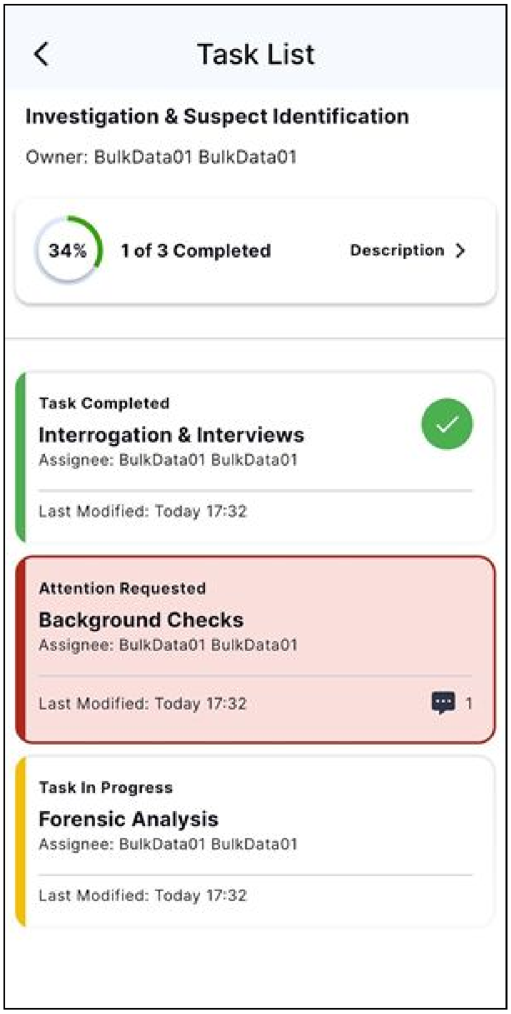
Tasks

Tapping the **Tasks** card from the Critical Events home screen will display the **My Tasks** page, which displays any Tasks assigned to the user spanning across all Events. The Tasks are color coded based on status:

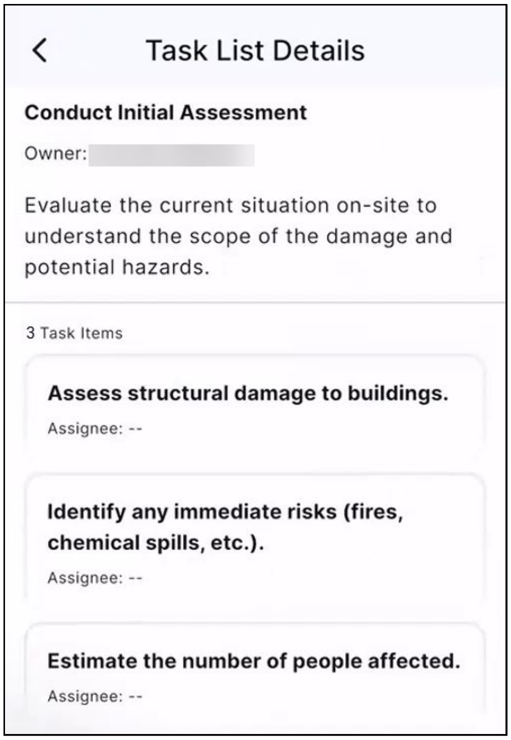
- **Green** - Task Completed
- **Yellow** - Task in Progress
- **Grey** - Task Not Started
- **Red** - Attention Requested



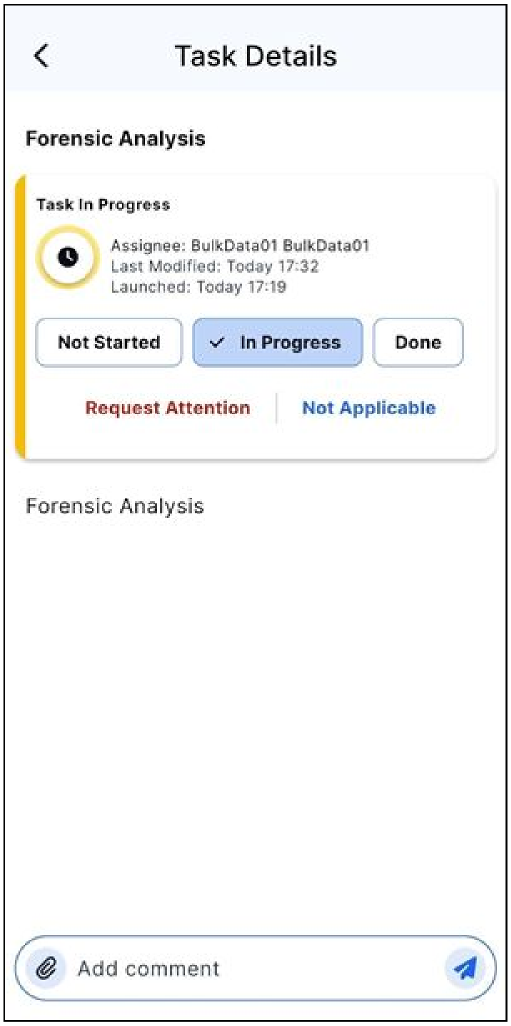
If a Task List with multiple Tasks has been assigned, tapping on it from the list will show the individual Tasks it contains, along with a completion percentage to track overall progress.



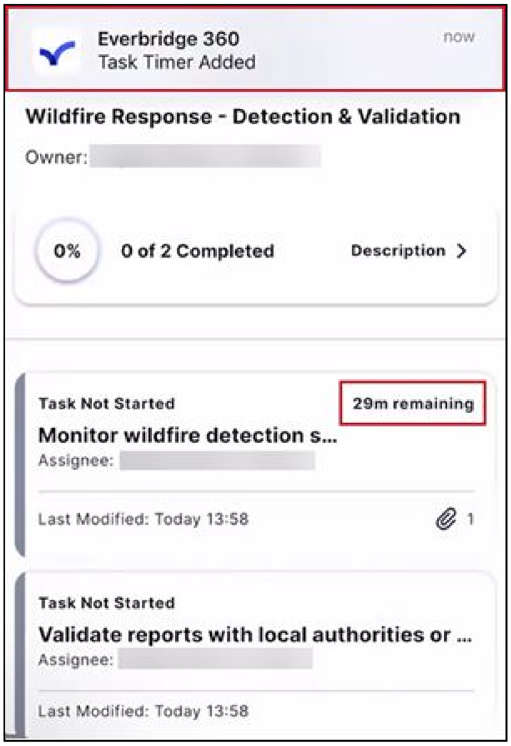
Tapping **Description** will display the **Task List Details** page, which provides a description and brief overview of its included Tasks.



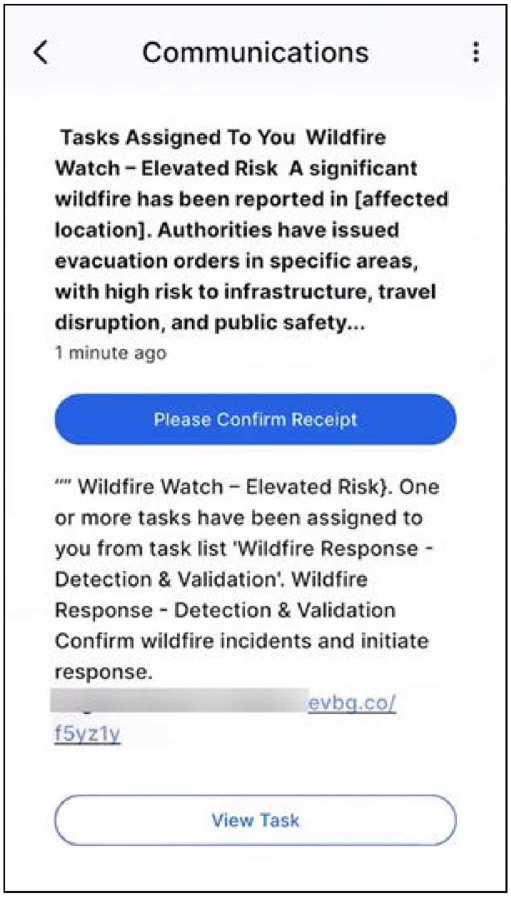
Tapping on a Task from the list will open the **Task Details**, where users can update its status, leave comments for collaborators, request attention to the Task, or mark it as Not Applicable, if appropriate. Note that the Critical Event must still be open in order to take action on a Task.



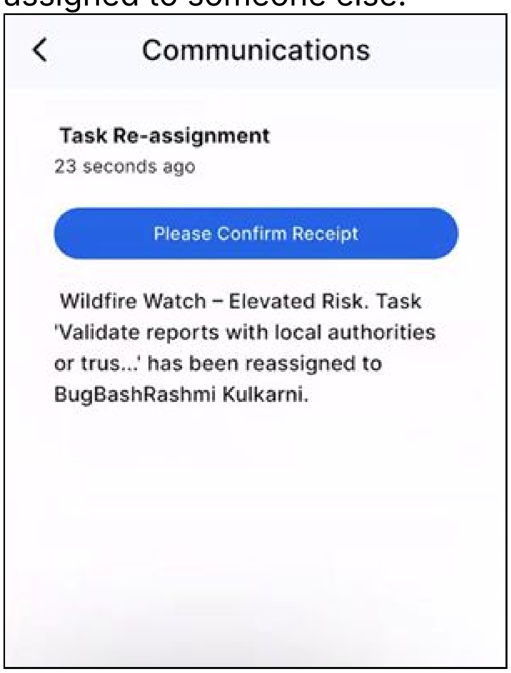
Note that some Tasks may include a timer, indicating how quickly the task needs to be completed. When a new timer is added to an assigned task, a banner will appear at the top of the page to notify the user.



When a new Task is assigned to a user, they will also receive a Notification about it, which can be viewed in the **Communications** modal of the app. They can then confirm receipt (if requested) and tap **View Task** to be taken directly to this new Task.

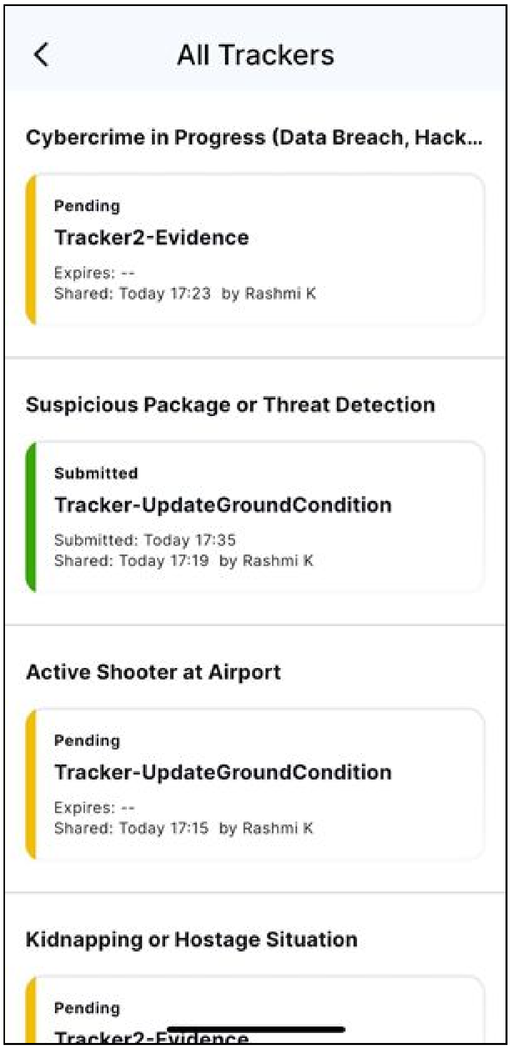


They will also recieve a Notification if a Task is unassigned from them, or if it's assigned to someone else.

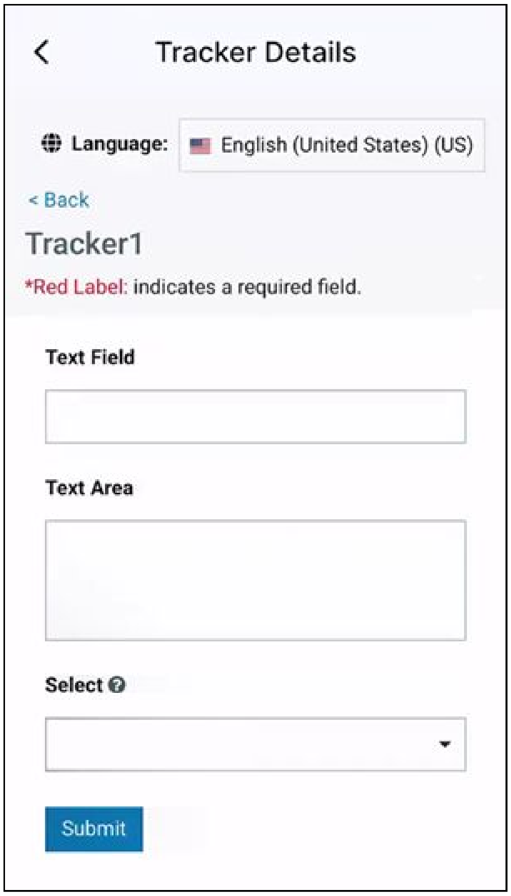


Trackers

Tapping the **Tracker** card from the Critical Events home screen will display the **All Trackers** page, which displays any Trackers assigned to the user spanning across all Events. Pending Trackers will be marked in yellow, while submitted Trackers will be marked in green.



Tap on a tracker from the list to complete and submit it.


Tracker Details
Language:
English (United States) (US)
< Back
Tracker1
*Red Label: indicates a required field.
Text Field
Text Area
Select
Submit

Scheduling Features

The Everbridge 360 apps support some **Scheduling** features, including allowing users to:

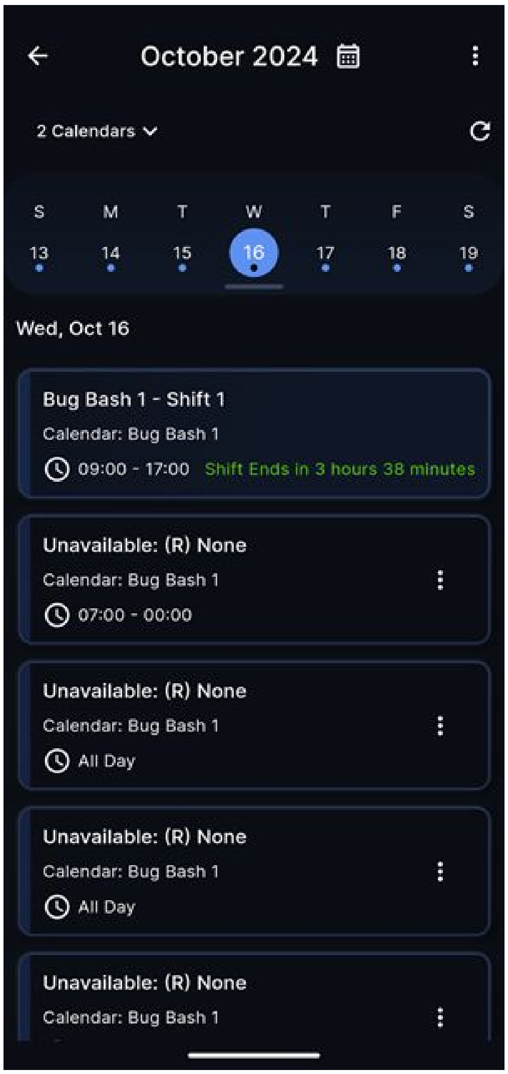
- View their schedules by day, week, or month.
- Manage their availability.
- Search for schedules.
- View colleagues' schedules.
- Initiate a chat with on-call personnel.

These features can be accessed by tapping the **Scheduling** icon from the home screen.

Viewing Schedules

Tapping the **Scheduling** icon will bring the user to their displayed calendars, where they can view their shifts and availabilities. Shifts starting soon will be highlighted with orange text, while shifts ending soon will be denoted in green. On the days that the user is scheduled to work, a blue dot will appear beneath the date on the calendar.

Drag the weekly calendar downward to expand it to a monthly view.

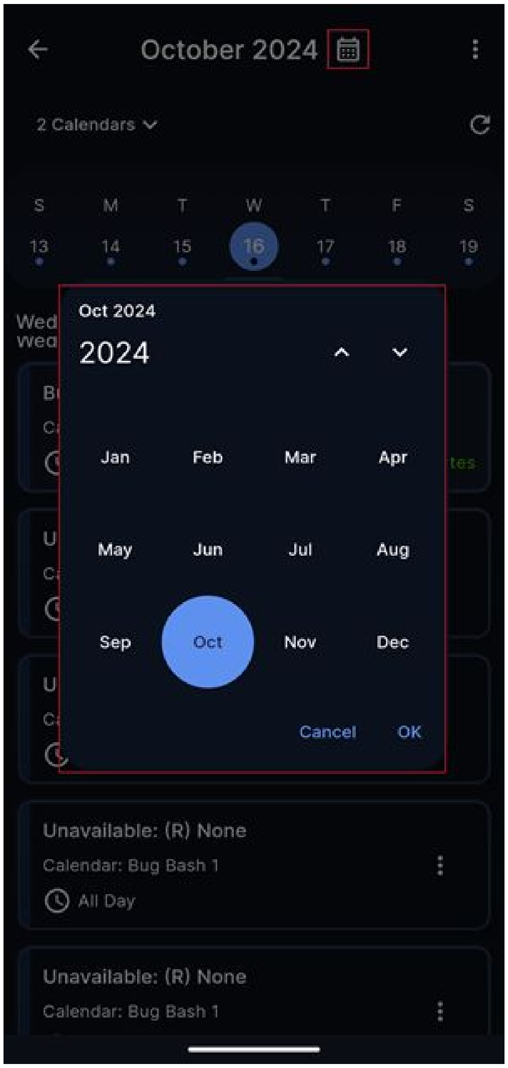


Shift Details

Tapping on a shift from this screen will reveal the shift details, including its associated calendar, Organization, and time frame.

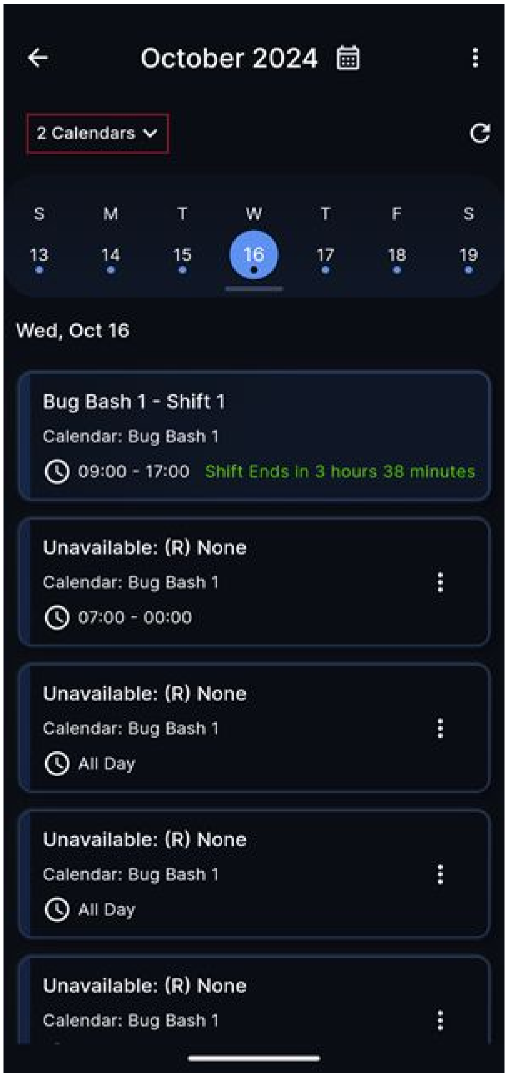
Viewing the Calendar for a Specific Month

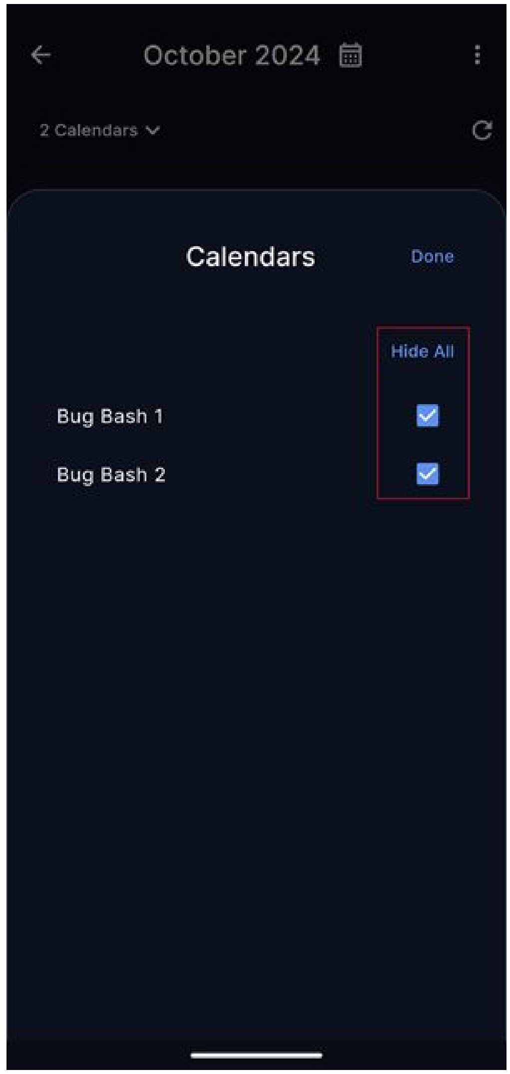
Schedules for a specific month can be chosen for display by tapping the **Calendar** icon next to the current month and year near the top of the page.



Hiding or Displaying a Schedule

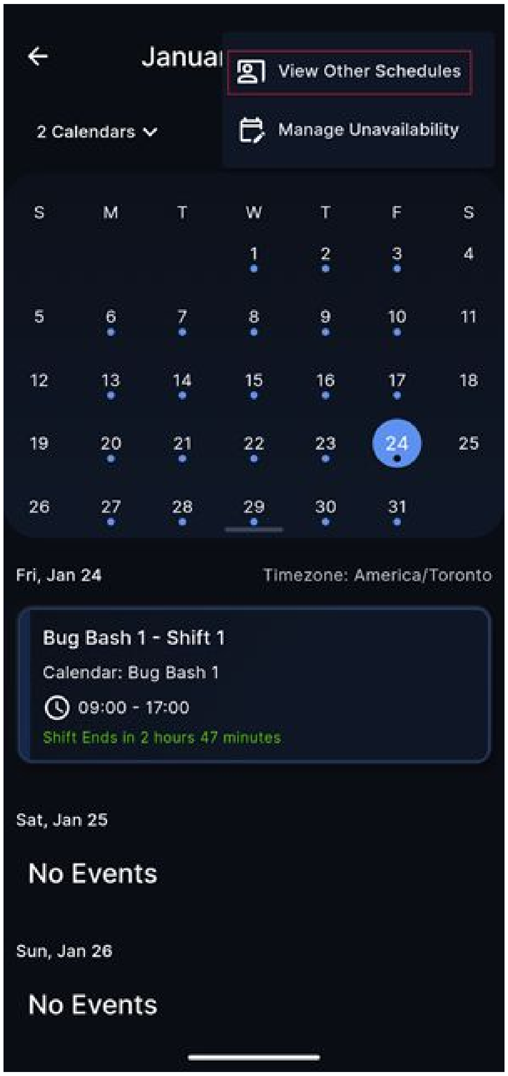
Users with multiple calendars can select which they want to hide by tapping **(x) Calendars** and then tapping the checkbox for any calendars they don't want to see.

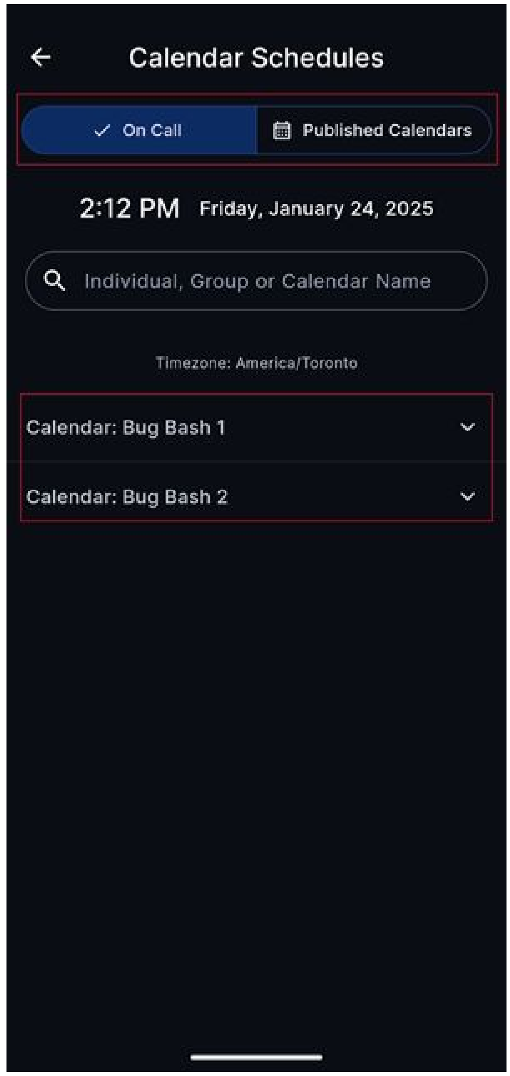




Viewing Other Schedules

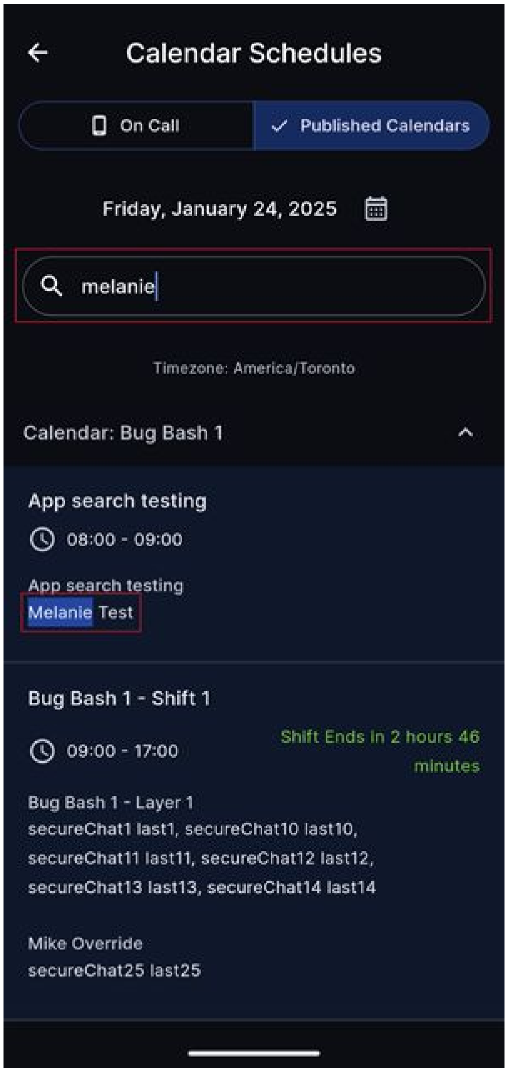
Users can tap **View Other schedules** from the kebab menu to view other schedules they're not be associated with. From this tab, they can then choose between viewing **On Call** schedules or **Published Schedules.**





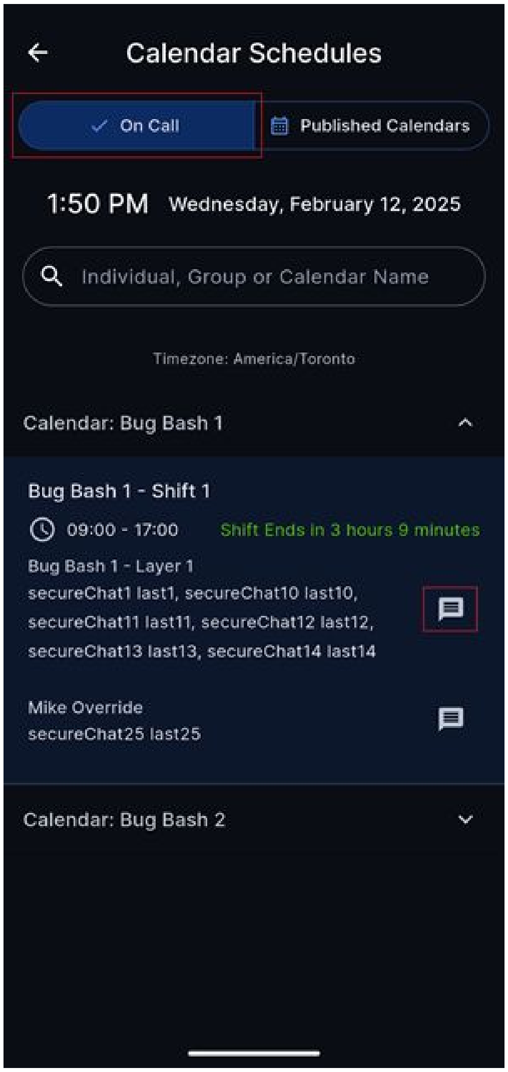
Searching for Schedules

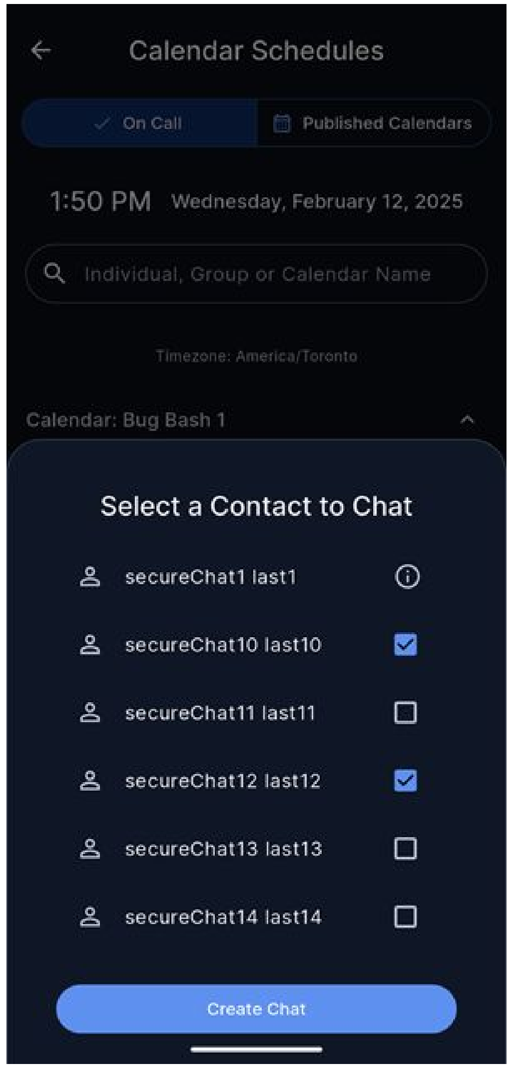
Users can search for specific schedules from the **View Other Schedules** tab by entering a search term. Search terms are highlighted during a search, and results are limited to calendars that include the specified terms.



Chatting With On-Call Personnel

When viewing other's schedule, a chat icon appears to the right. After tapping the icon, the user is prompted to select which on-call contacts from the calendar they would like to chat with.



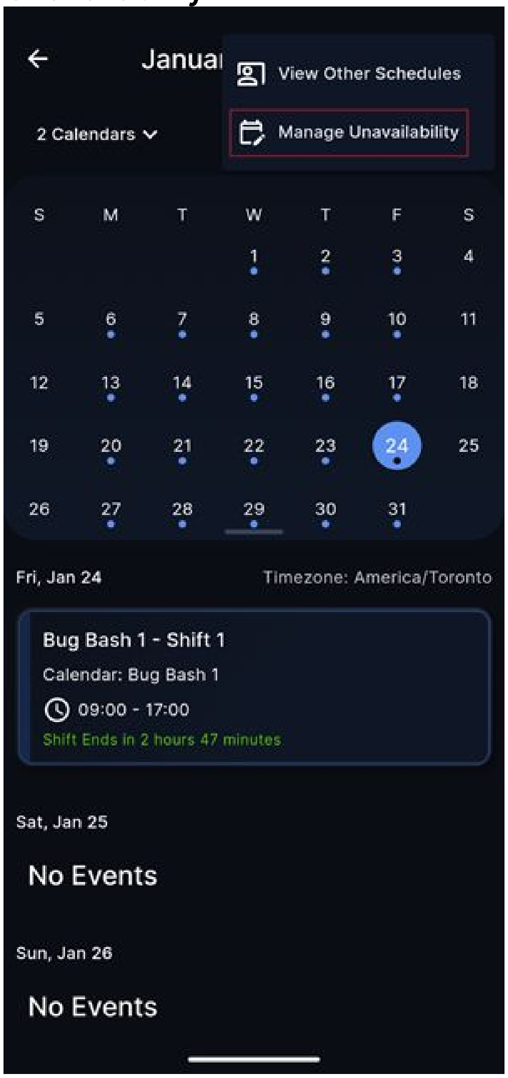


Managing Unavailability

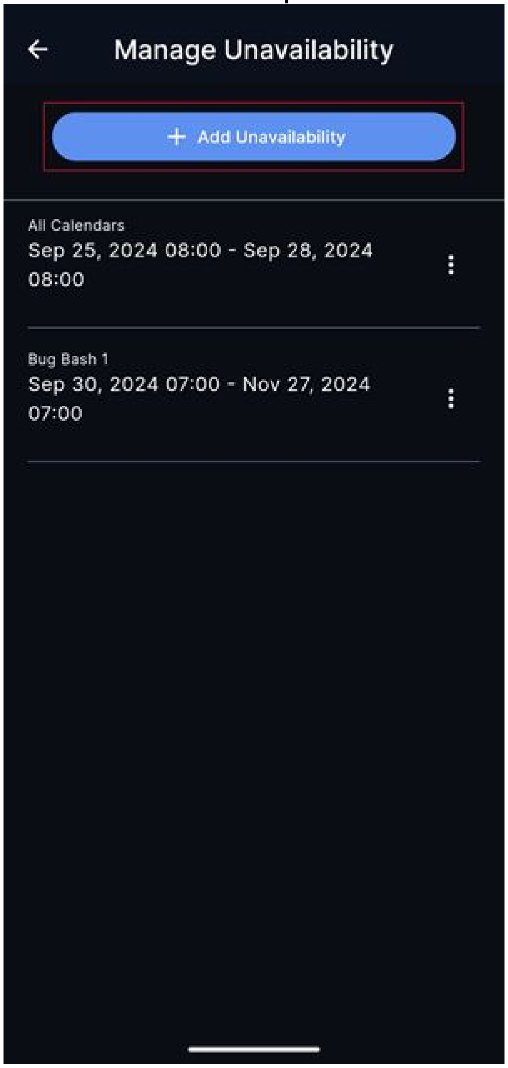
Adding an Unavailability

Users can manage their own unavailabilities within the app if enabled for the Organization. To do this:

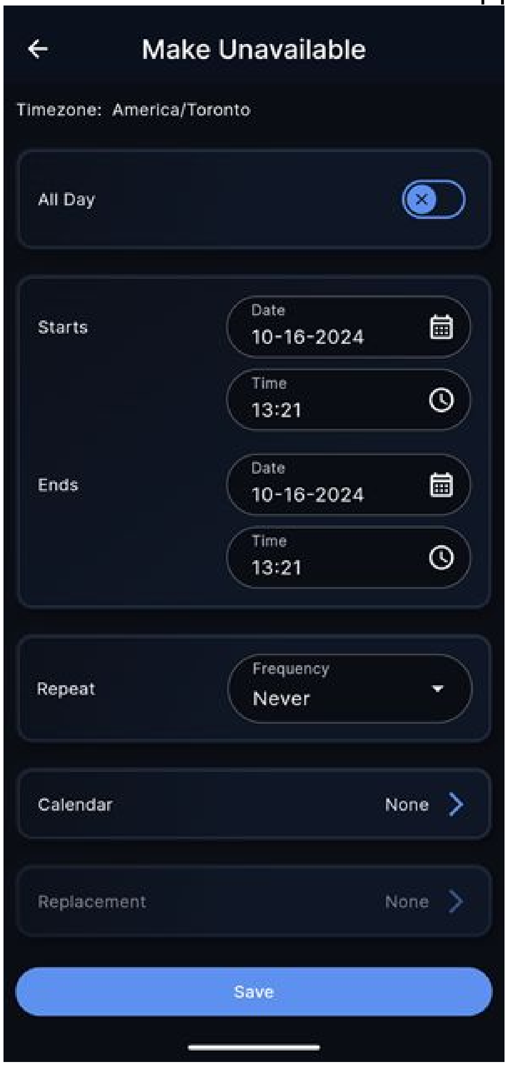
1. Tap on the kebab menu in the top-right corner and select **Manage Unavailability**.



2. The **Manage Unavailability** page appears, which displays any existing unavailabilities. Tap **Add Unavailability**.



3. The **Make Unavailable** screen appears.



Make the following selections:

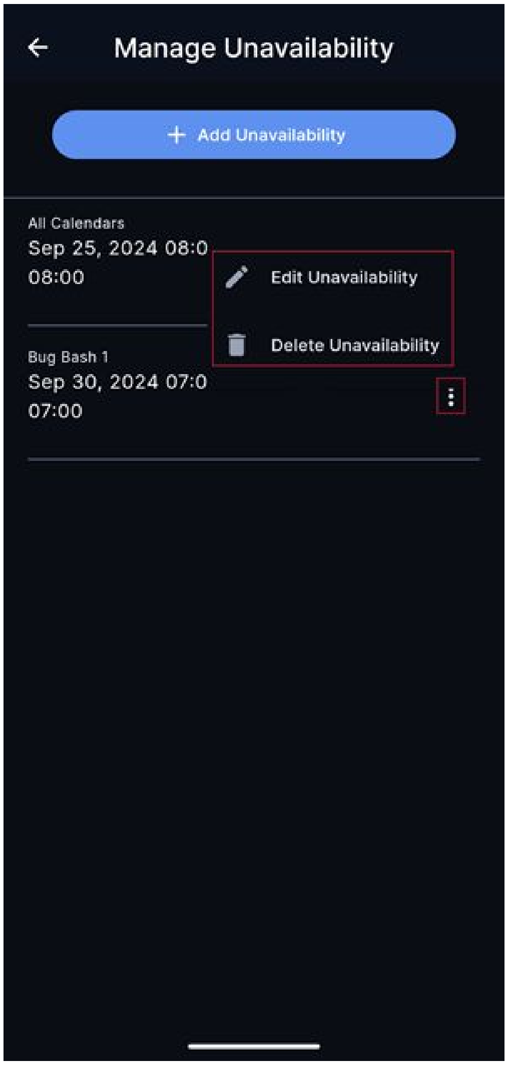
- All Day (Yes/No)
- Start Date
- Start Time
- End Date
- End Time
- Repeat Frequency (Never, Daily, Weekly, or Monthly)
- Calendar
- Replacement (if applicable)

4. Tap **Save**.

Editing or Deleting Unavailabilities

Existing unavailabilities can be edited by tapping their kebab menu icon and selecting **Edit Unavailability**.

Tap **Delete Unavailability** to remove the unavailabilty altogether.



NOTE: Unavailabilities associated with all calendars cannot be modified from the Everbridge 360 apps.

Travel Risk Management Features

Travel Risk Management customers can utilize some of its core functionality in the new Everbridge 360™ Mobile and Desktop Apps, including:

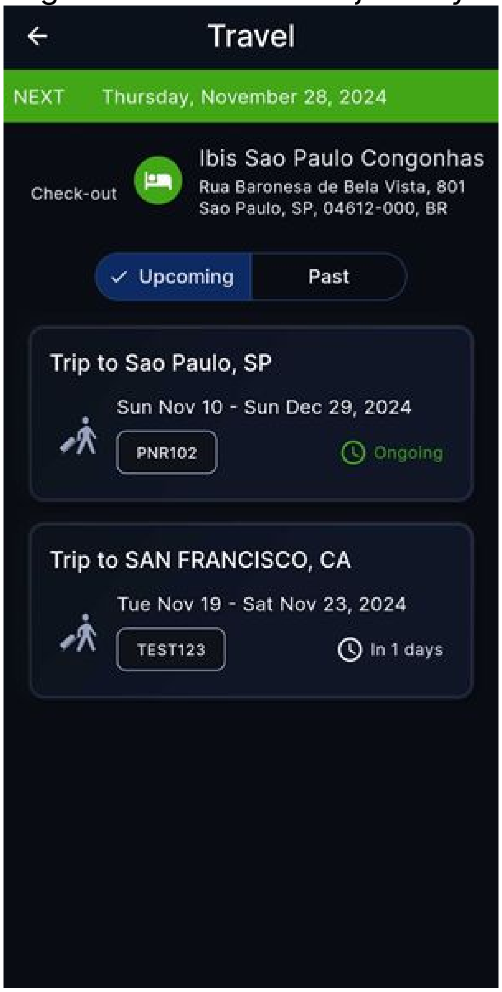
- Viewing itineraries and security briefs
- Viewing Country and City Reports
- Viewing Traveler Guidance
- Viewing Traveler Education

Viewing Itineraries and Security Briefs

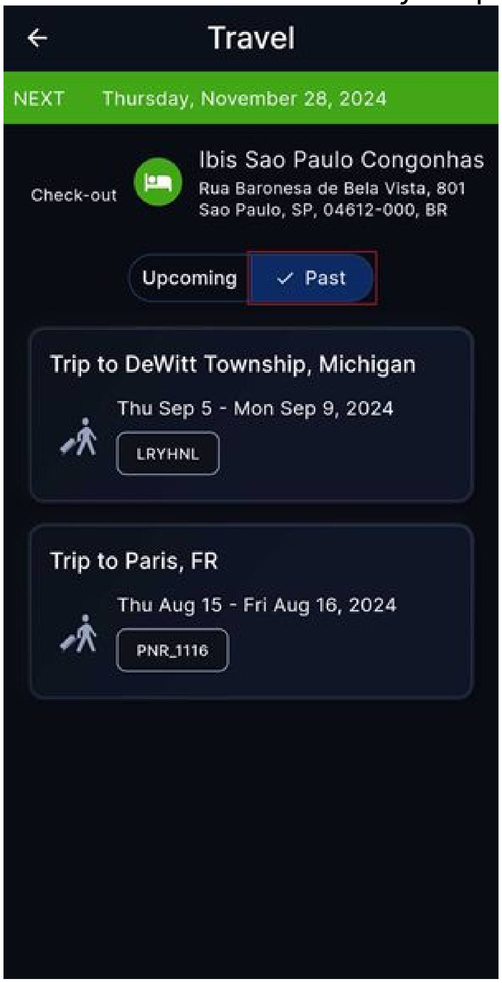
Travelers can review their trips, including itineraries and security briefs by tapping the preconfigured **Travel** button from the home screen.

To view itinerary details:

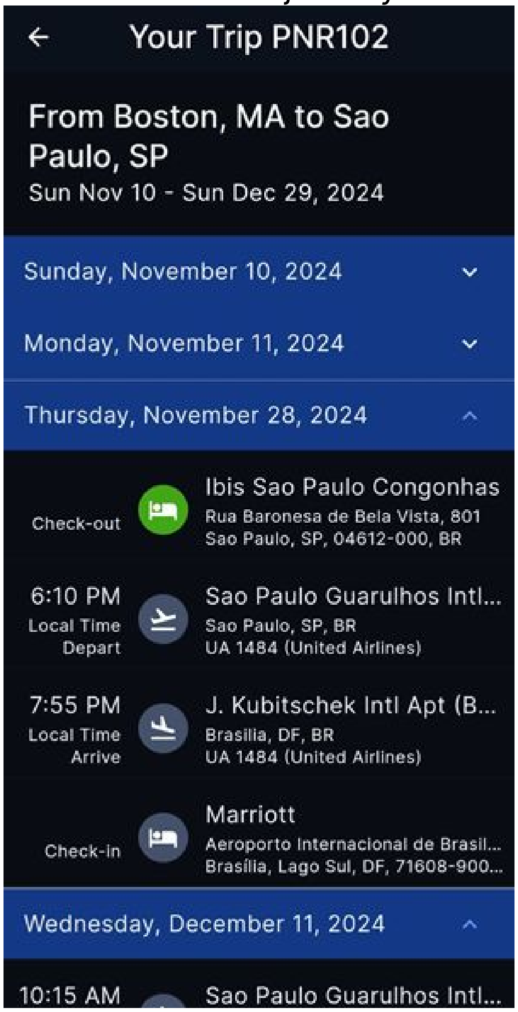
1. Tap the **Travel** button. The **Upcoming** tab will open by default, and the next segment in the current journey is displayed at the top in green.



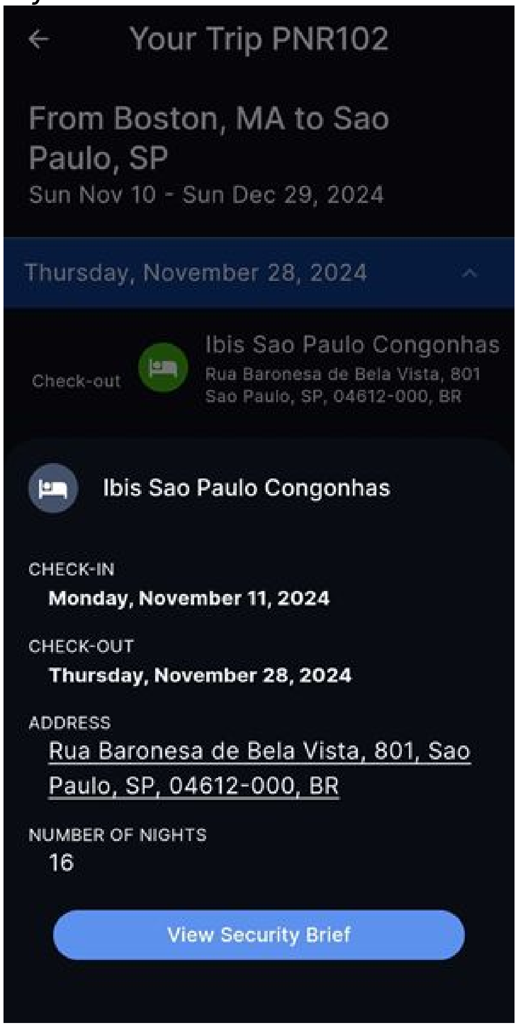
- Select the **Past** tab to see your past trips.



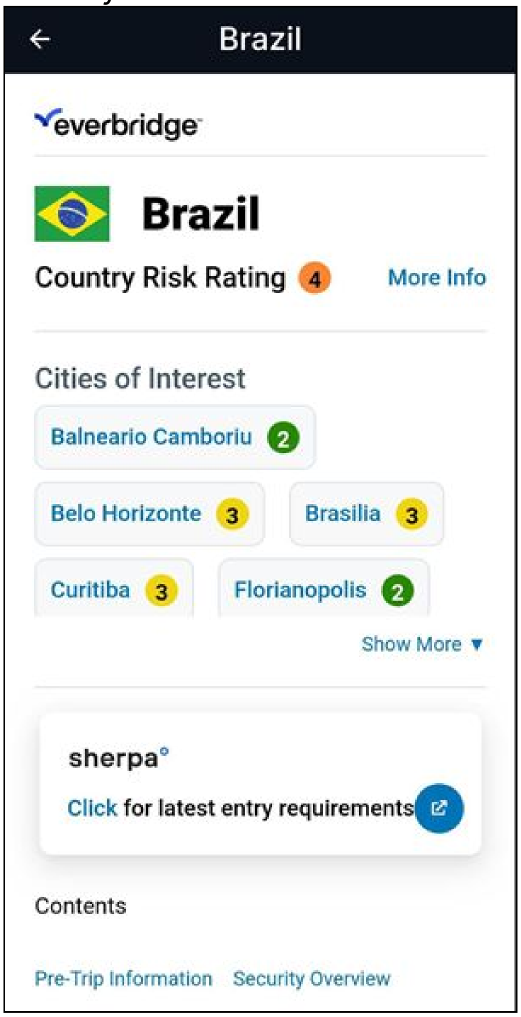
2. Tap on a trip to view its itineraries and travel segments, which are displayed in the order of the journey.



3. Tap on a segment to view its details, such as check-in or flight times and layover details.



4. Tap **View Security Brief** to review the security details for the destination country.



5. Selecting an address opens it in the user's preferred map app, such as Google Maps.
6. Selecting a phone number automatically calls the number.

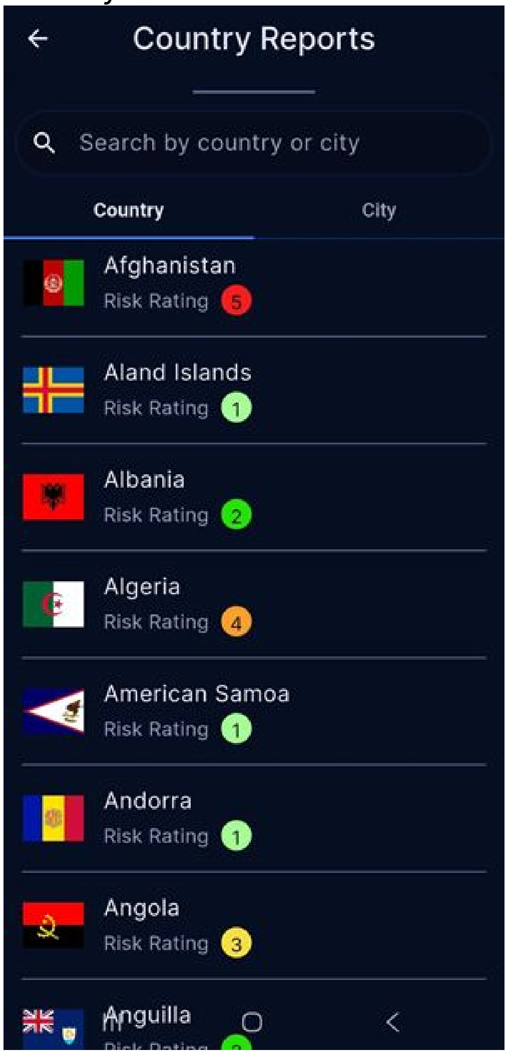
Viewing Country Reports

Detailed Country Reports can be searched for and viewed directly within the Everbridge 360 Mobile App.

To view Country Reports:

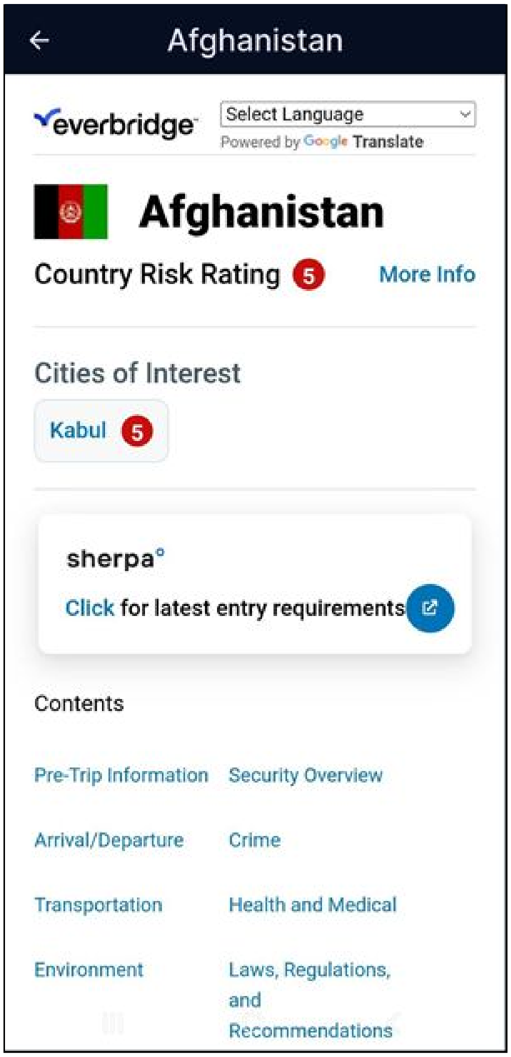
1. Tap the **Country Reports** button from the **Home Screen** to open the **Country Reports** page, where users can search and review the Risk Ratings for each

country.

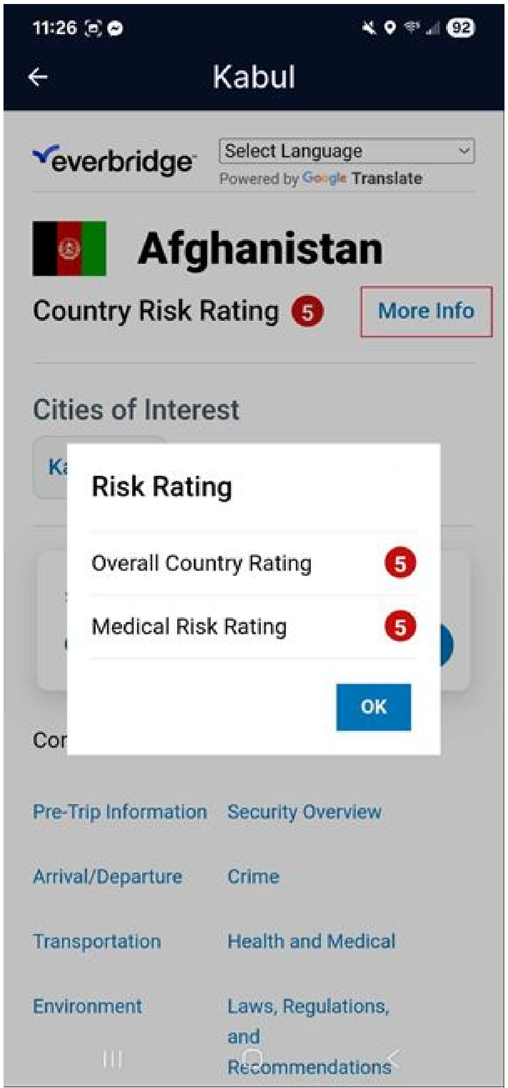


2. Tap on a country to view its detailed Country Report, which includes crucial pre-trip information, cities of interest, entry and exit requirements, emergency services information, transportation considerations, and much

more.


Afghanistan
everbridge
Select Language
Powered by Google Translate
Afghanistan
Country Risk Rating 5
More Info
Cities of Interest
Kabul 5
sherpa°
Click for latest entry requirements
Contents
Pre-Trip Information
Security Overview
Arrival/Departure
Crime
Transportation
Health and Medical
Environment
Laws, Regulations, and Recommendations

3. Optionally, tap **More Info** to see how the selected country scores in various areas of interest.



Viewing City Reports

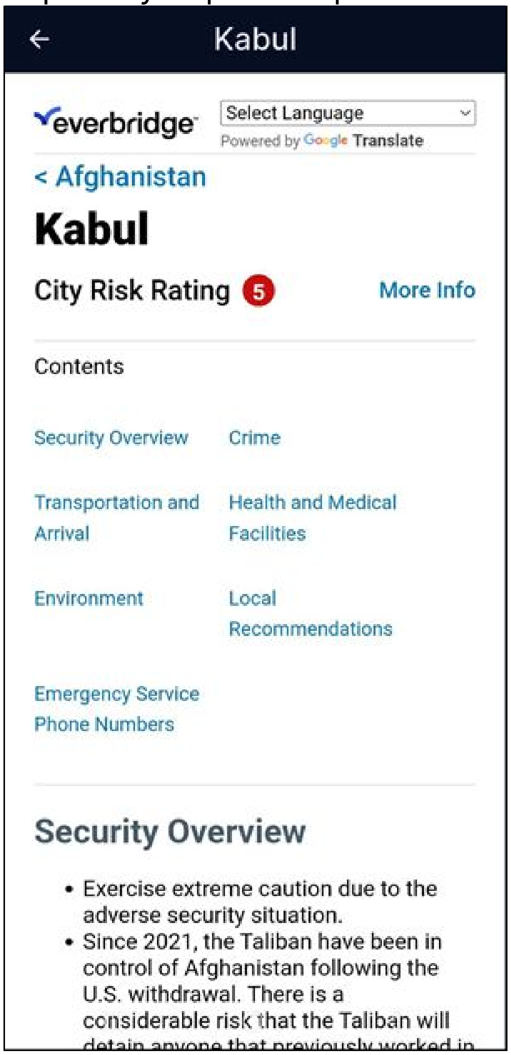
City Reports offer details about specific cities of interest, including security information, crime trends and statistics, transportation details, local recommendations, and more.

To view City Reports:

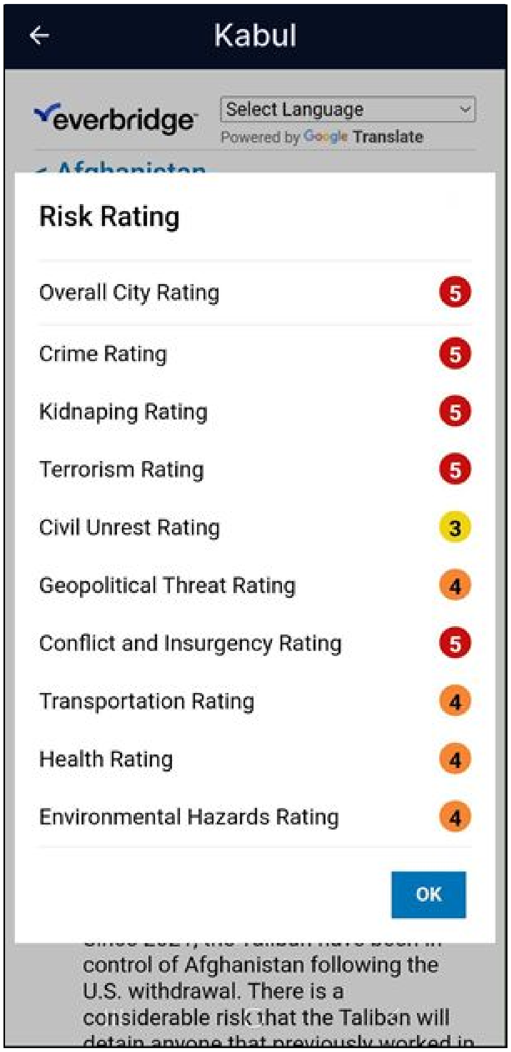
1. Tap the **Country Reports** button from the **Home Screen.**

2. Tap the **Cities** tab to reveal the searchable list of City Reports.

3. Tap a City Report to open its details.



4. Optionally, tap **More Info** to see how the selected city scores in various areas of interest.



Viewing Traveler Guidance

Tap **Traveler Guidance** to be routed to [Sherpa's Travel Requirements]() page, where you can view the most up-to-date travel and documentation requirements.

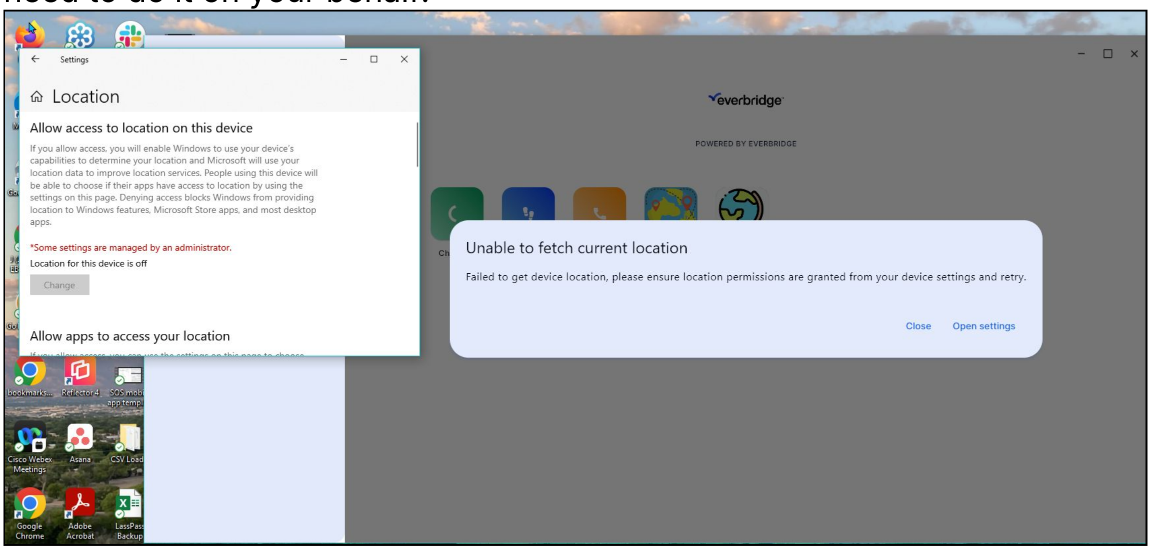
Viewing Traveler Education

Tapping **Traveler Education** will route you to Everbridge's **Traveler Education Portal**, which hosts informational travel videos, security fact sheets, health fact guides, and mental wellness resources to utilize while traveling abroad.

Desktop App

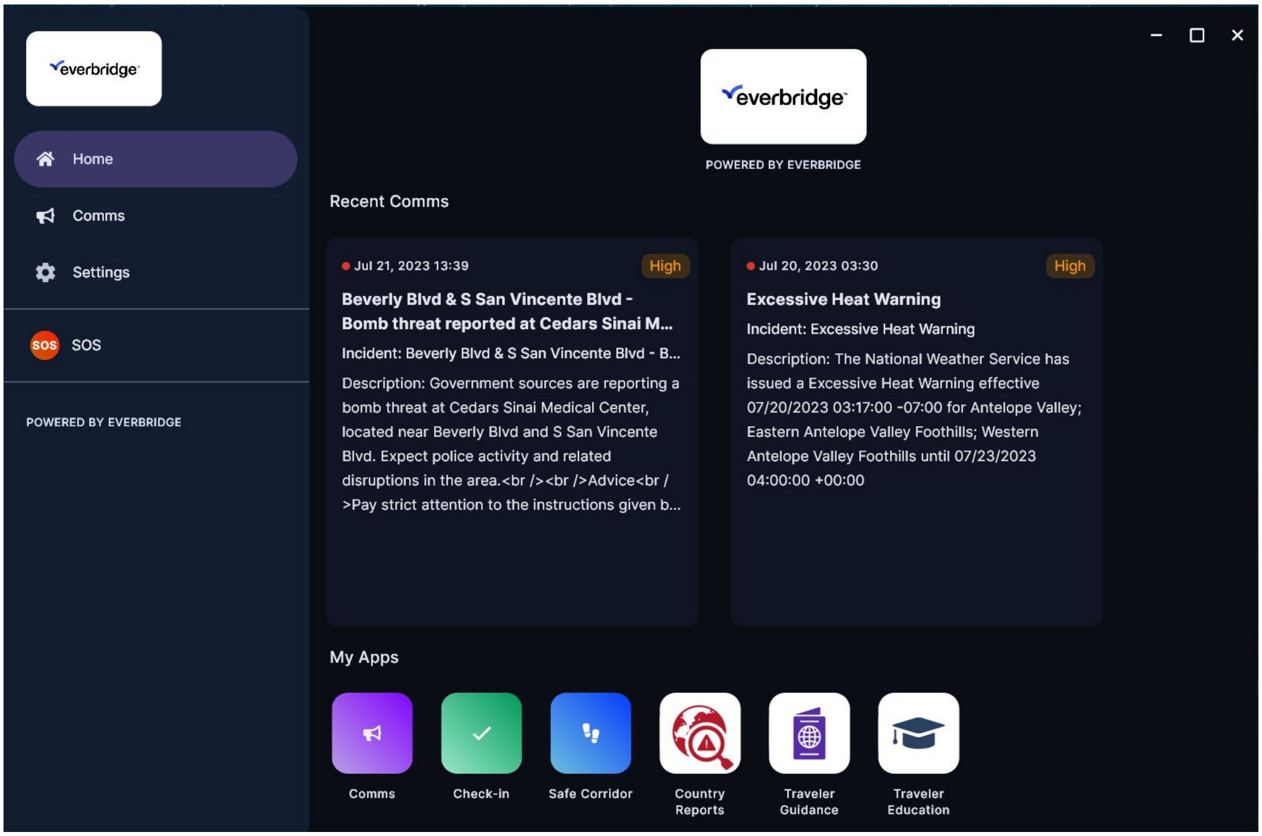
The **Everbridge 360 Desktop™ App** offers the same functionality as the Mobile App from the comfort of your desktop. It can be downloaded from the **Microsoft Store** and **Apple App Store** for Windows and iOS devices, respectively. It can also be found on our website.

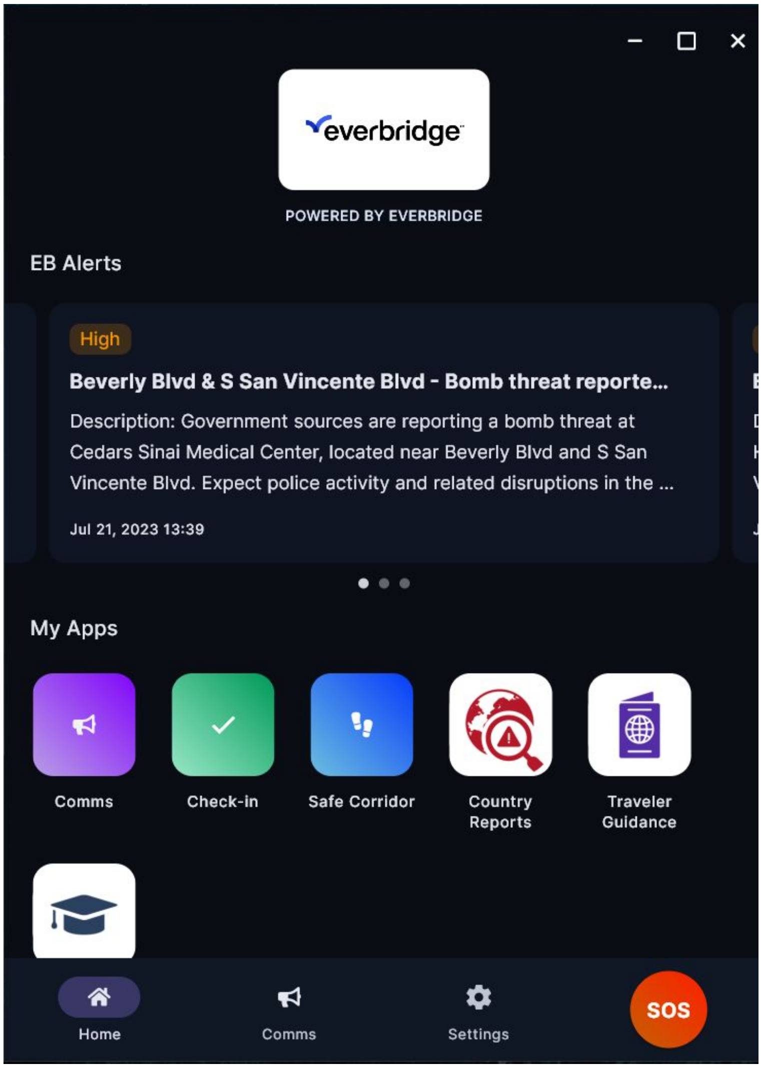
NOTE: New users will be prompted to enable **Location Settings** for their device. If this option doesn't appear, please contact your IT department, since they may have locked the ability to edit these permissions and will need to do it on your behalf.



Responsive View

The responsive window design can be collapsed and expanded as needed, allowing for a more tailored visual experience. Wider views will display the Navigation Bar on the left, whereas a slimmer view will move it to the bottom for a more compact appearance.




everbridge
POWERED BY EVERBRIDGE
EB Alerts
High
Beverly Blvd & S San Vincente Blvd - Bomb threat reporte...
Description: Government sources are reporting a bomb threat at Cedars Sinai Medical Center, located near Beverly Blvd and S San Vincente Blvd. Expect police activity and related disruptions in the ...
Jul 21, 2023 13:39
My Apps
Comms
Check-in
Safe Corridor
Country Reports
Traveler Guidance
Home
Comms
Settings
SOS

Message Display Options

Organizations can specify how they want messages to appear to their Everbridge 360 Desktop users.

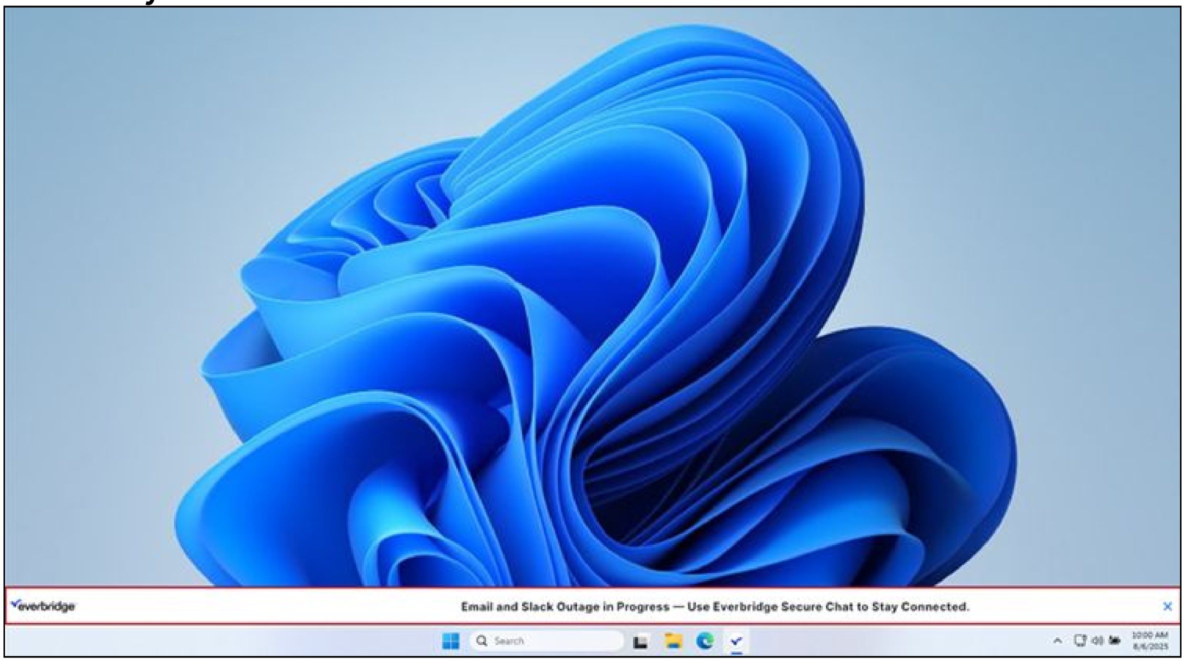
> **NOTE:** The Everbridge 360 Desktop Application must be running in order for the user to receive pop-up or banner-style messages.

Standard Message Display

An Organization's app deployment manager can configure if Standard Messages will appear in the Everbridge 360 Desktop App as pop-up notifications or ticker-style banners, providing greater control over visibility to match urgency and audience needs.

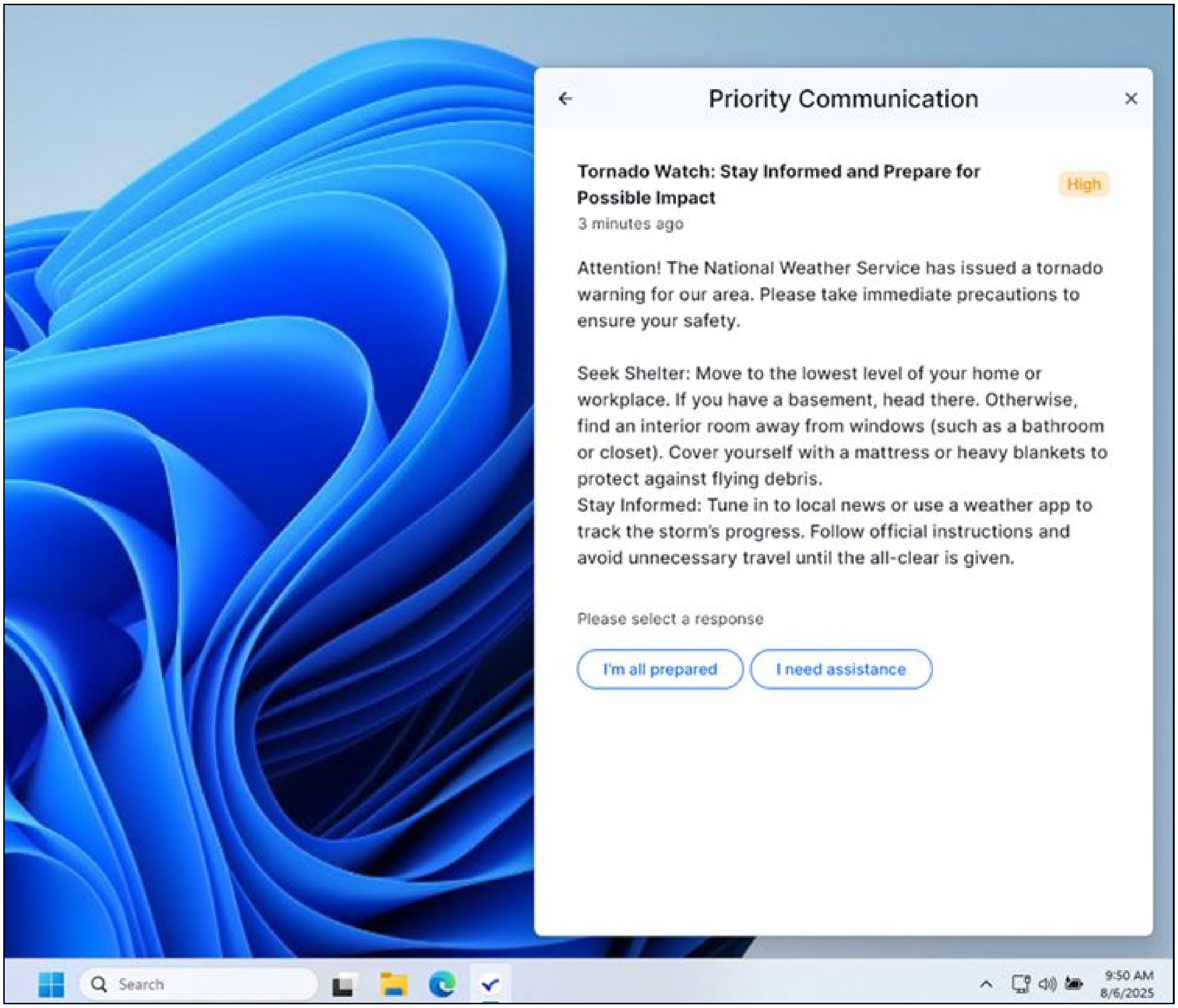
- **Pop-up**

- **Ticker-Style Banner**



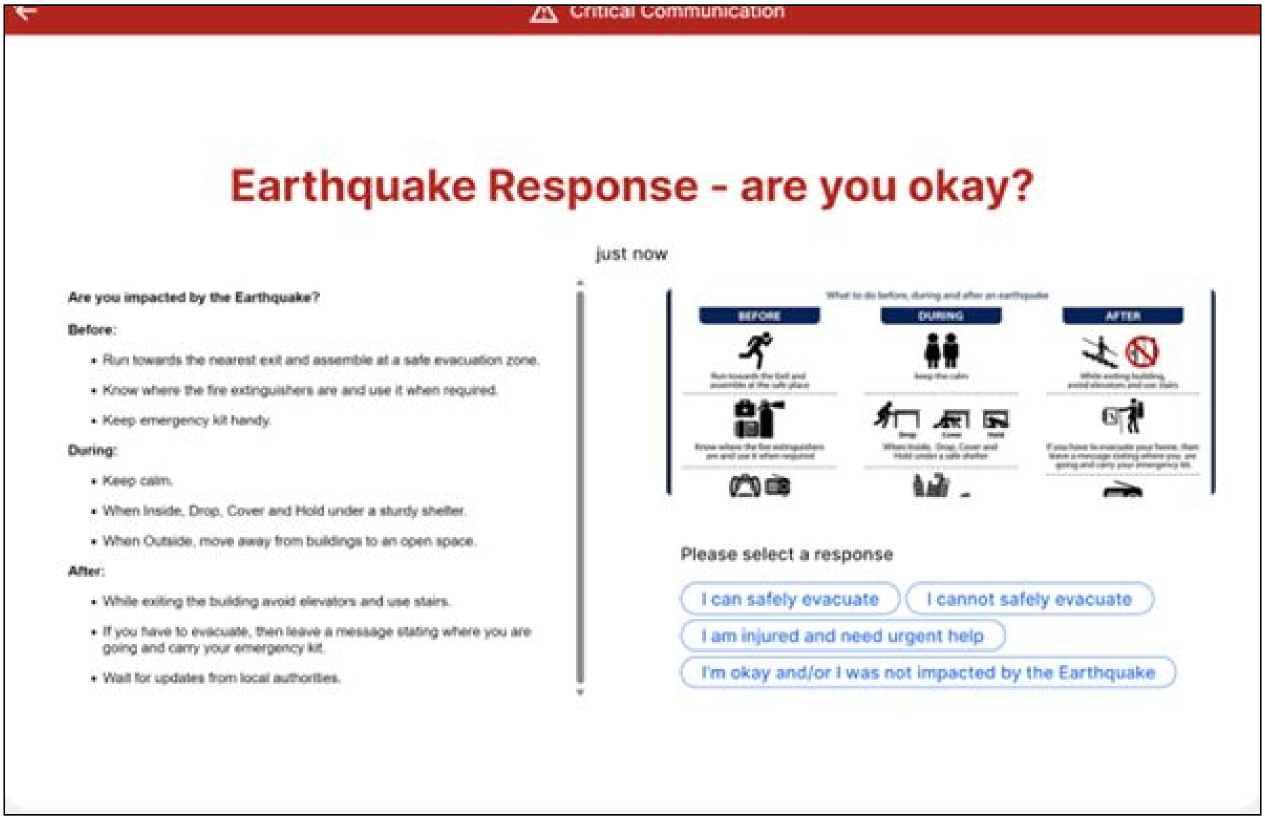
High-Priority Message Display

An Organization's app deployment manager can configure high-priority messages to appear in a pop-up at the bottom-right corner of the screen, providing a faster, clearer, and less disruptive way to view detailed, time-sensitive alerts without opening the full Everbridge 360 application running in the background.


Priority Communication
Tornado Watch: Stay Informed and Prepare for Possible Impact
High
3 minutes ago
Attention! The National Weather Service has issued a tornado warning for our area. Please take immediate precautions to ensure your safety.
Seek Shelter: Move to the lowest level of your home or workplace. If you have a basement, head there. Otherwise, find an interior room away from windows (such as a bathroom or closet). Cover yourself with a mattress or heavy blankets to protect against flying debris.
Stay Informed: Tune in to local news or use a weather app to track the storm's progress. Follow official instructions and avoid unnecessary travel until the all-clear is given.
Please select a response
I'm all prepared
I need assistance
Search
9:50 AM
8/6/2025

Desktop Takeover

If a Communication is marked as an **Imminent Threat to Life**, the recipients will get a Critical Alert that takes over their entire desktop screen, making it nearly impossible to miss crucial information during an emergency. Text, images, polls, and confirmation are all still supported in this view.

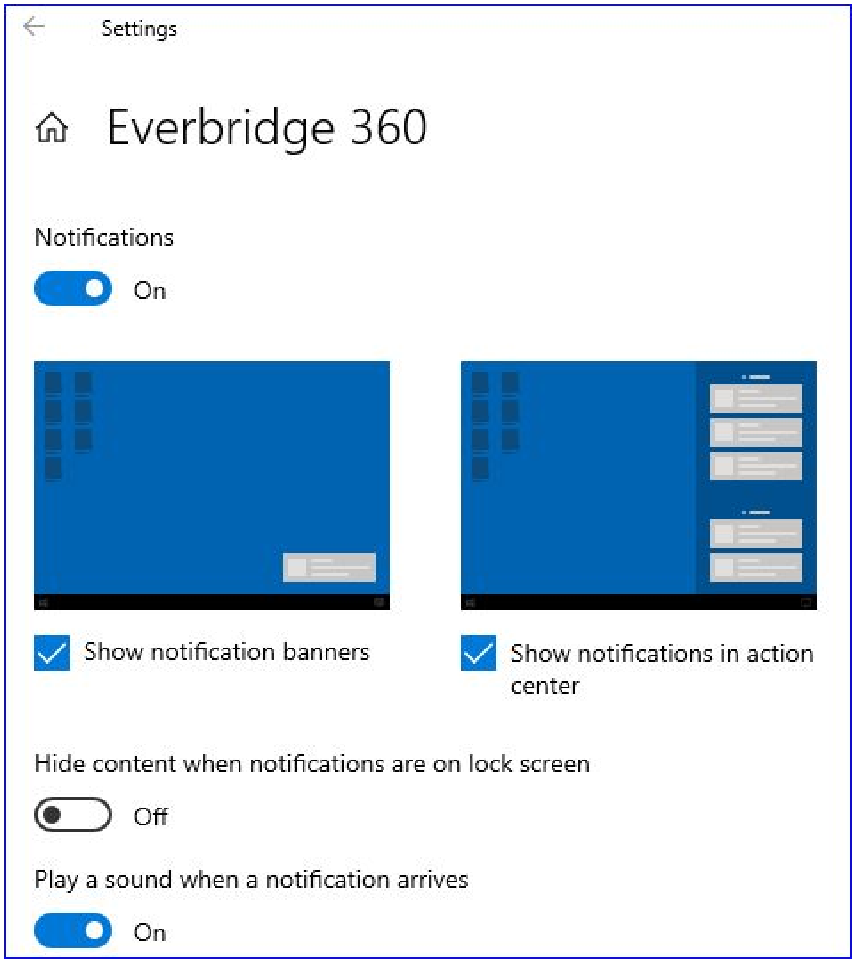


IMPORTANT: The application must be running in order for the user to receive a desktop takeover. If you intend to utilize this feature, please don't close the app.

The takeover logic is as follows:

- **Imminent Threat to Life** - Triggers the full-screen takeover.
- **High-priority** - Brings the app to the foreground of the desktop instead of taking over the whole screen. Note that this won't work if **Do Not Disturb** is enabled.
- **Standard** - Regular pop-up or ticker-style notification while the app is already open.

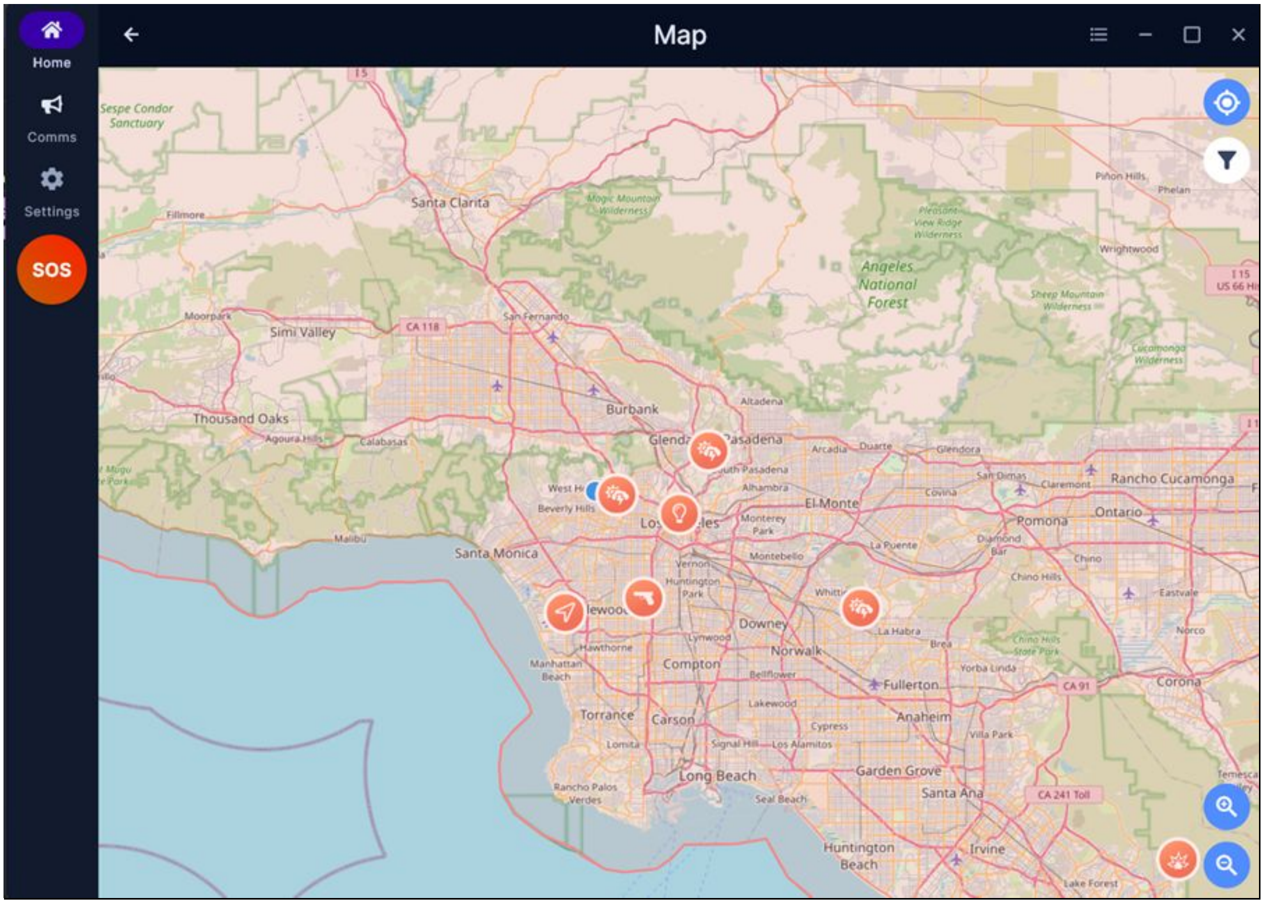
Desktop devices come with their own native notification settings, providing additional ways to customize the user experience. For example, when enabled in the Device Settings, a small notification banner and message preview can appear when a new Standard Notification is received.



> **NOTE:** Please contact your IT department if you're unable to adjust device settings.

Desktop Map

The Everbridge 360 Desktop App **Map** feature allows Contacts to see real-time Risk Events around them on a live map, as well as filter for Events based on Category and Severity or search by keyword.



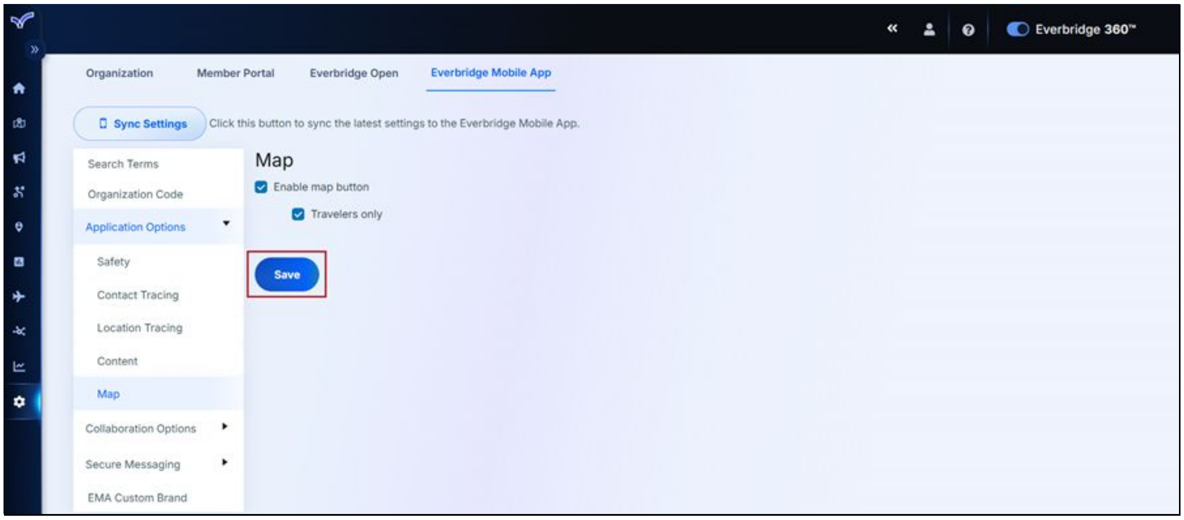
Enabling the Map

The Map feature is enabled automatically for Travelers using Travel Protector. For all other users, it must be enabled at the Organization level by an administrator.

To enable the Map in the Everbridge 360 Desktop App:

1. In the Manager Portal, navigate to **Settings** > **Everbridge Mobile App** > **Application Options** > **Map**.
2. Click the **Enable map button** checkbox.
3. If the Map button should only be available to Travelers, click the **Travelers only** checkbox.

4. Click **Save**.

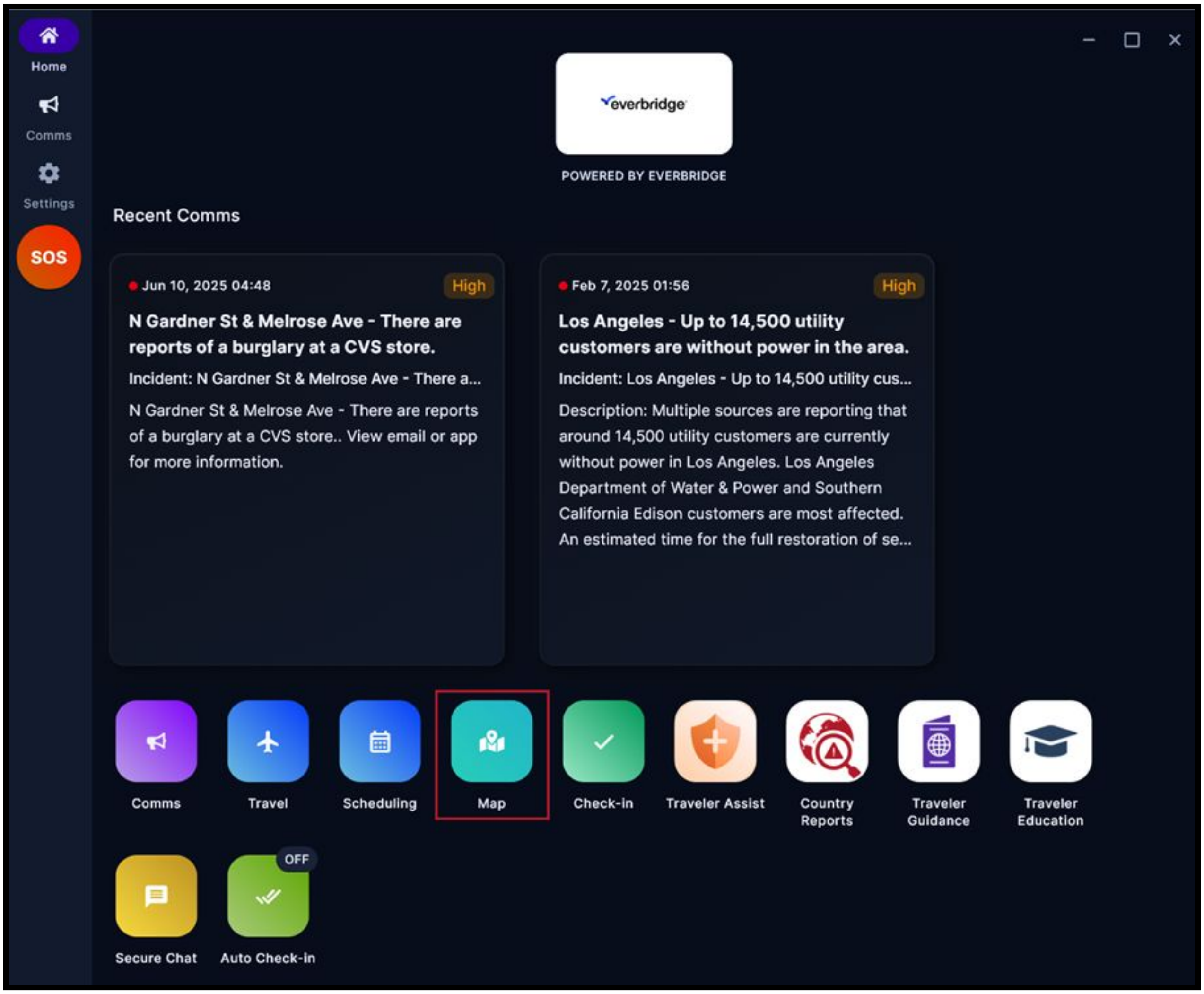


NOTE: For Organizations using the Travel Protector feature, the **Travelers only** option is shown and is enabled by default.

For Organizations without Travel Protector, the **Travelers only** option will not be visible, and the Map feature will be turned off by default.

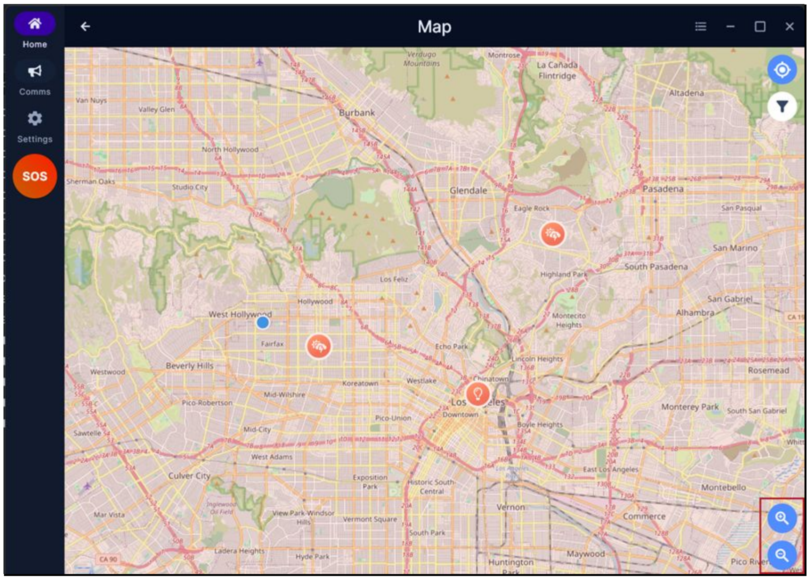
Accessing the Map

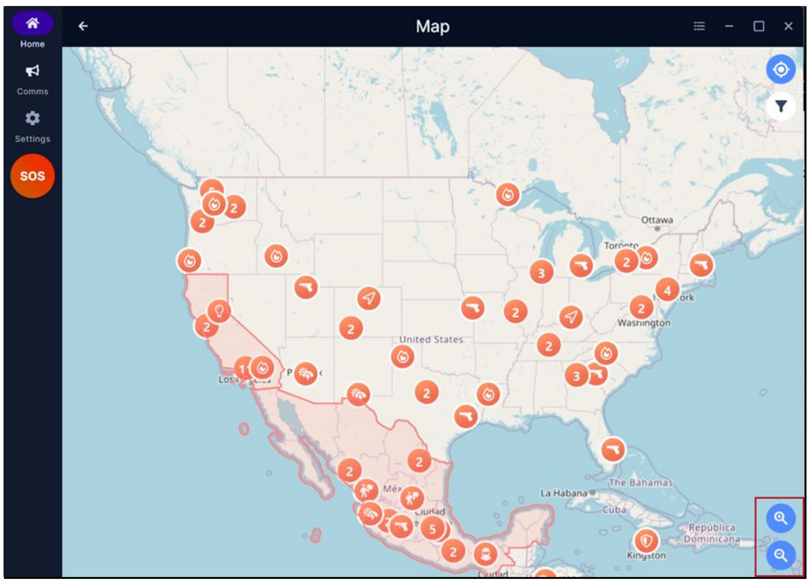
The Map can be accessed from the **Home** screen of the Everbridge 360 Desktop App by clicking the **Map** icon.



Navigating the Map

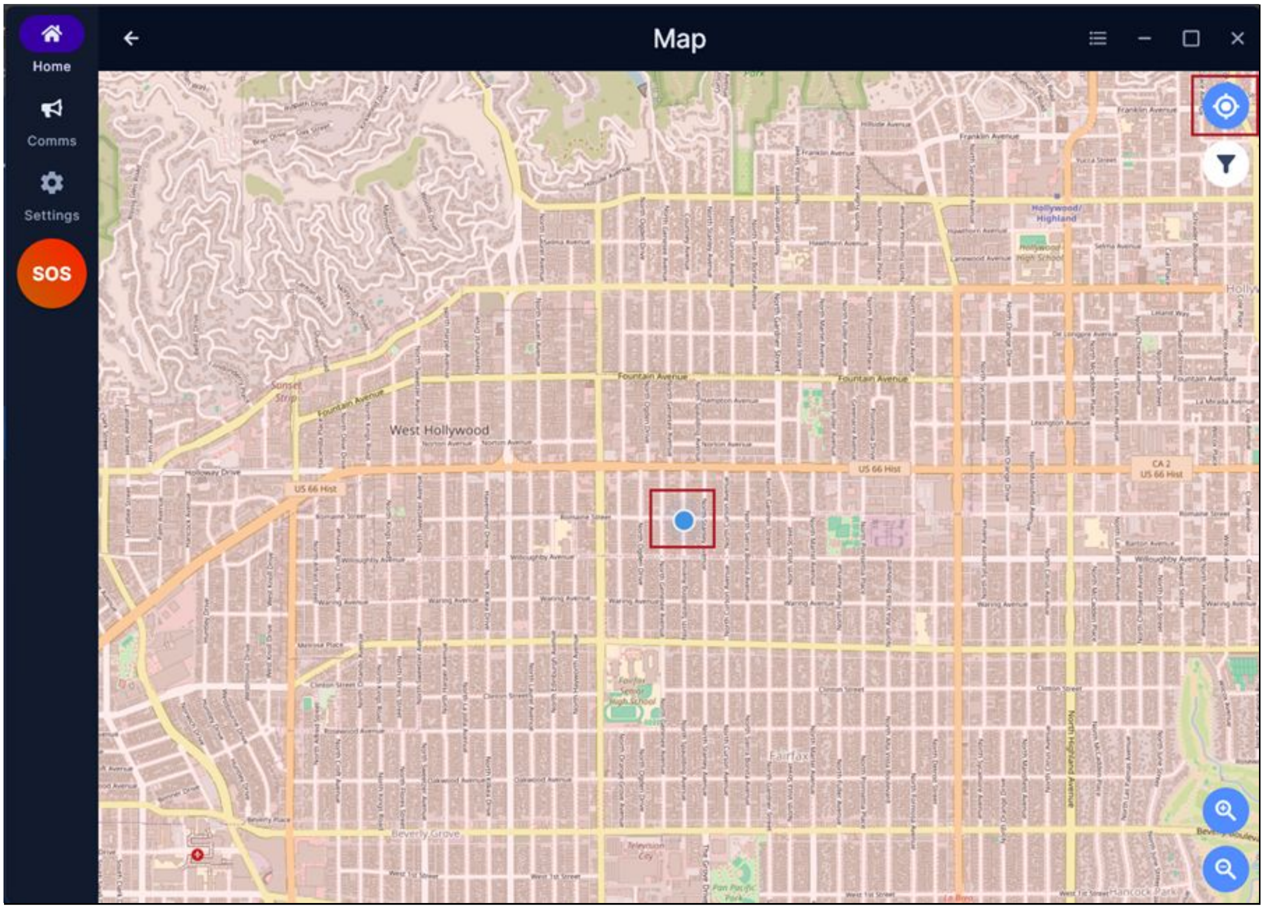
Individual Risk Events are displayed on the Map in orange bubbles. Use the mouse's scroll wheel to zoom in and out of the Map interface, or use the **+** and **-** controls at the bottom of the screen to show Risk Events near and far. Zooming in will show Risk Events from more specific area of the Map, whereas zooming out will reveal Risk Events across a broader area.





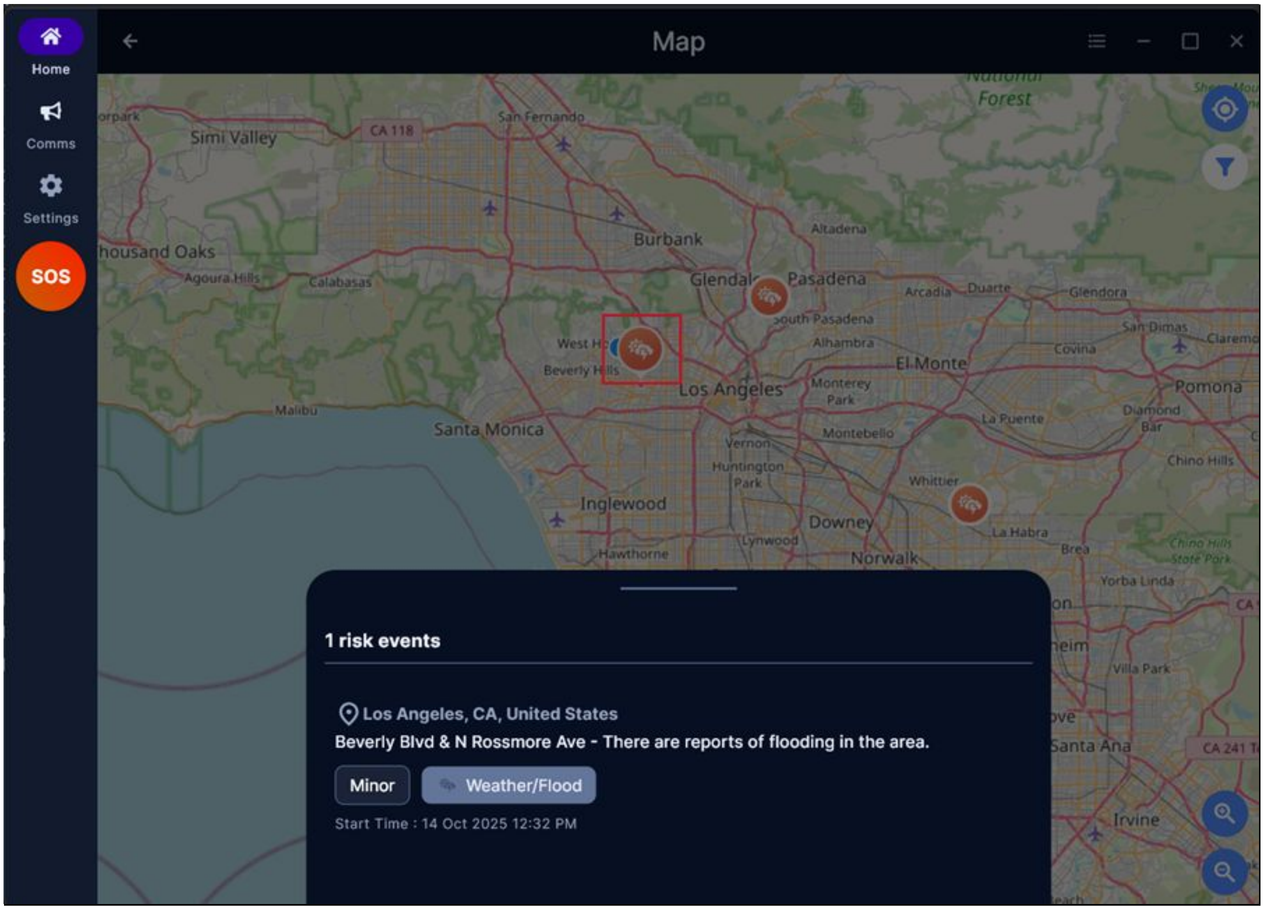
> **NOTE:** The current zoom level determines which Risk Events will appear on the Map interface, including when filtering or searching. For example, if the Map is currently zoomed in specifically on the Los Angeles area, a Risk Event in Las Vegas, Nevada won't be included in filter or search results.

Users can click the **Location** icon in the top-right corner to automatically center in on their current location on the Map to make it easier to evaluate the potential impact of nearby Risk Events.



Viewing Risk Events

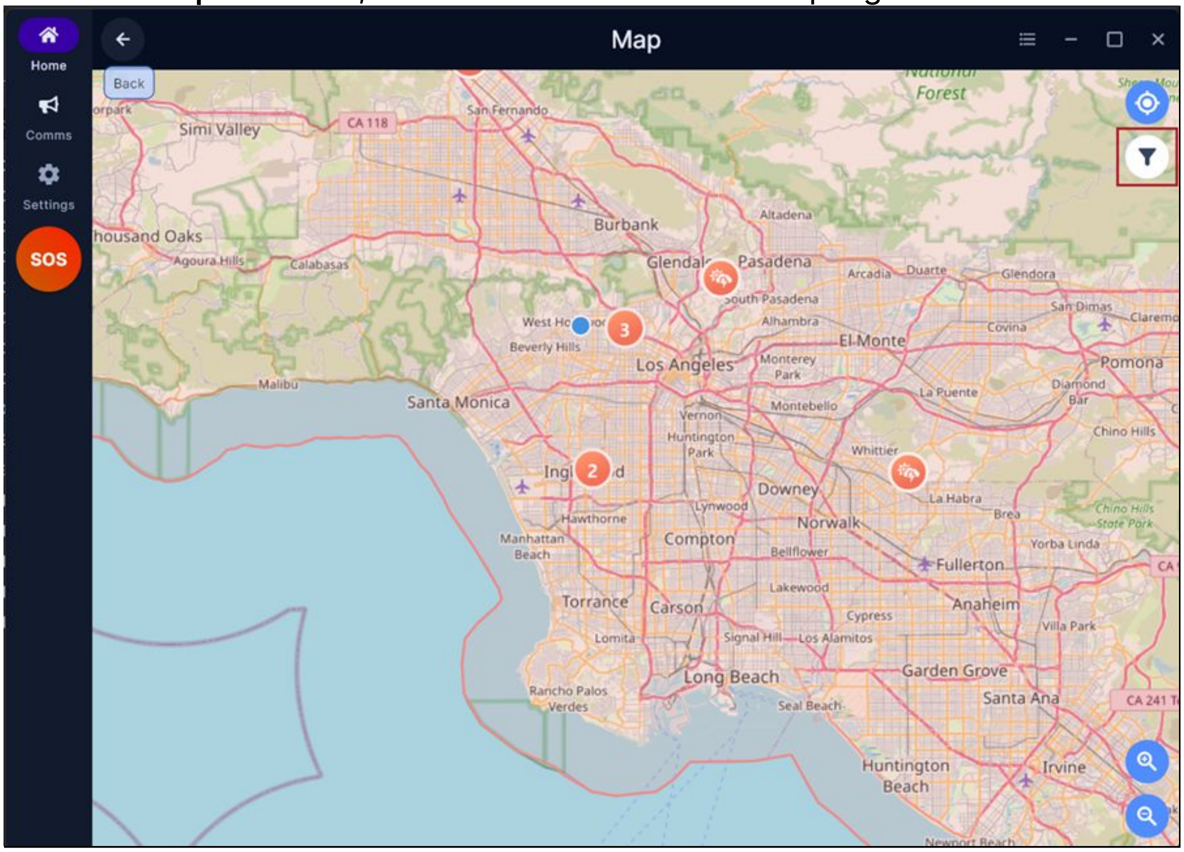
Click on a Risk Event to open its **Risk Event Details**, which displays the Event's Description, Location, Start Time, Severity, and Risk Event Category.



Filtering Risk Events

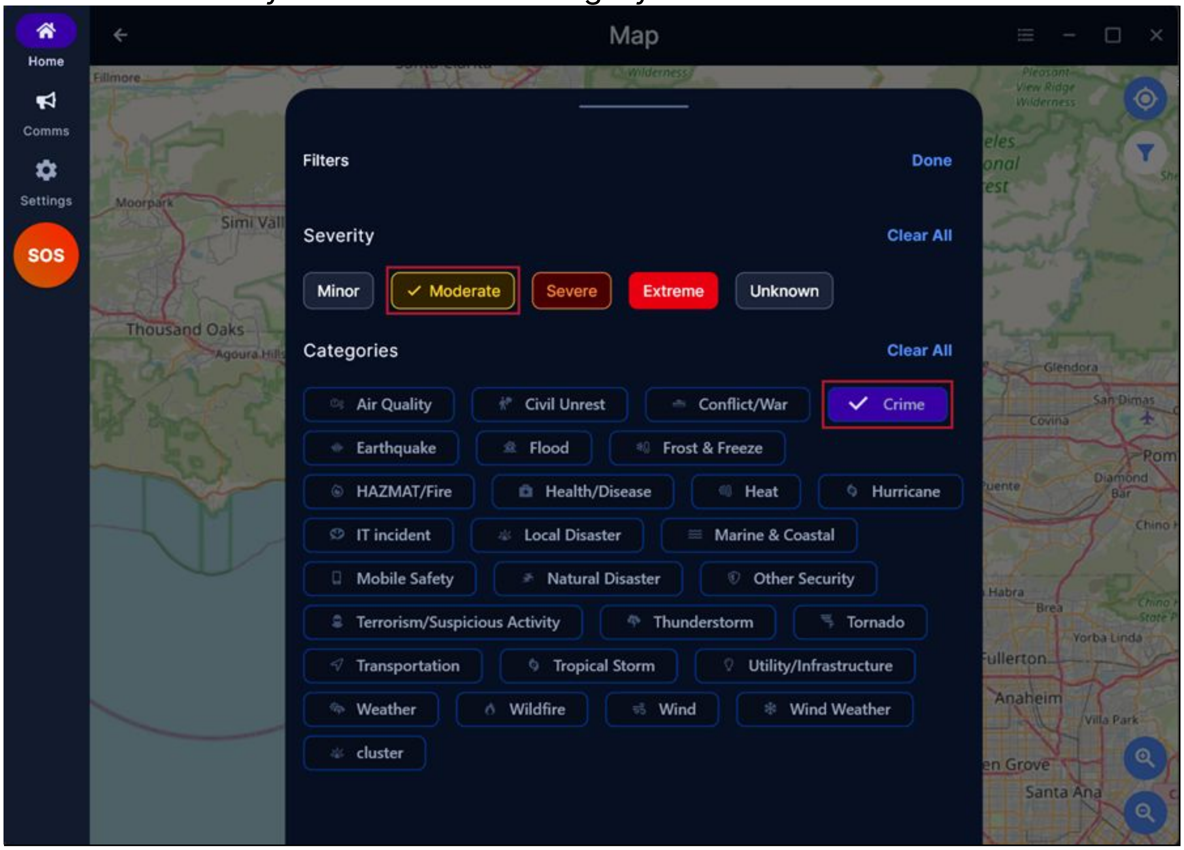
Risk Events can be filtered on the Map by **Severity** and/or **Category**. To use these filters:

1. From the **Map** interface, click the **Filters** icon in the top-right corner.



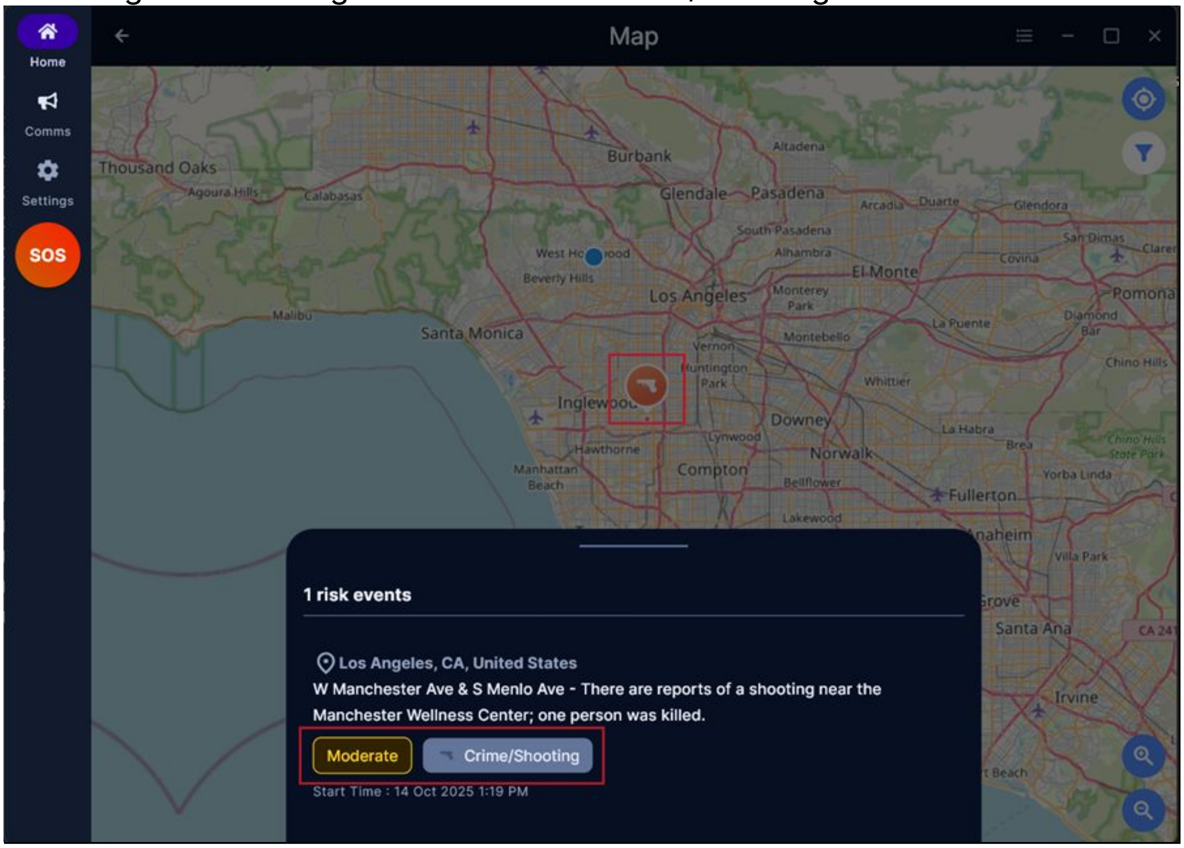
2. The **Filters** tab will open. Click the desired Severities and/or Categories to apply the values as a filter on the Map. In this example, we'll filter for the

Moderate Severity and the **Crime** Category.



3. Click **Done** at the top**.** The **Filters** tab will close, and the Map will reload with the chosen filters applied. Clicking on a Risk Event will open its details,

revealing the matching filtered Severities and/or Categories.

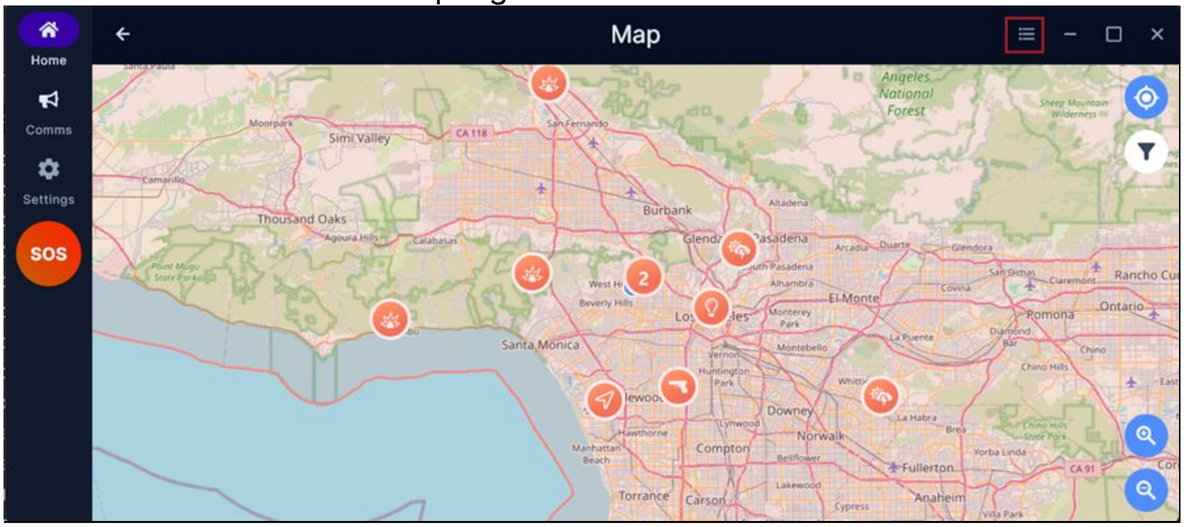


4. To remove filters, return to the **Filters** tab and either click on the filter that needs to be removed, or click **Clear All** to remove all previous selections. Click **Done** to reload the Map with the changes applied.

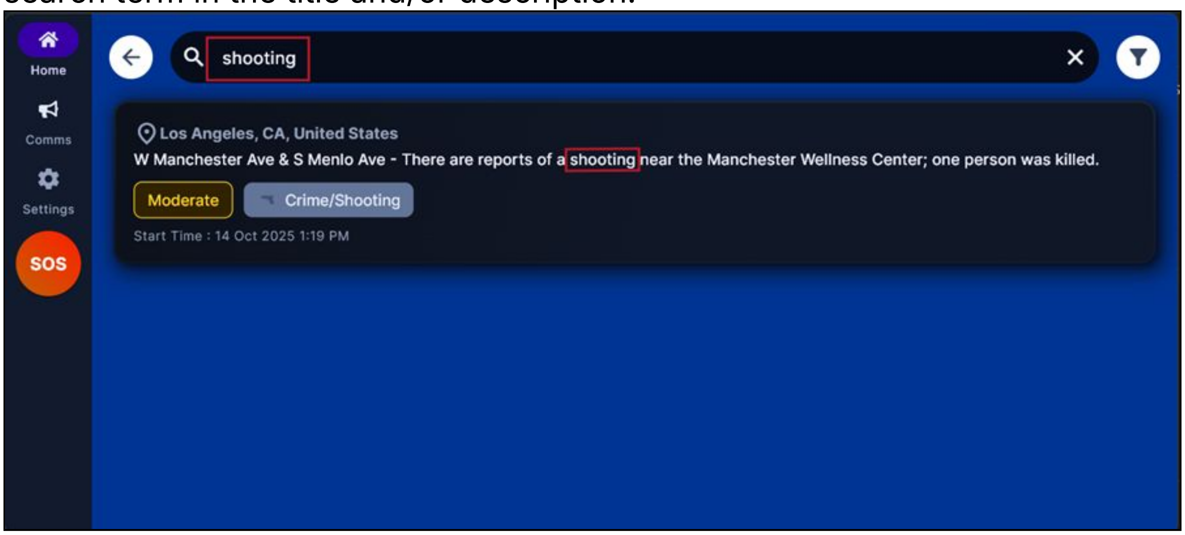
Searching for Risk Events

Risk Events can be located by searching for keywords that are contained within their title or description. To search:

1. Click the **Menu** icon in the top-right corner.



2. The **Risk Events list view** will appear. Enter the search term (full or partial) in the **Search** field. The list will update with any Risk Events that contain the search term in the title and/or description.



3. Click on one of the search results to see expand the **Risk Event Details** and see its location on the Map.