



Everbridge Community User Guide

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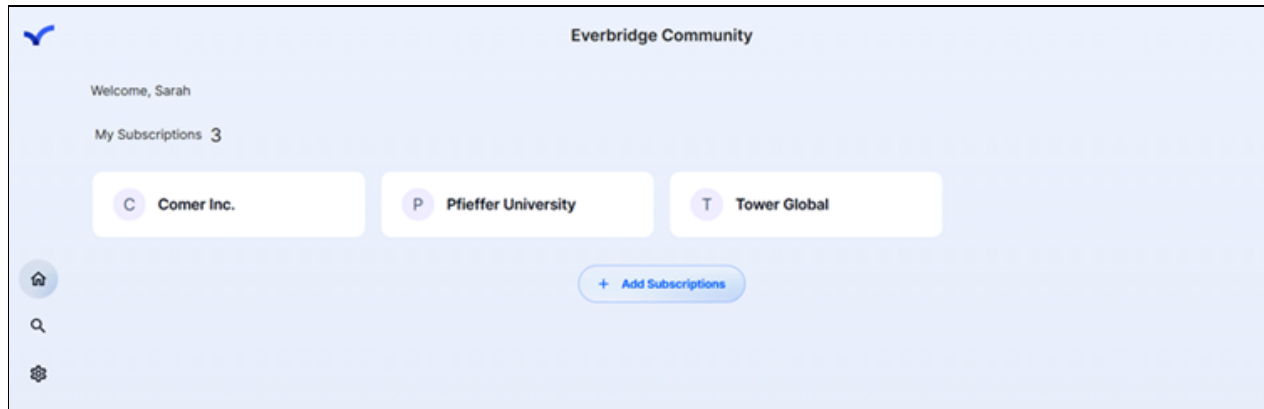
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Everbridge software is covered by US Patent Nos. 6,937,147; 7,148,795; 7,567,262; 7,623,027; 7,664,233; 7,895,263; 8,068,020; 8,149,995; 8,175,224; 8,280,012; 8,417,553; 8,660,240; 8,880,583; 9,391,855. Other patents pending.

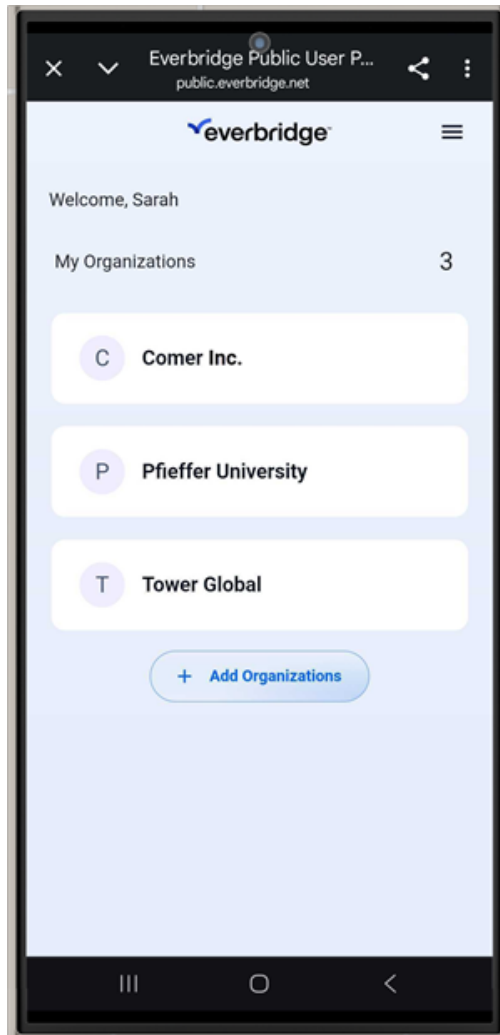
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Introduction

The **Everbridge Community** serves as a central portal for residents or citizens to access and manage their Open Member Portal profile Subscriptions 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.

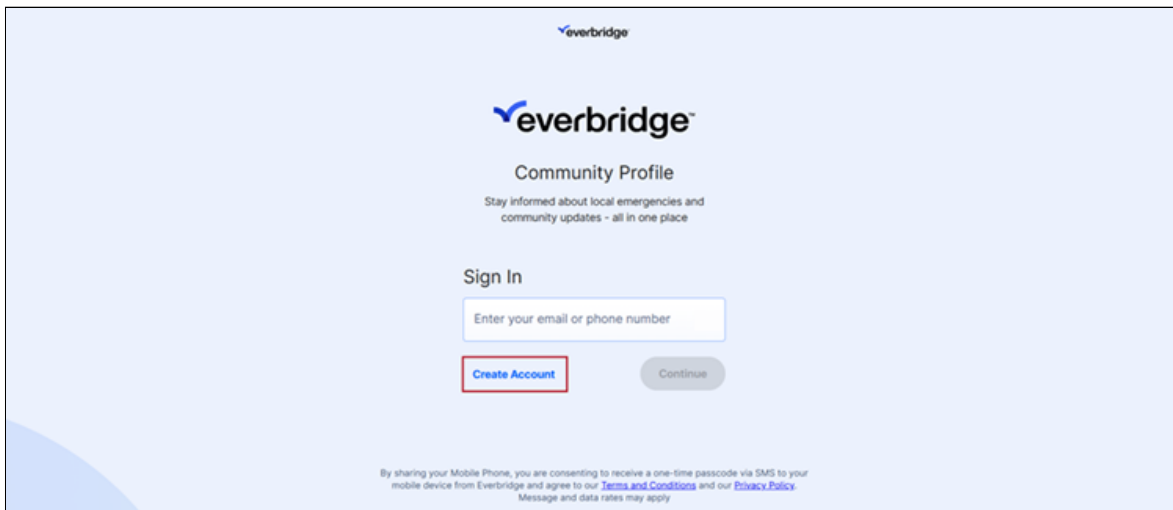


Everbridge Community Profiles

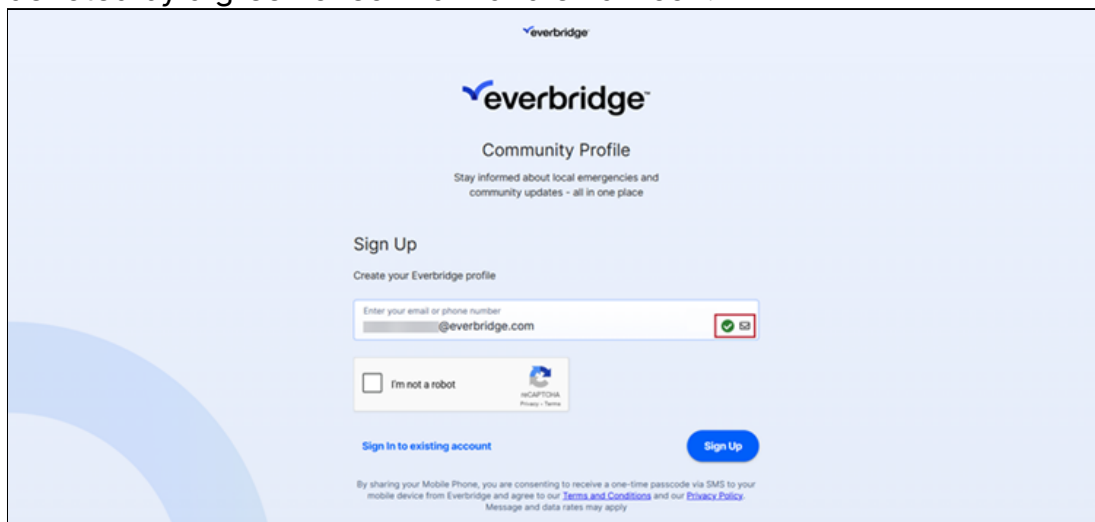
Creating an Everbridge Community Profile

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

1. Navigate to the [Everbridge Community Sign In](#) page.
2. Click **Create Account**.

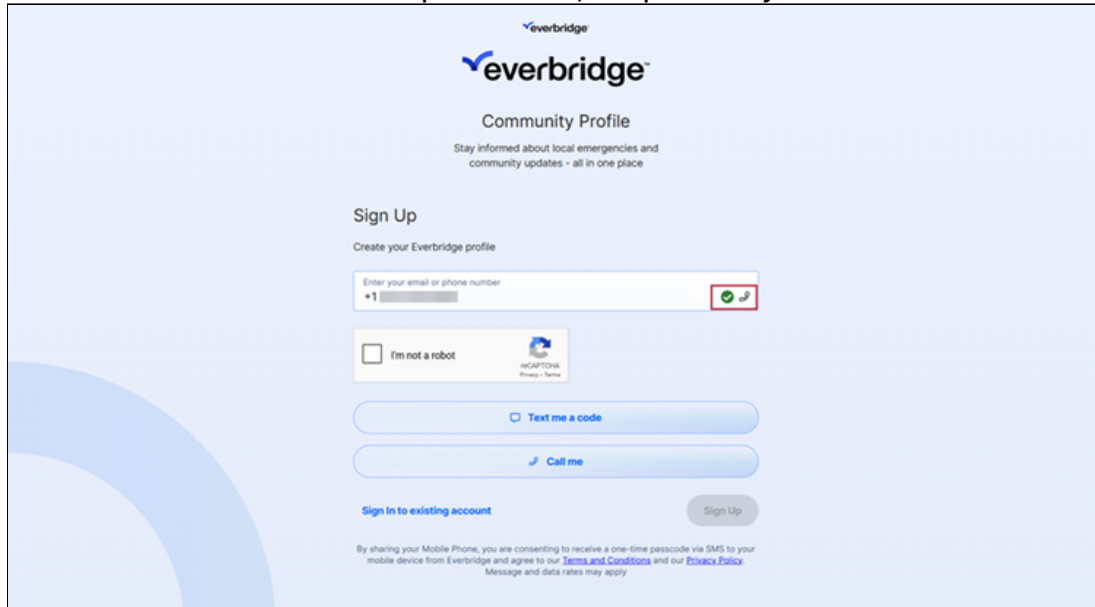


3. The **Sign Up** page will appear. Use one of the following two methods to register:
 - **Email Address** - A valid email address can be used to register for the Community Profile. Valid email addresses entered into this field will be denoted by a green checkmark and email icon.

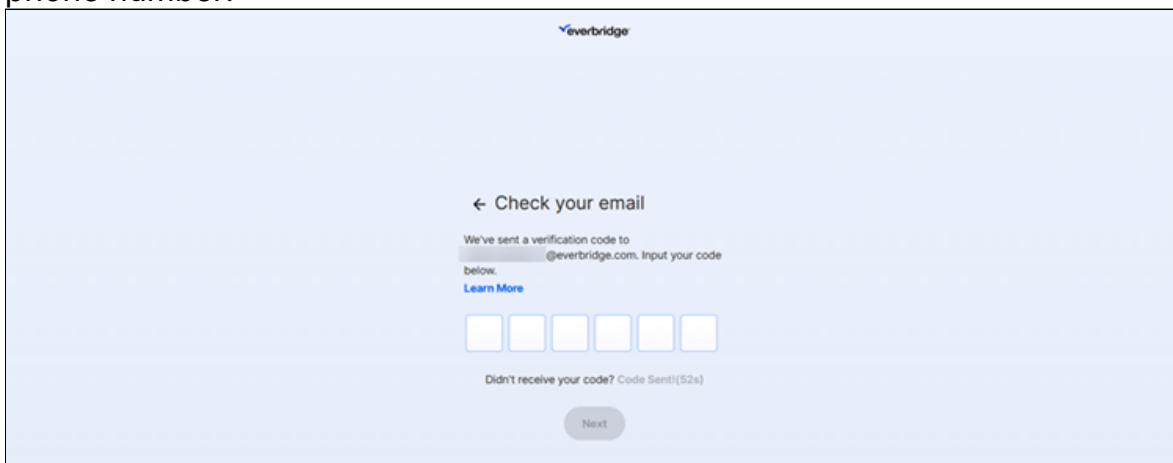


- **Phone Number** - A valid phone number can be used to register for the Community Profile. Valid phone numbers entered into this field will be denoted by a green checkmark and phone icon. Once entered, click

either **Text me a code** or **Call me** to receive the six-digit verification code via text or automated phone call, respectively.

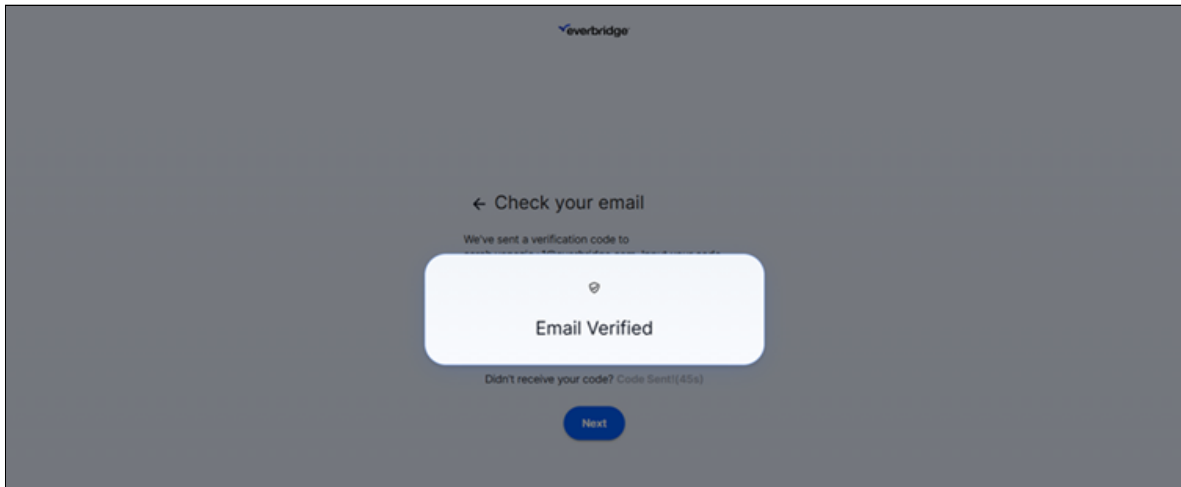


- The **Call me** option is recommended for users that only have access to a landline. It can also be used when signing in.
4. The six-character verification code will be sent to the registered email address or phone number. Enter the code to verify the email address or phone number.

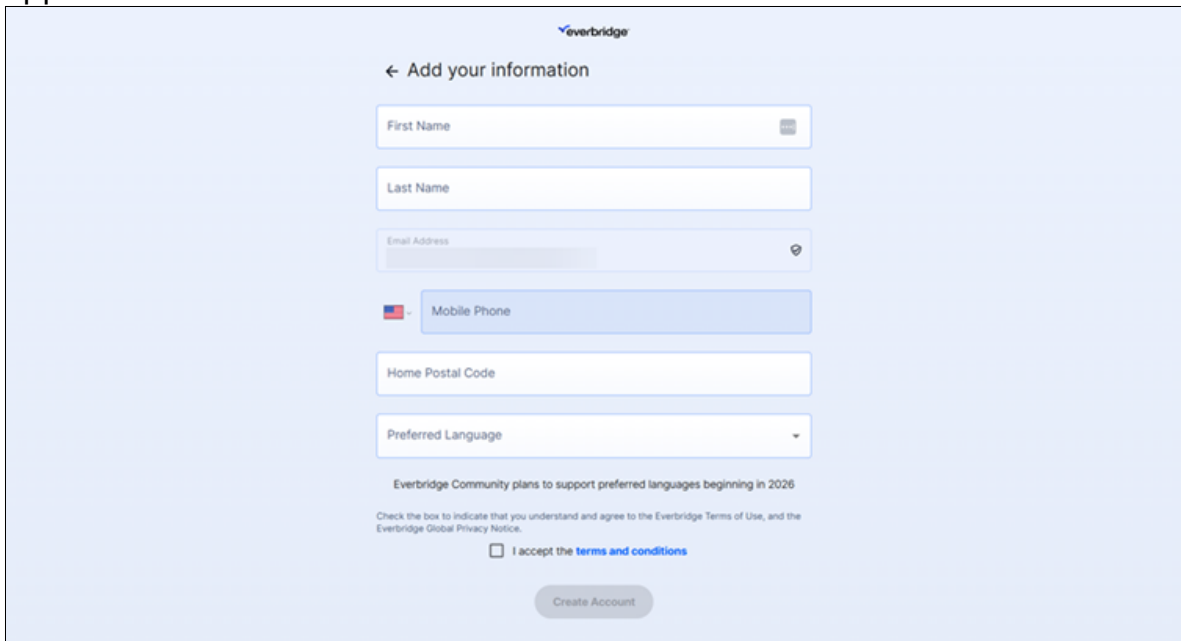


A verification message will appear if the correct verification code was

submitted.



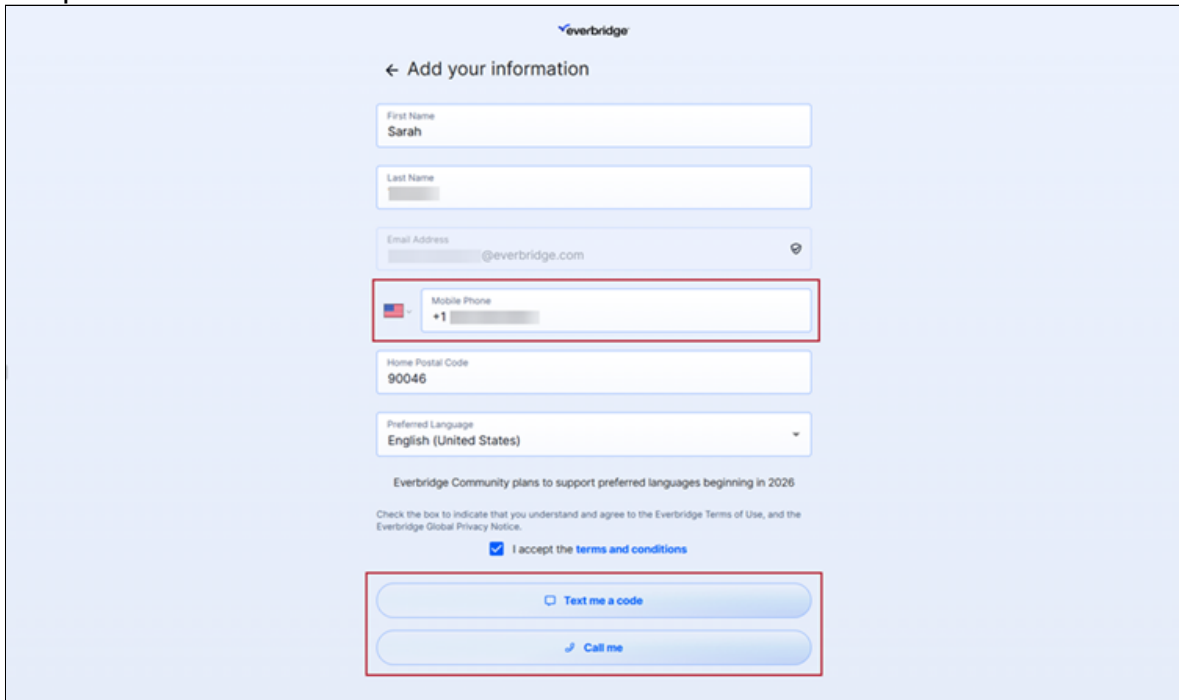
5. Once the account has been verified, the **Add Your Information** page will appear.



Enter the following details:

- First Name
 - Last Name
 - Email Address (if not already provided)
 - Phone Number (if not already provided)
 - Home Postal Code
 - Preferred Language
6. Review the **Terms and Conditions** and click the checkbox to accept them.
 7. Verify the email address or phone number that should be associated with this profile but wasn't used during the initial sign-up process. For example, since we started the sign-up process with an email address, we now need to verify

the phone number.



← Add your information

First Name
Sarah

Last Name

Email Address
@everbridge.com

Mobile Phone
+1

Home Postal Code
90046

Preferred Language
English (United States)

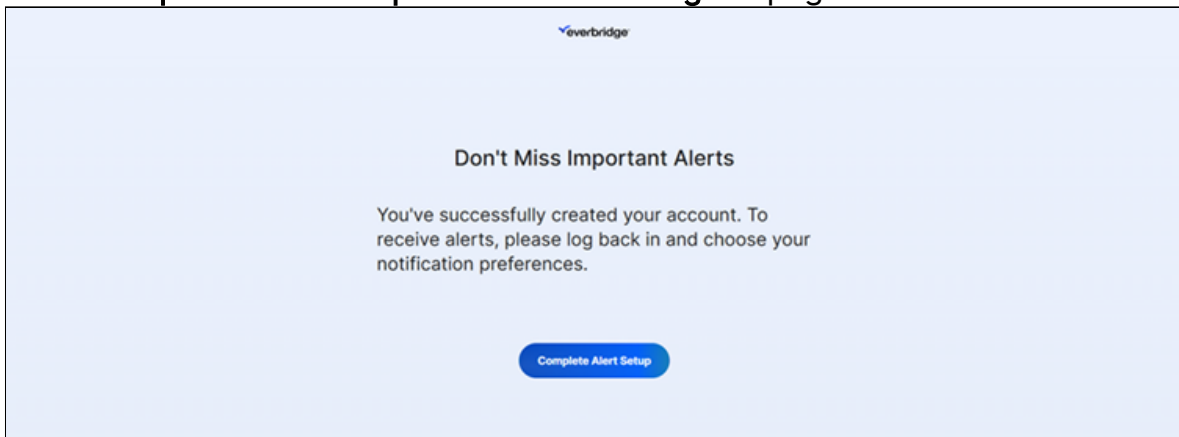
Everbridge Community plans to support preferred languages beginning in 2026

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](#)

☐ Text me a code

8. Click **Create Account**.
9. A message will appear confirming that the account was successfully created. Click **Complete Alert Setup** to return to the **Sign In** page.



Don't Miss Important Alerts

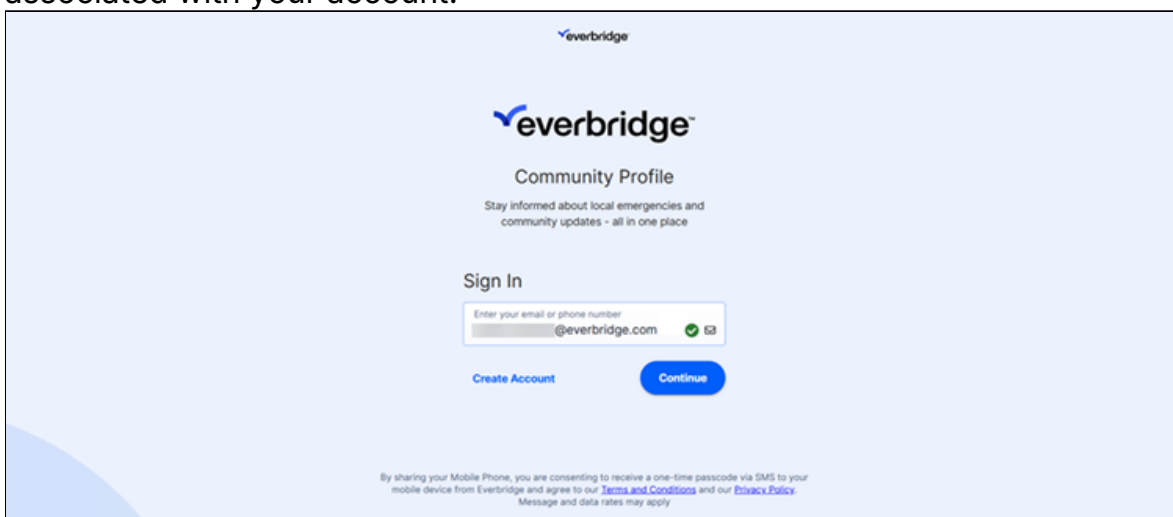
You've successfully created your account. To receive alerts, please log back in and choose your notification preferences.

[Complete Alert Setup](#)

Signing In to Everbridge Community

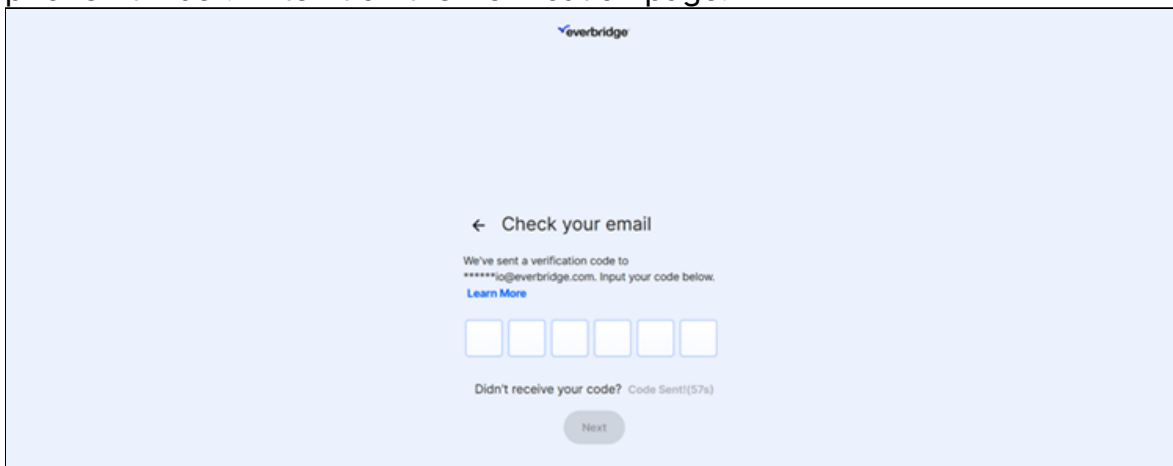
Users can sign in to the Everbridge Community by entering the email address or phone number associated with their account. To sign in:

1. From the **Sign In** page, enter either the email address or phone number associated with your account.



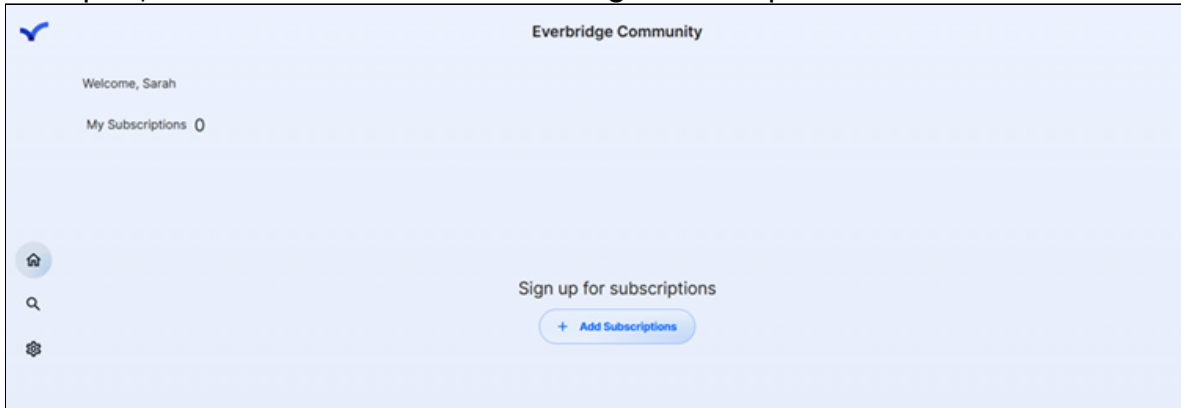
The screenshot shows the Everbridge Sign In page. At the top, the Everbridge logo is displayed. Below it, the text "Community Profile" is shown, followed by the tagline "Stay informed about local emergencies and community updates - all in one place". The "Sign In" section features a text input field labeled "Enter your email or phone number" with the placeholder text "@everbridge.com". To the right of the input field is a green checkmark icon. Below the input field are two buttons: "Create Account" and "Continue". At the bottom of the page, there is a small 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."

2. Click **Continue**.
3. A six-digit verification code will be sent to the submitted email address or phone number. Enter it on the Verification page.



The screenshot shows the Everbridge Verification page. At the top, the Everbridge logo is displayed. Below it, the text "Check your email" is shown with a left-pointing arrow. The text "We've sent a verification code to *****io@everbridge.com. Input your code below." is displayed, followed by a "Learn More" link. Below this text are six empty input boxes for the verification code. At the bottom, there is a link "Didn't receive your code?" followed by the text "Code Sent!(57s)". A "Next" button is located at the bottom center of the page.

4. If the verification code is accepted, the **Everbridge Community Home** page will open, where users can add or manage Subscriptions as needed.



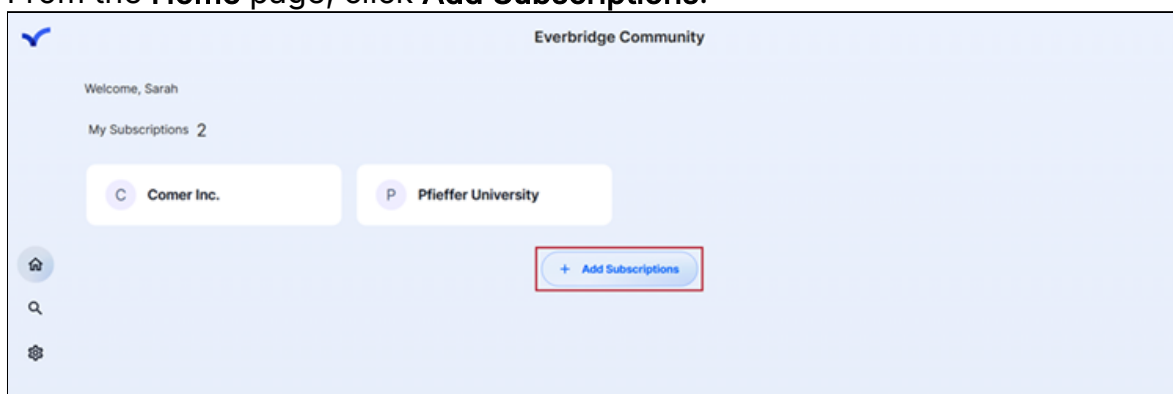
Adding Subscriptions

Once the Everbridge Community account has been created, **Subscriptions** to existing Organizations can be added for ease of unified access. The simplest way to add Subscriptions is using the **Automatic Linking** feature, but users can also manually subscribe to individual Organizations as needed.

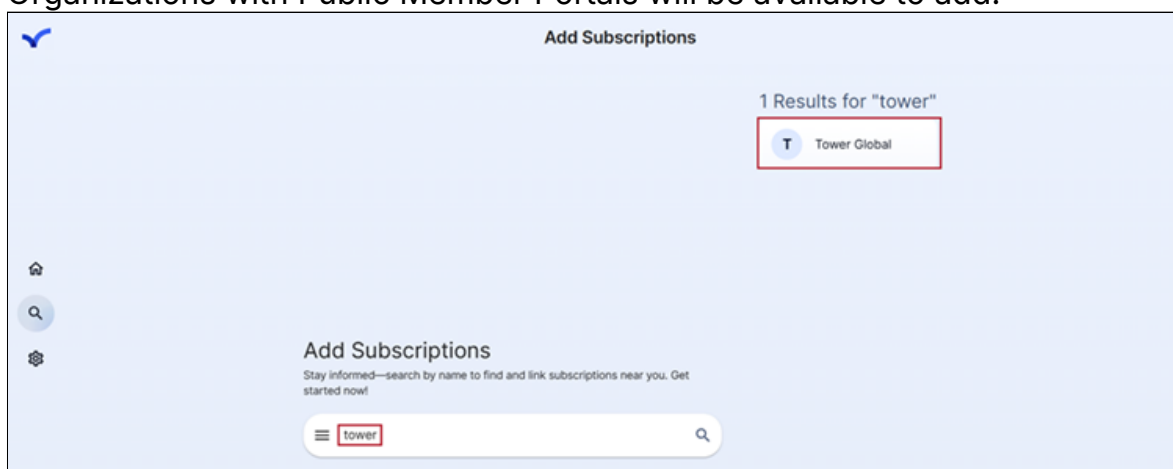
NOTE: For more on linking, see [Link Existing Accounts](#).

To manually add Subscriptions:

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

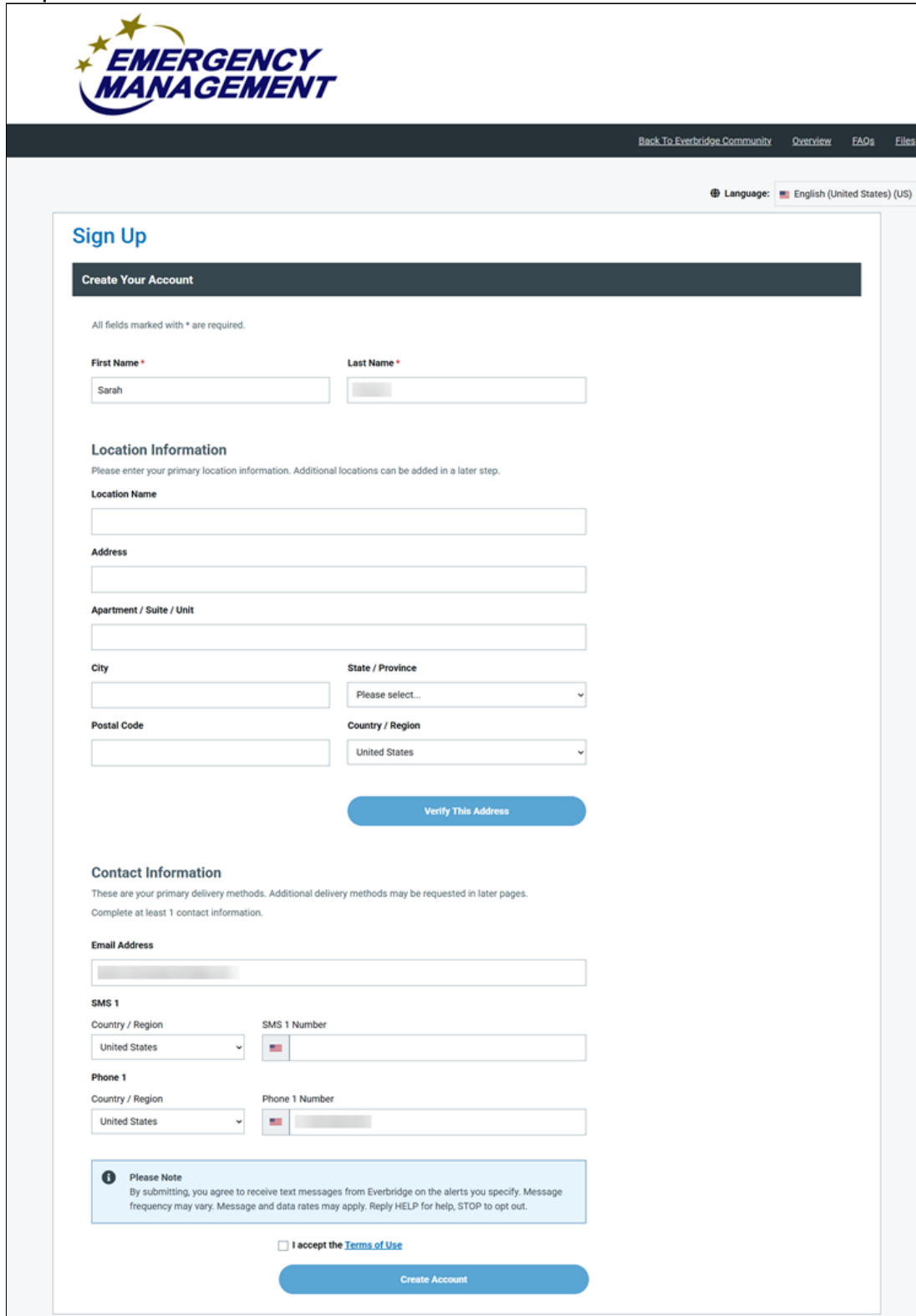


2. Search for an Organization by name, ZIP code, or Search Terms, then click it from the list once it's been populated to subscribe. Note that only Organizations with Public Member Portals will be available to add.



- An Organization's Search Terms take about five minutes to populate in the Everbridge Community search after creation in the Manager Portal (from **Settings > Everbridge Mobile App > Search Terms**).

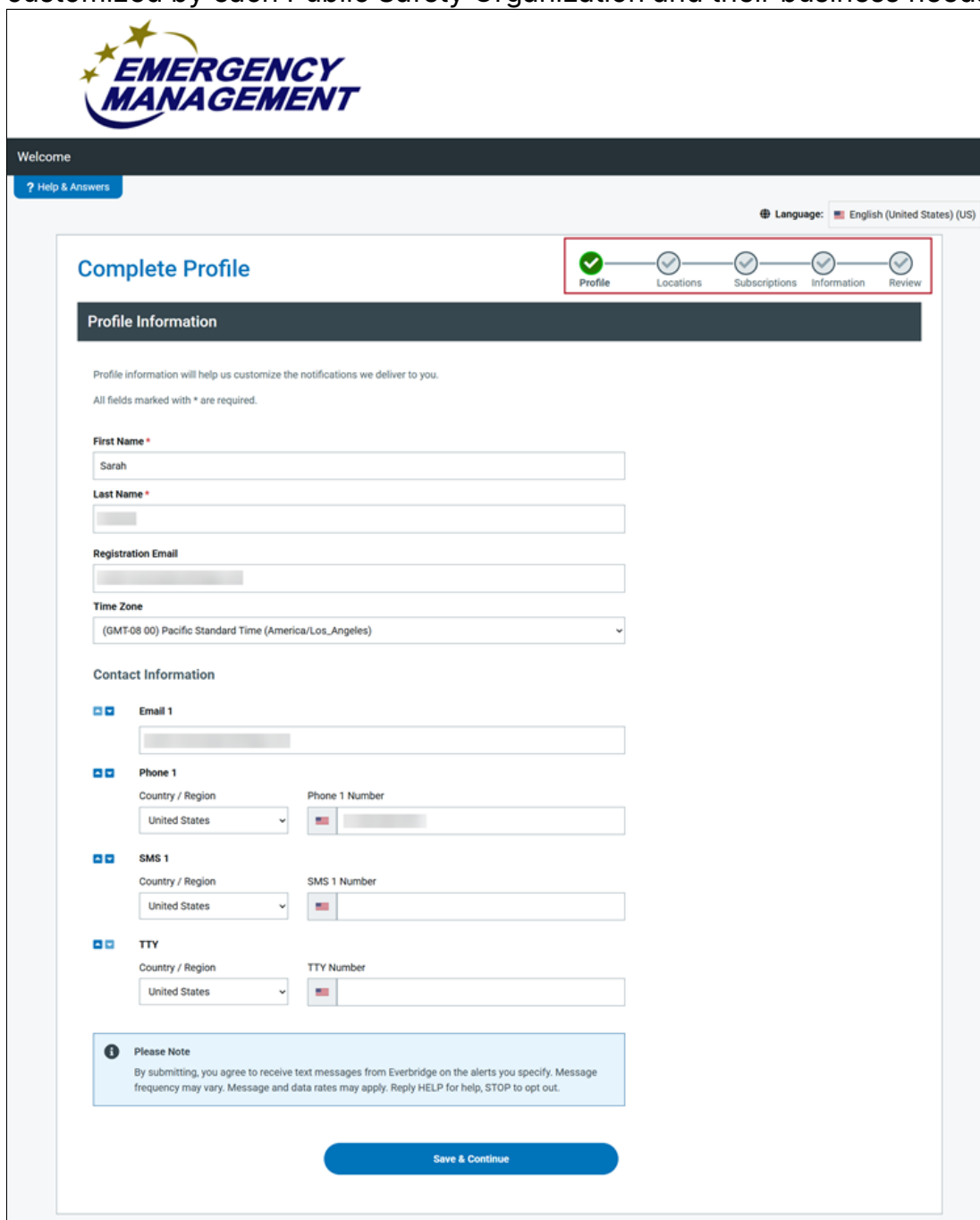
- The Organization's Member Portal **Sign Up** page will appear. Fill in the requested details for each section.



The screenshot shows the Everbridge Sign Up page. At the top is the Everbridge logo and navigation links: Back To Everbridge Community, Overview, FAQs, and Files. A language selector shows English (United States) (US). The main heading is "Sign Up" with a sub-heading "Create Your Account". A note states: "All fields marked with * are required." The form is divided into three sections: 1. Personal Information: First Name (Sarah) and Last Name (redacted). 2. Location Information: Location Name (redacted), Address (redacted), Apartment / Suite / Unit (redacted), City (redacted), State / Province (Please select...), Postal Code (redacted), and Country / Region (United States). A "Verify This Address" button is below. 3. Contact Information: Email Address (redacted), SMS 1 (Country / Region: United States, SMS 1 Number: redacted), and Phone 1 (Country / Region: United States, Phone 1 Number: redacted). A "Please Note" box states: "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." Below this is a checkbox "I accept the Terms of Use" and a "Create Account" button.

- 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.



EMERGENCY MANAGEMENT

Welcome

[? Help & Answers](#)

Language: English (United States) (US)

Complete Profile

Profile Information

Profile information will help us customize the notifications we deliver to you.
All fields marked with * are required.

First Name *
Sarah

Last Name *

Registration Email

Time Zone
(GMT-08:00) Pacific Standard Time (America/Los_Angeles)

Contact Information

Email 1

Phone 1
Country / Region: United States Phone 1 Number:

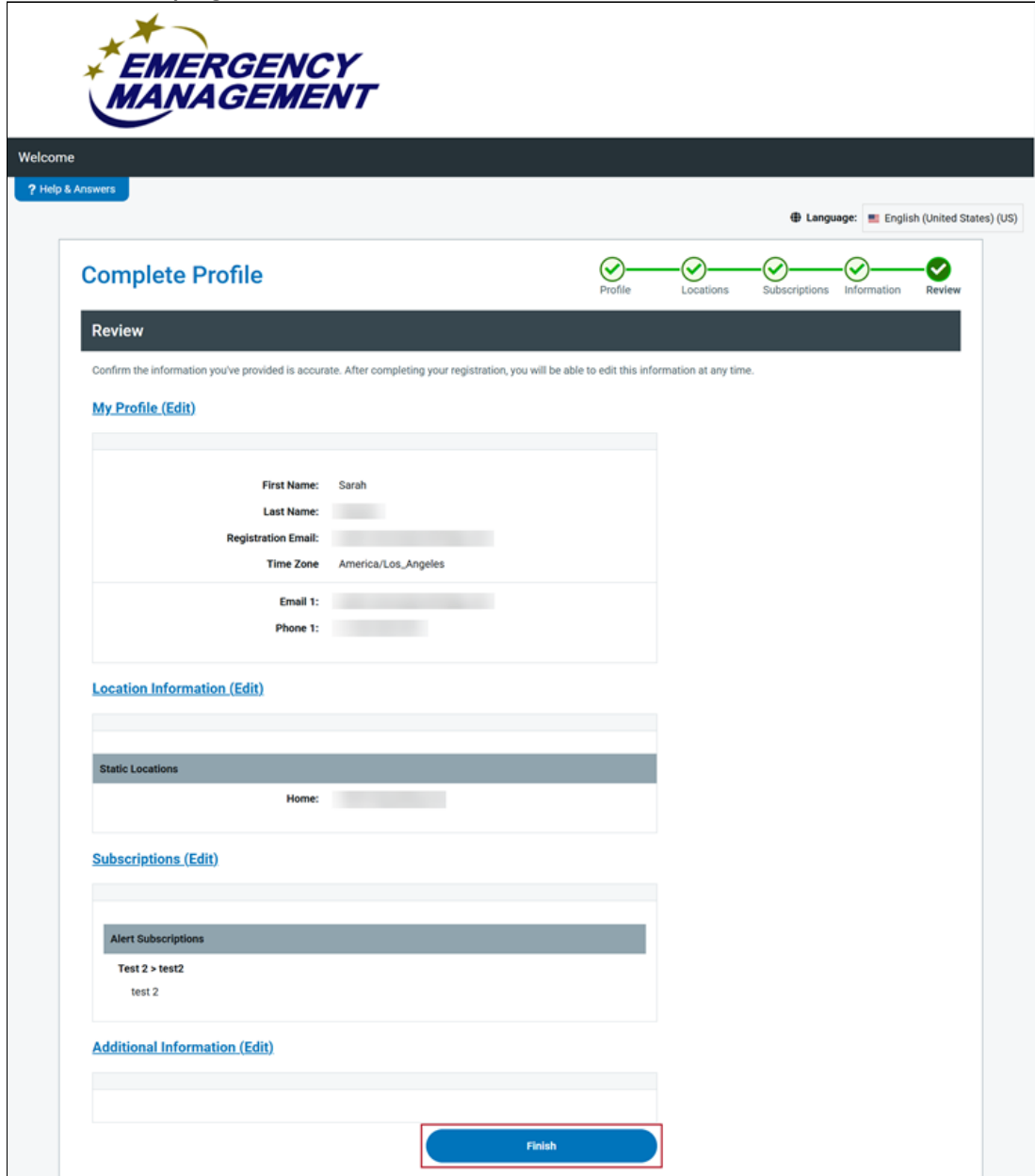
SMS 1
Country / Region: United States SMS 1 Number:

TTY
Country / Region: United States 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

- 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

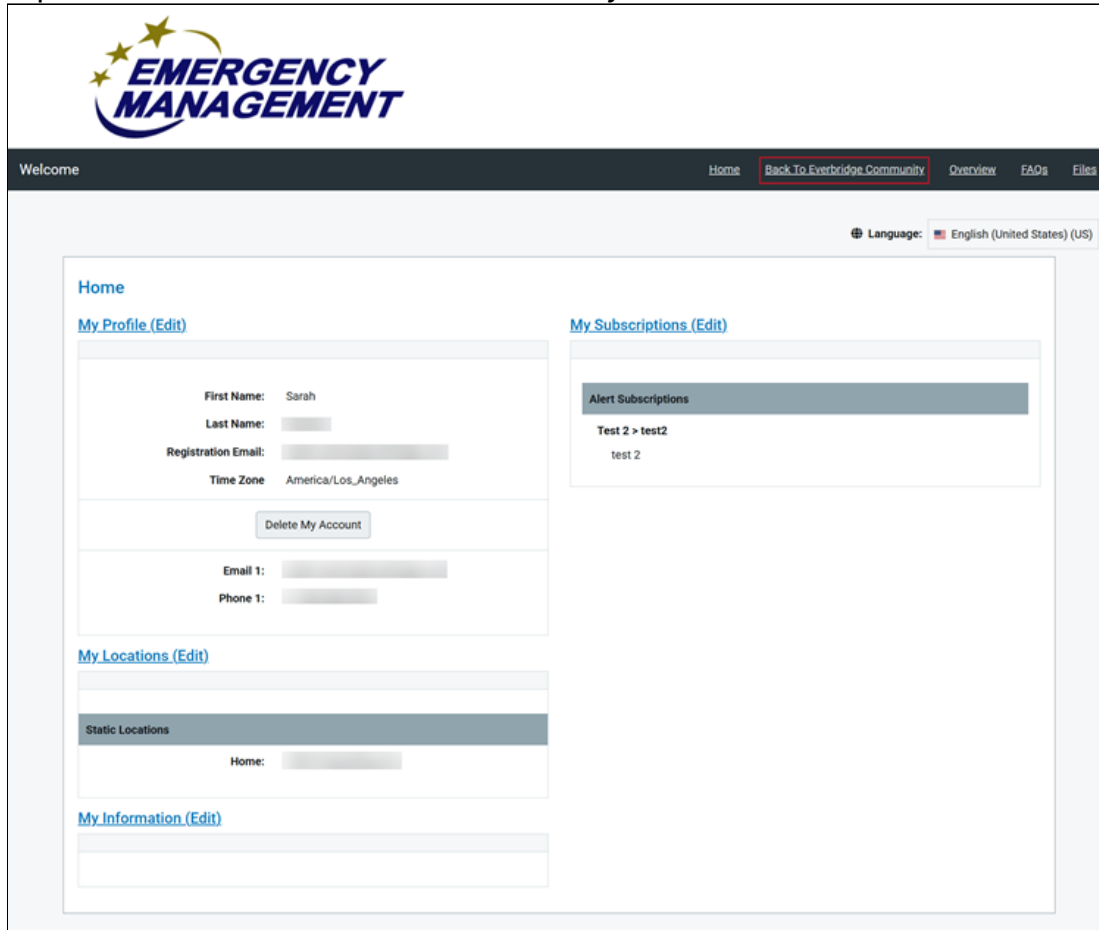
Test 2 > test2

test 2

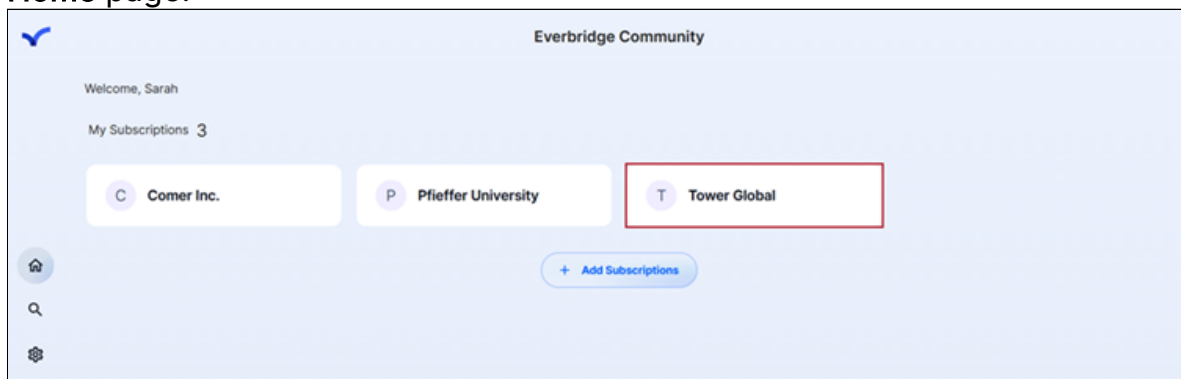
[Additional Information \(Edit\)](#)

Finish

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



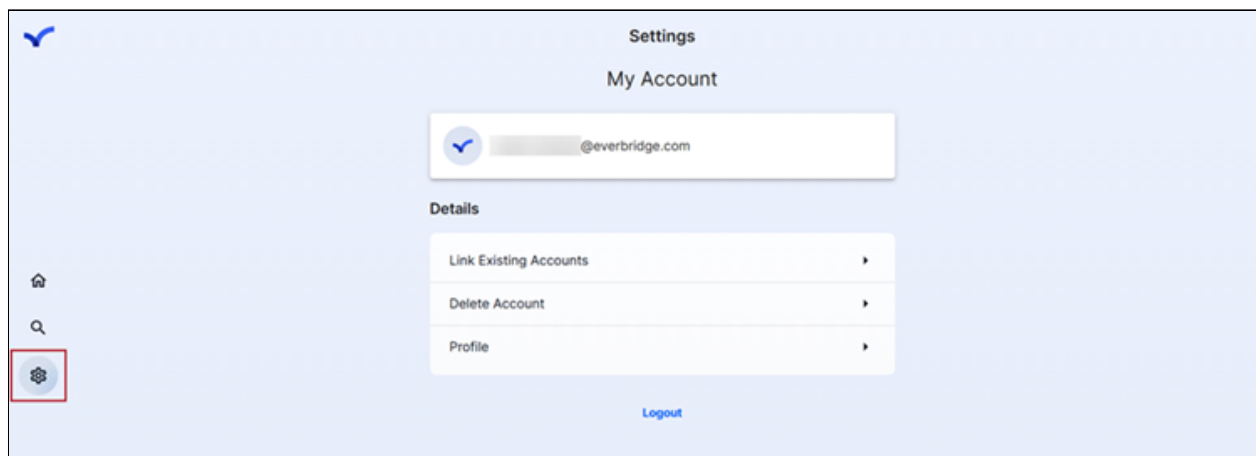
9. The newly-added Organization can now be seen and accessed from the **Home** page.



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
- Delete Account
- Profile

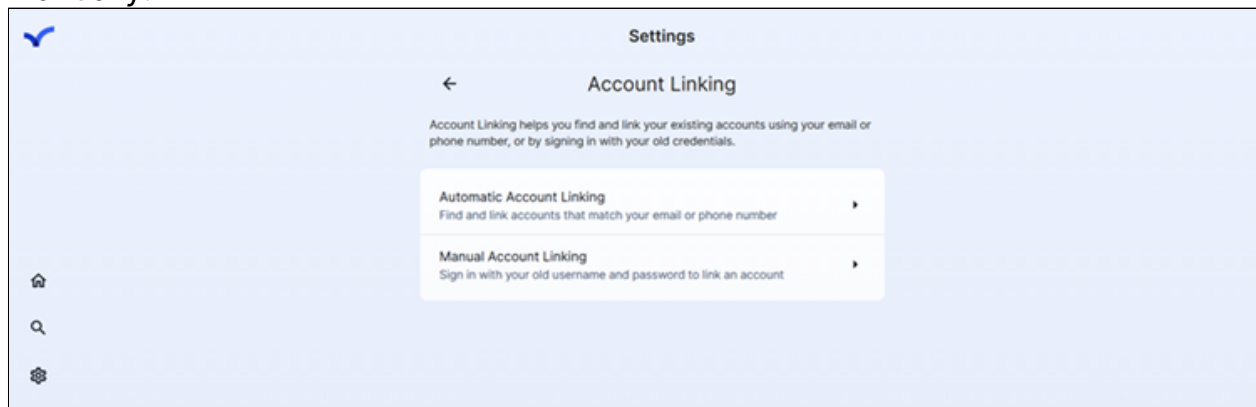


Logging Out

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

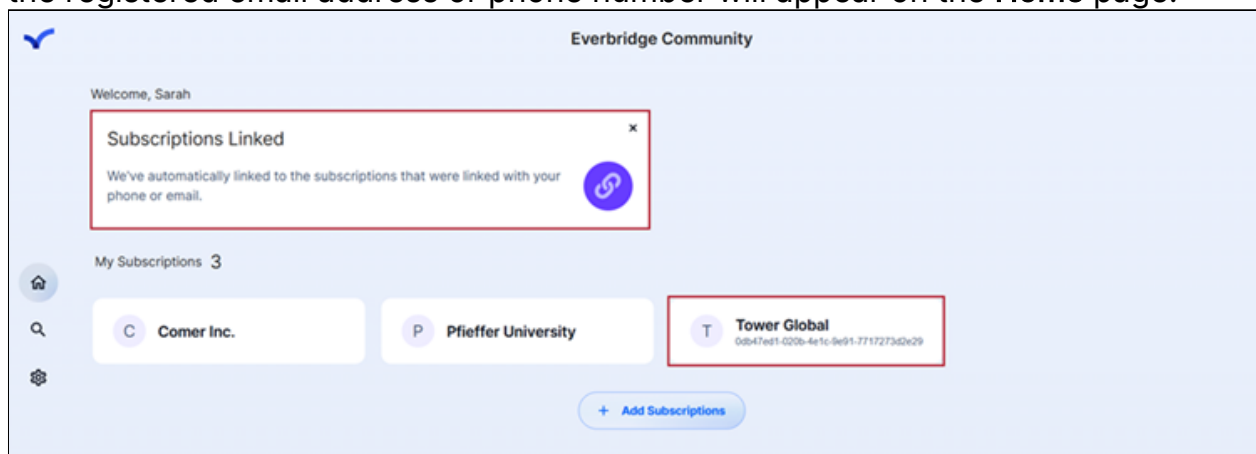
Link Existing Accounts

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.

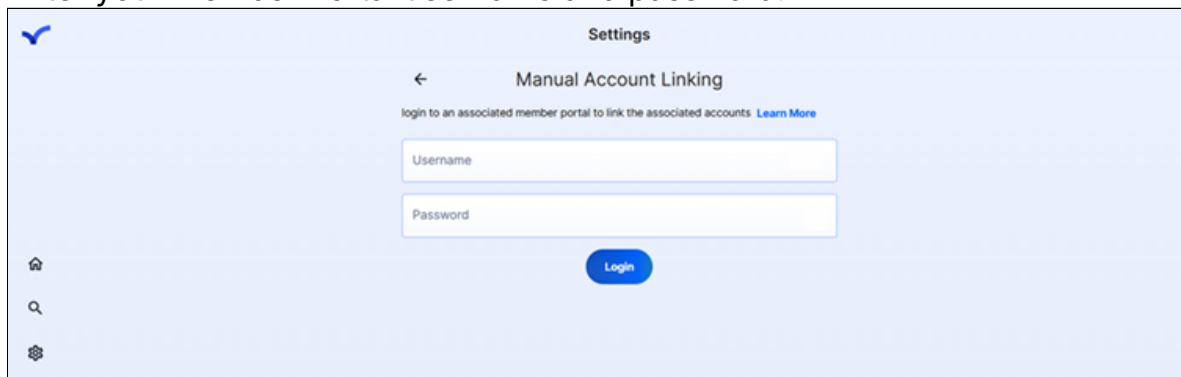
We didn't find any additional accounts that match your e-mail or phone number. To find accounts that were registered under a different e-mail or phone number, update your profile, and run Automatic Account Linking again.



Manual Account Linking

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

1. Click **Manual Account Linking**.
2. Enter your Member Portal username and password.



The screenshot shows the 'Settings' page with a sidebar on the left containing icons for Home, Search, and Settings. The main content area is titled 'Manual Account Linking' and includes a back arrow, a description 'login to an associated member portal to link the associated accounts' with a 'Learn More' link, and two input fields for 'Username' and 'Password'. A blue 'Login' button is positioned below the password field.

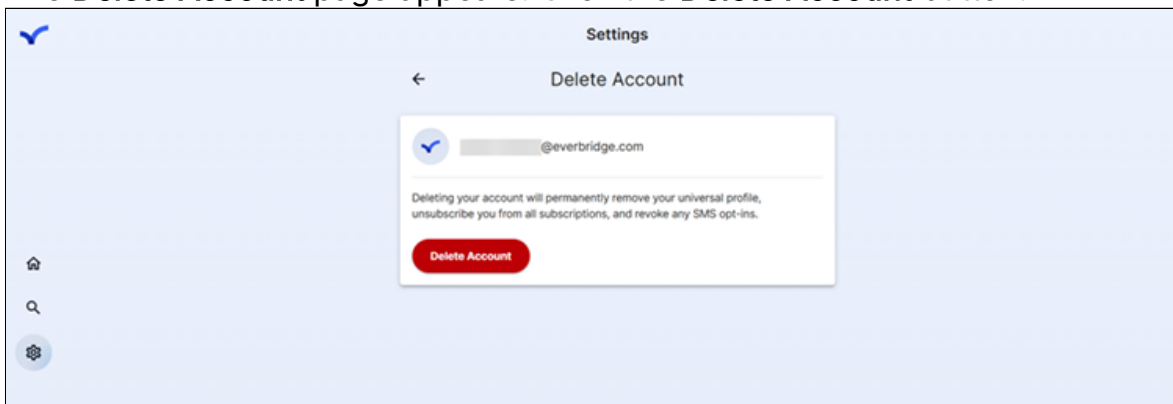
3. Click **Login**.

Delete Account

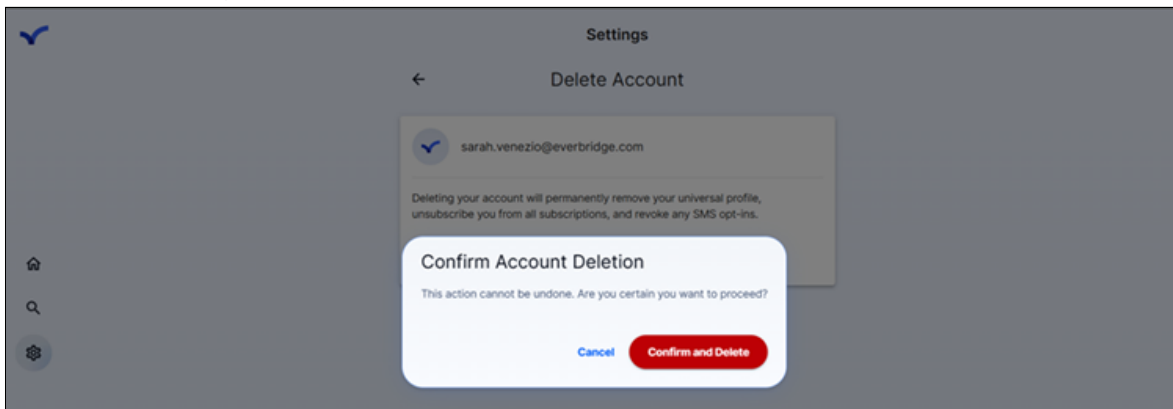
Deleting an Everbridge Community account will permanently remove your universal profile, unsubscribe you from all Organizations, and revoke any SMS opt-ins.

To delete your account:

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



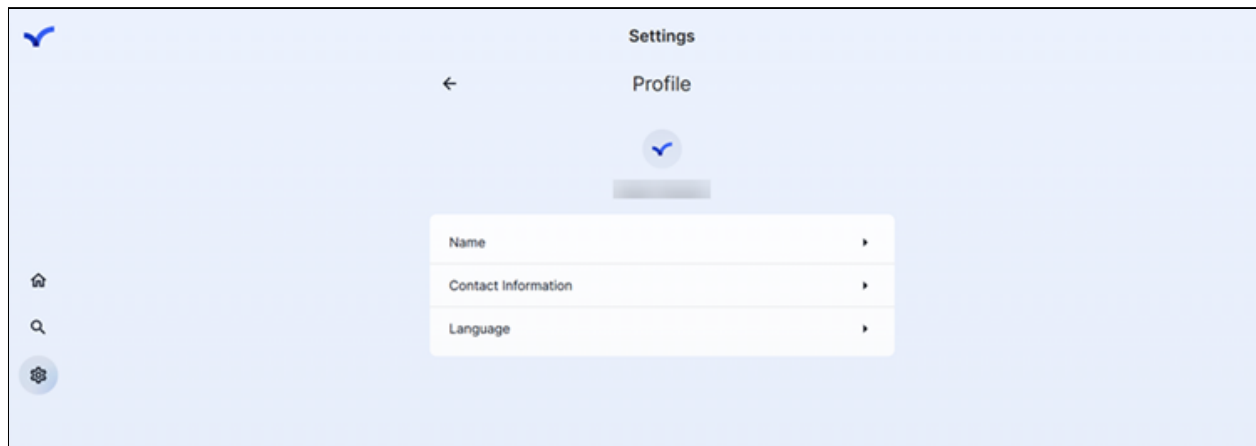
3. Click **Confirm and Delete**.



4. The account will be deleted, and you'll be returned to **Sign In** page.

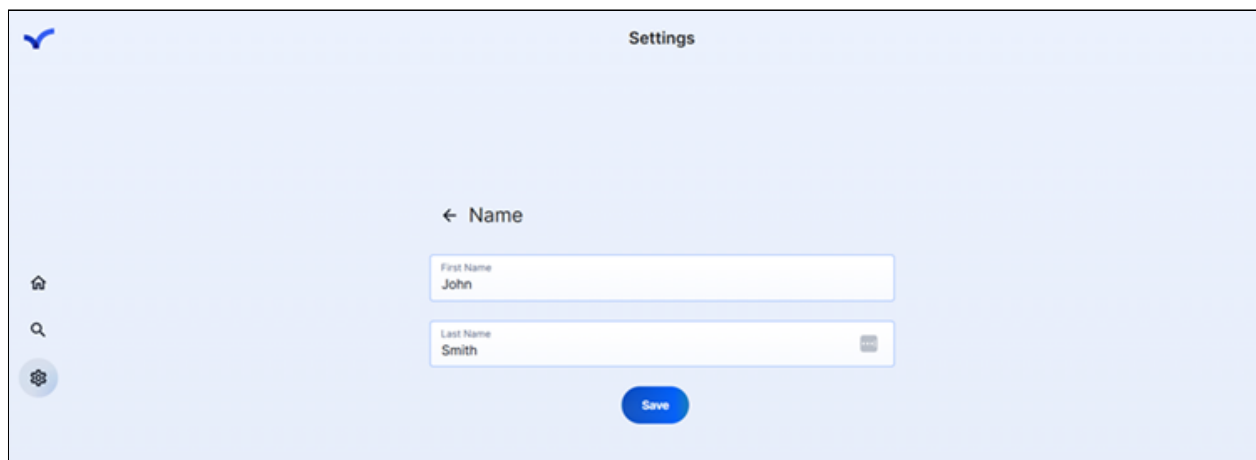
Profile

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



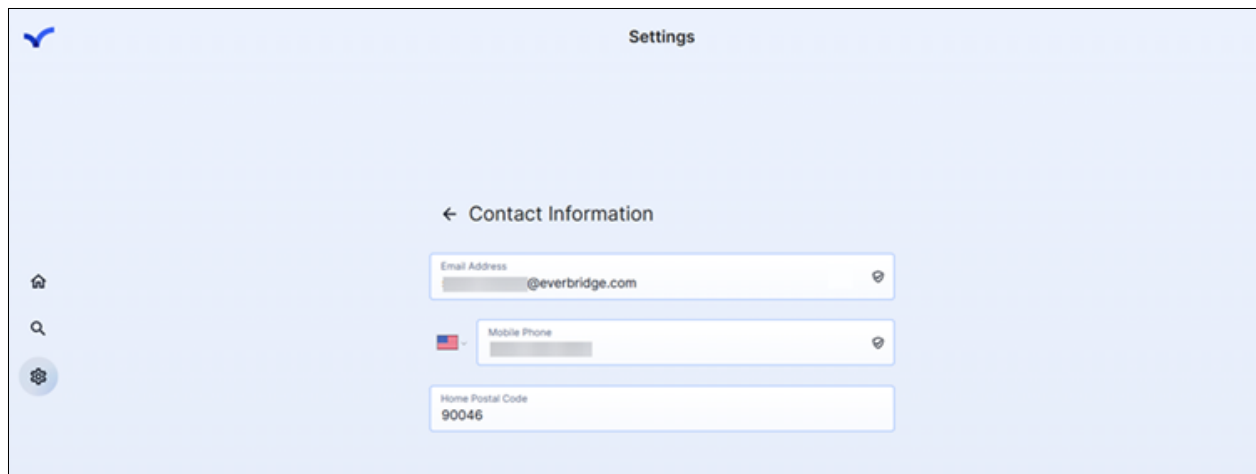
Name

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



Contact Information

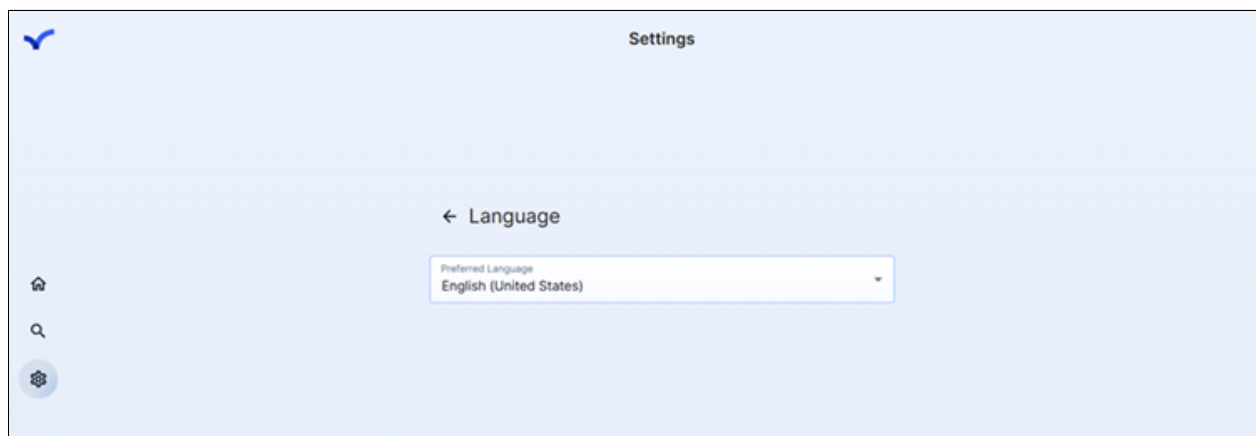
Click **Contact Information** to update your email address, mobile phone number, or postal code.



The screenshot shows the 'Settings' page with a sidebar on the left containing a home icon, a search icon, and a settings icon. The main content area is titled 'Settings' and has a sub-header '← Contact Information'. Below this, there are three input fields: 'Email Address' with the value '@everbridge.com', 'Mobile Phone' with a country code dropdown set to the United States and a masked phone number, and 'Home Postal Code' with the value '90046'.

Language

Click **Language** to specify your preferred language. Note that this is currently only for data-collection purposes but will be used for translating Notifications in future releases.



The screenshot shows the 'Settings' page with a sidebar on the left containing a home icon, a search icon, and a settings icon. The main content area is titled 'Settings' and has a sub-header '← Language'. Below this, there is a dropdown menu labeled 'Preferred Language' with the value 'English (United States)' selected.