Physical Security User Guide

Everbridge Suite

December 2025

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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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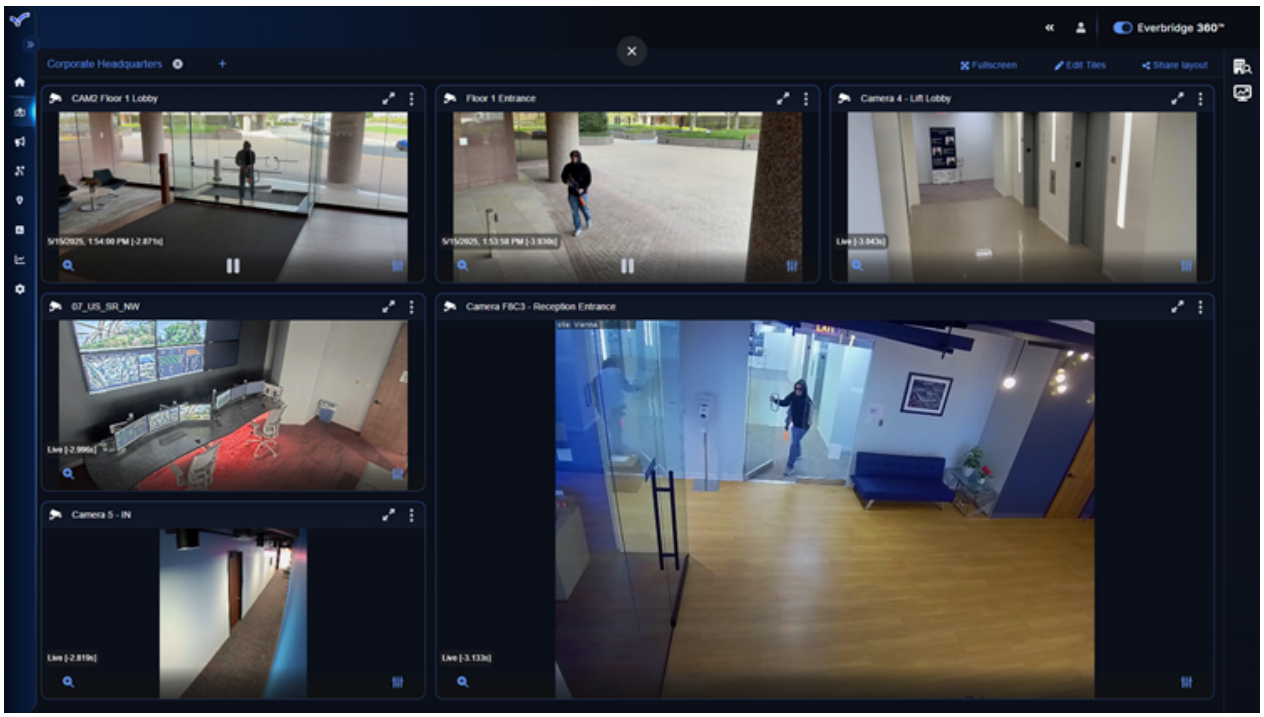
What is Everbridge Physical Security?

Video integration with Everbridge 360™ provides secure direct access to your Organization's security cameras when dealing with Risk Alerts. Immediate eyes on the ground:

- Improves comprehensive situational awareness
- Fosters better coordination and
- Promotes swift responses to internal and external threats impacting your Organization.

CCTV Video integration with Everbridge 360™ allows stakeholders to determine quickly and efficiently if their assets have been impacted, allowing for a more appropriate response and minimizing unnecessary disruption and time to resolution.



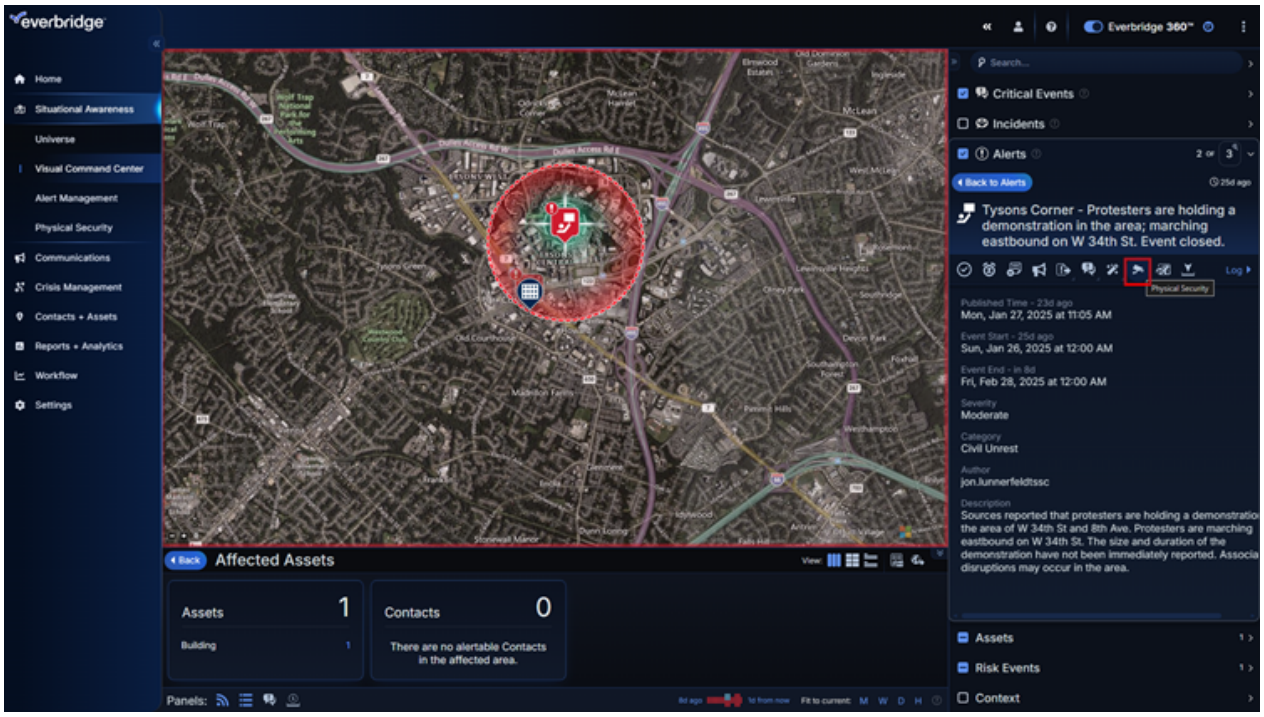
Unifying various types of video sources from multiple locations into a single, secure user interface enhances your Organization's ability to detect and respond to potential security threats or emergencies. With the seamless integration of CCTV video into Everbridge 360™, your Organization can experience the benefits of a single platform which can monitor, visualize, correlate, and alert in real-time.

NOTE: Physical Security is available as an add-on for Everbridge 360 Enterprise and Enterprise customers.

Working With Video

Viewing Cameras for an Alert

To view CCTV cameras for an Alert, select the Alert to view the **Alert** panel. Select the camera icon from the **Alert** menu. If the icon isn't visible, you might have to click **...** to reveal more Alert options.



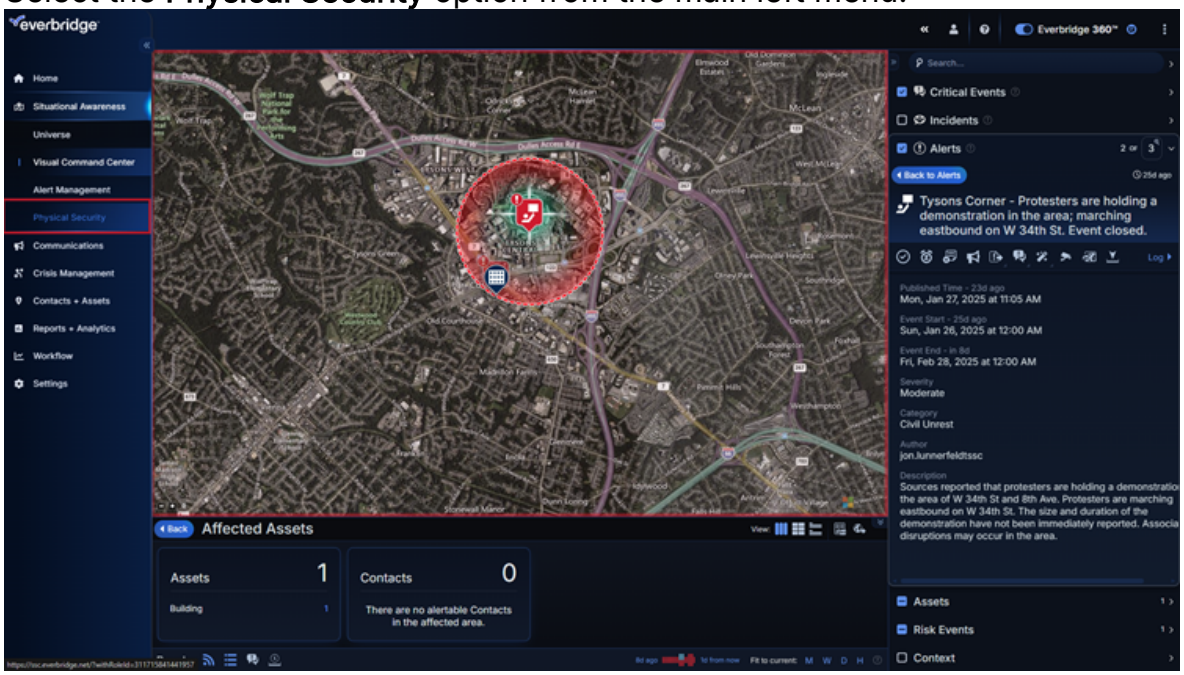
CCTV cameras are opened in a separate browser tab. You can move the tab to a separate screen or dock it to the side of the screen in order to see cameras while managing the Alert.

> **NOTE:** Cameras are only accessible if they have been associated with the asset related to the Alert. For more information about how to associate assets with Alerts, see the Configuration section.

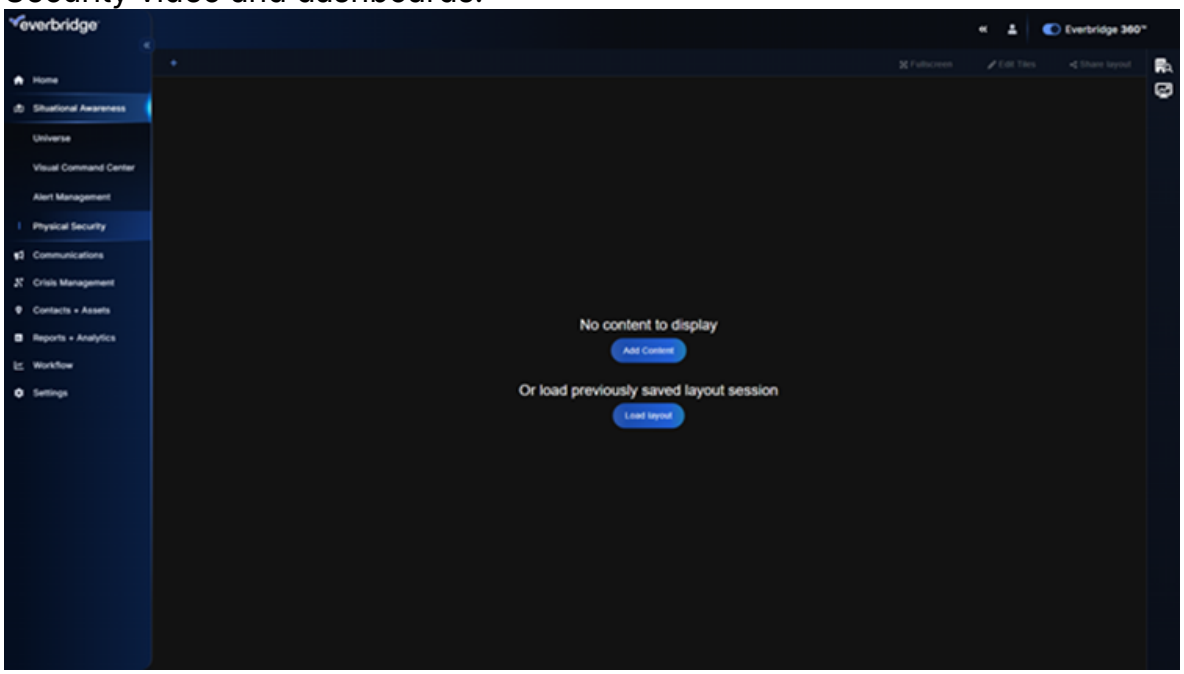
Viewing Video From Any Camera

To access video from any camera:

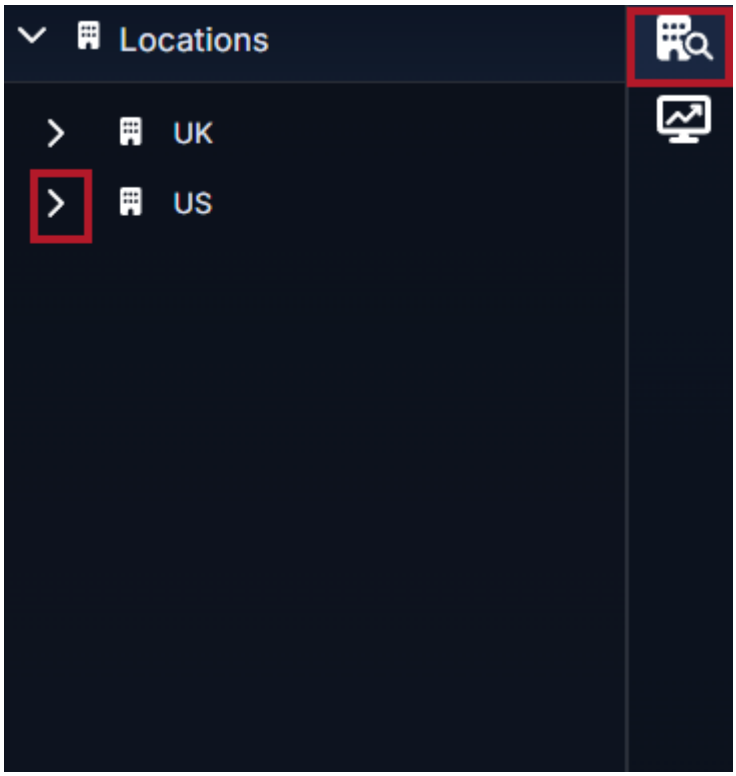
1. Select the **Physical Security** option from the main left menu.



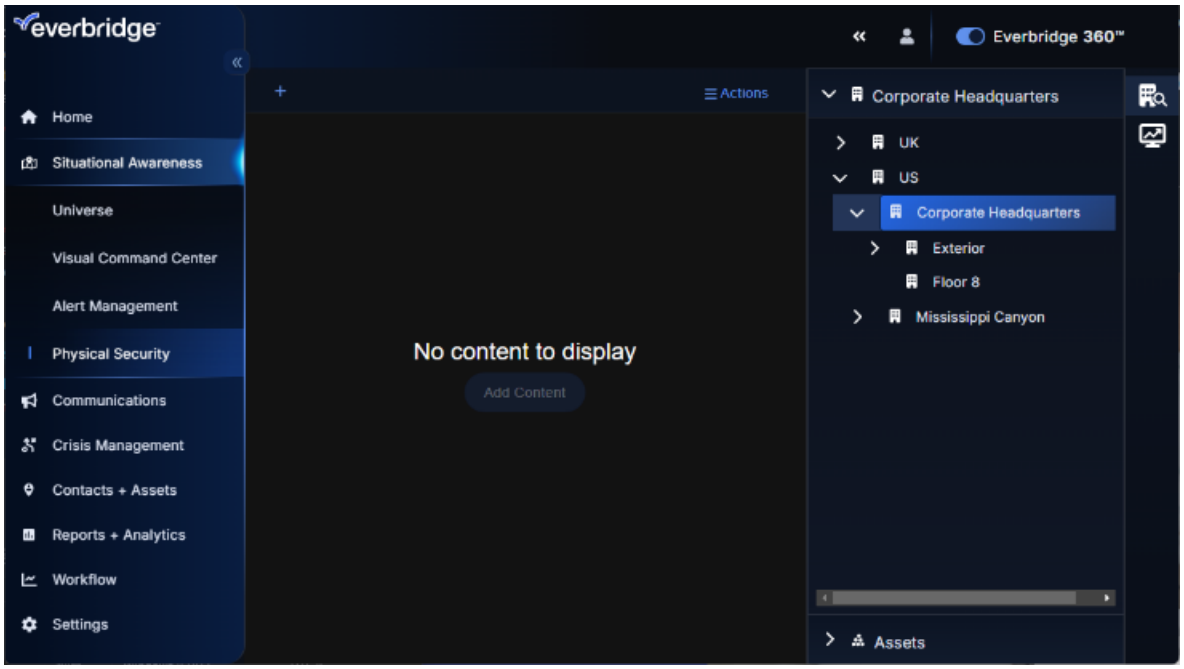
2. The **Physical Security** screen appears, where you can access Physical Security video and dashboards.

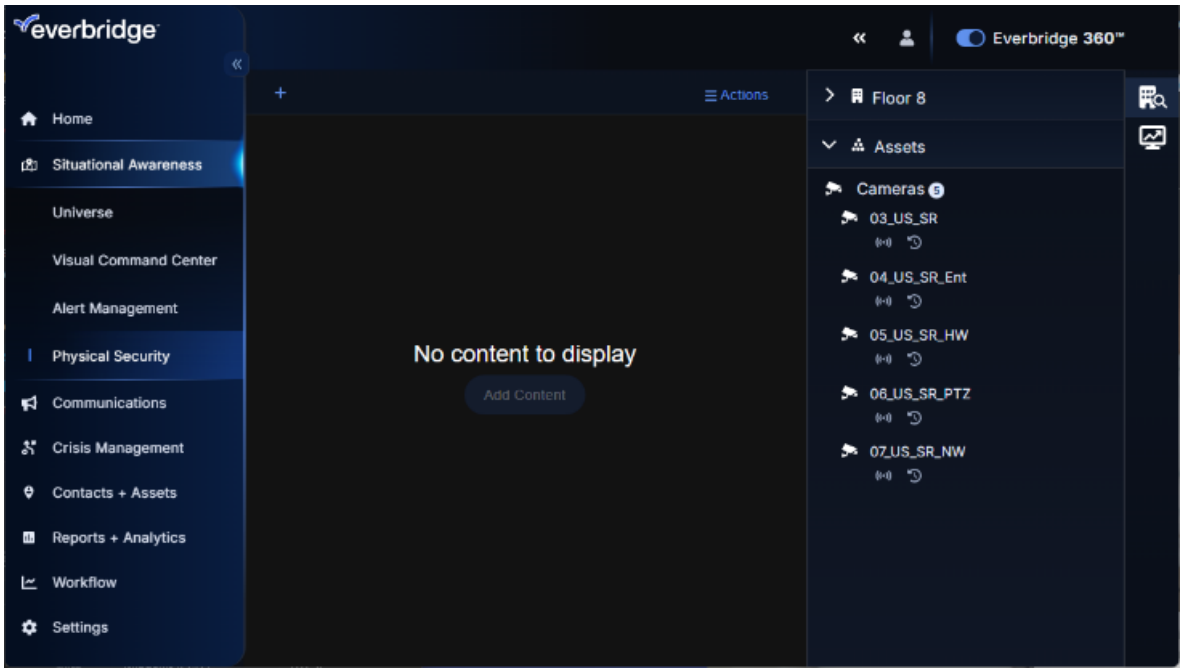


3. Select the location icon on the right and browse to the location of the cameras.



4. Browse the available locations and sub-locations. Select a location to view cameras within the location.


everbridge
Everbridge 360™
Home
Situational Awareness
Universe
Visual Command Center
Alert Management
Physical Security
Communications
Crisis Management
Contacts + Assets
Reports + Analytics
Workflow
Settings
Actions
No content to display
Add Content
Corporate Headquarters
UK
US
Corporate Headquarters
Exterior
Floor 8
Mississippi Canyon
Assets


everbridge
Everbridge 360™
Home
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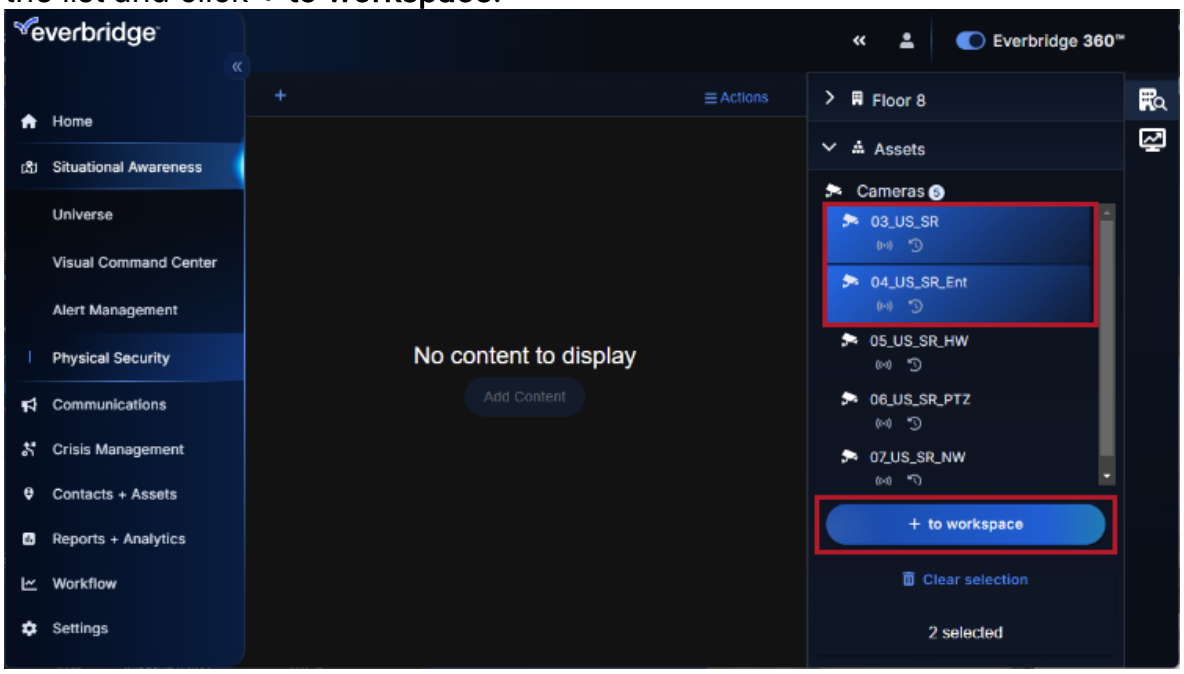
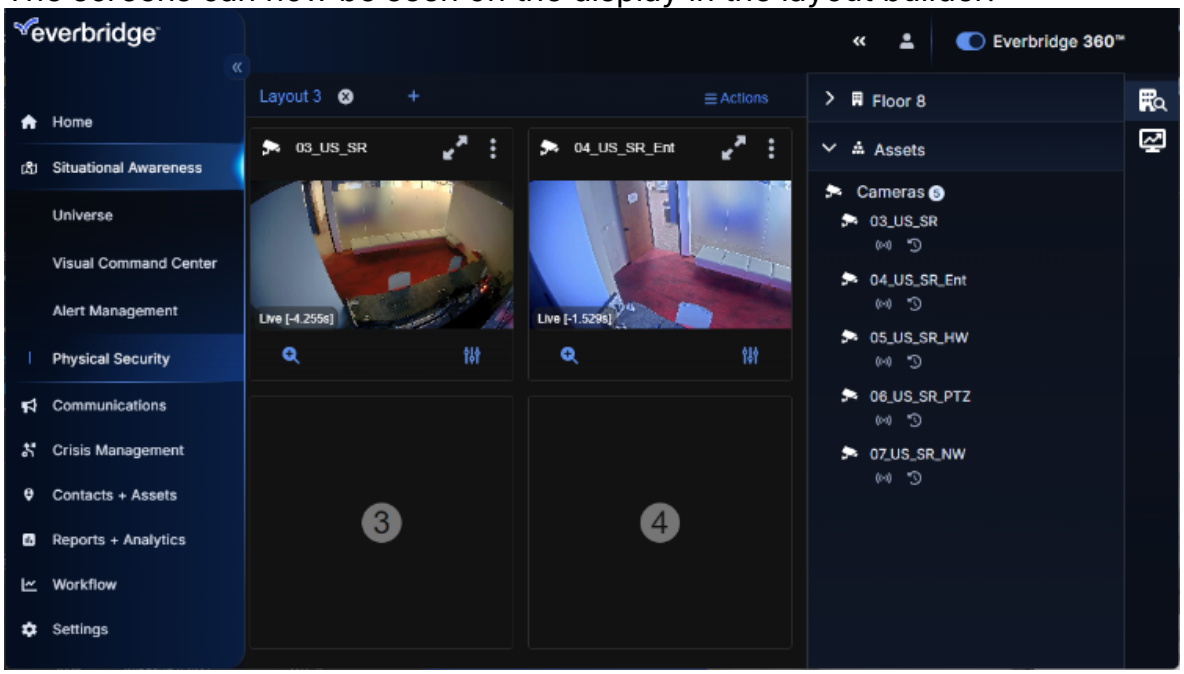
Alert Management
Physical Security
Communications
Crisis Management
Contacts + Assets
Reports + Analytics
Workflow
Settings
Actions
No content to display
Add Content
Floor 8
Assets
Cameras 5
03_US_SR
04_US_SR_Ent
05_US_SR_HW
06_US_SR_PTZ
07_US_SR_NW

5. To view video from one or more cameras, select one or more cameras from the list and click **+ to workspace**.



6. The screens can now be seen on the display in the layout builder.



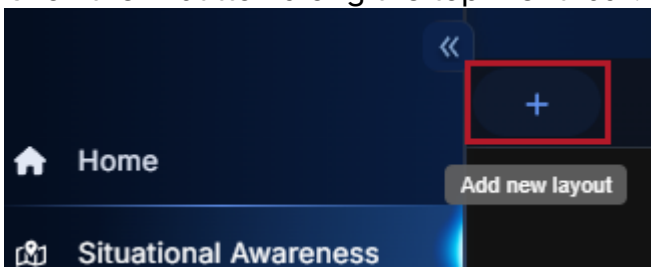
Layouts, Tiles, and Grids

The video workspace allow you to open one or more layouts. The tile grid style can be configured for each layout.

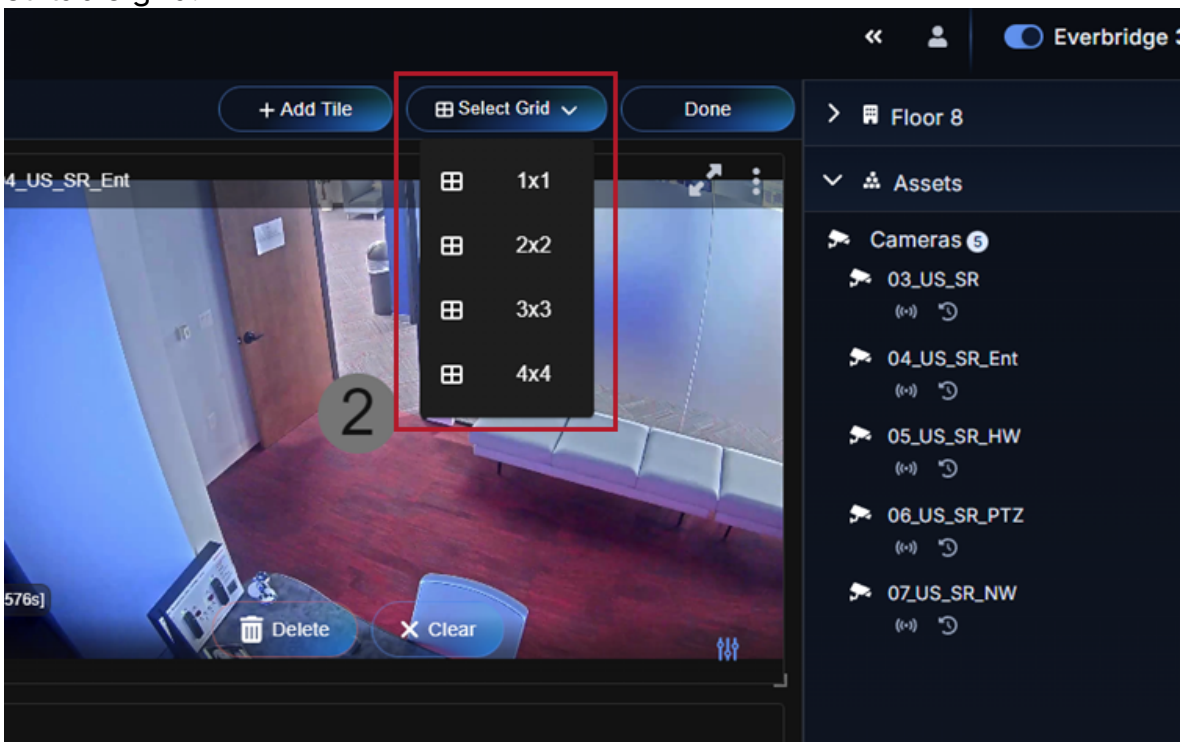
Adding New Layouts

To add layouts:

1. Click the **+** button along the top menu bar.

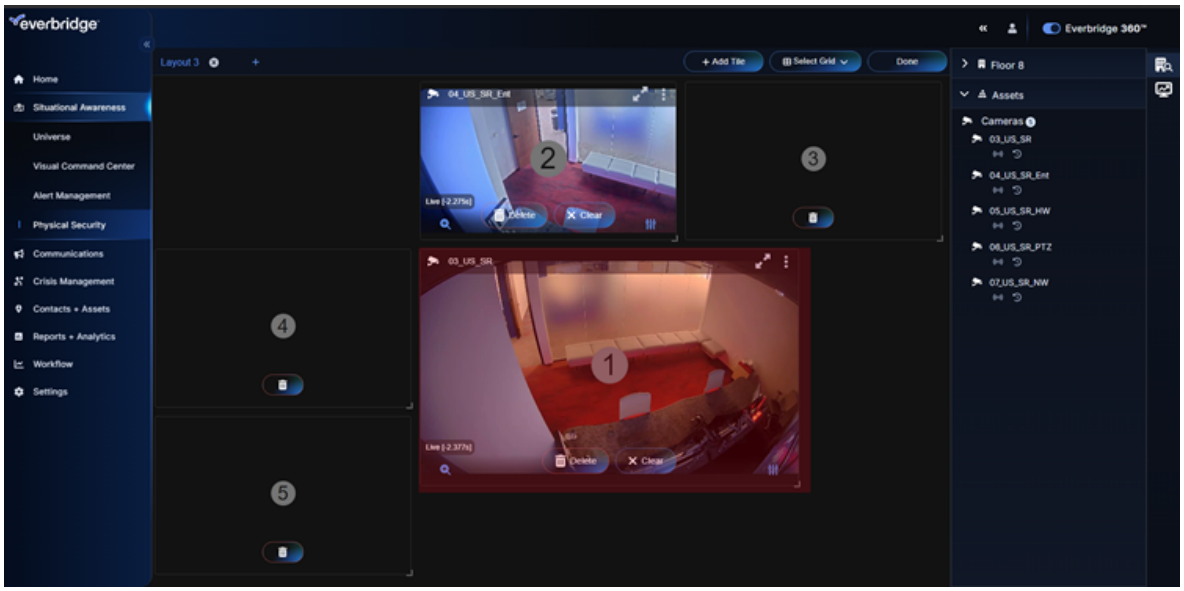


2. A new layout is added to the video layout area. To change the grid style of the layout, select **Edit Tiles**. Use the **Select Grid** drop down menu to select a suitable grid.



3. Add new tiles by clicking on the **+ Add Tile** button. If needed, they can be removed again by clicking **Delete** on the tile.

4. Assign cameras to specific tiles by dragging them from the right-hand asset tree to a tile.



5. Once satisfied with a Layout, click **Done** to exit edit mode.

Stream Options

Depending on capability, different cameras will provide additional options such as access to playback, changing stream quality, etc. To view stream options, select the **Stream Options** button.

Accessing Recorded Video

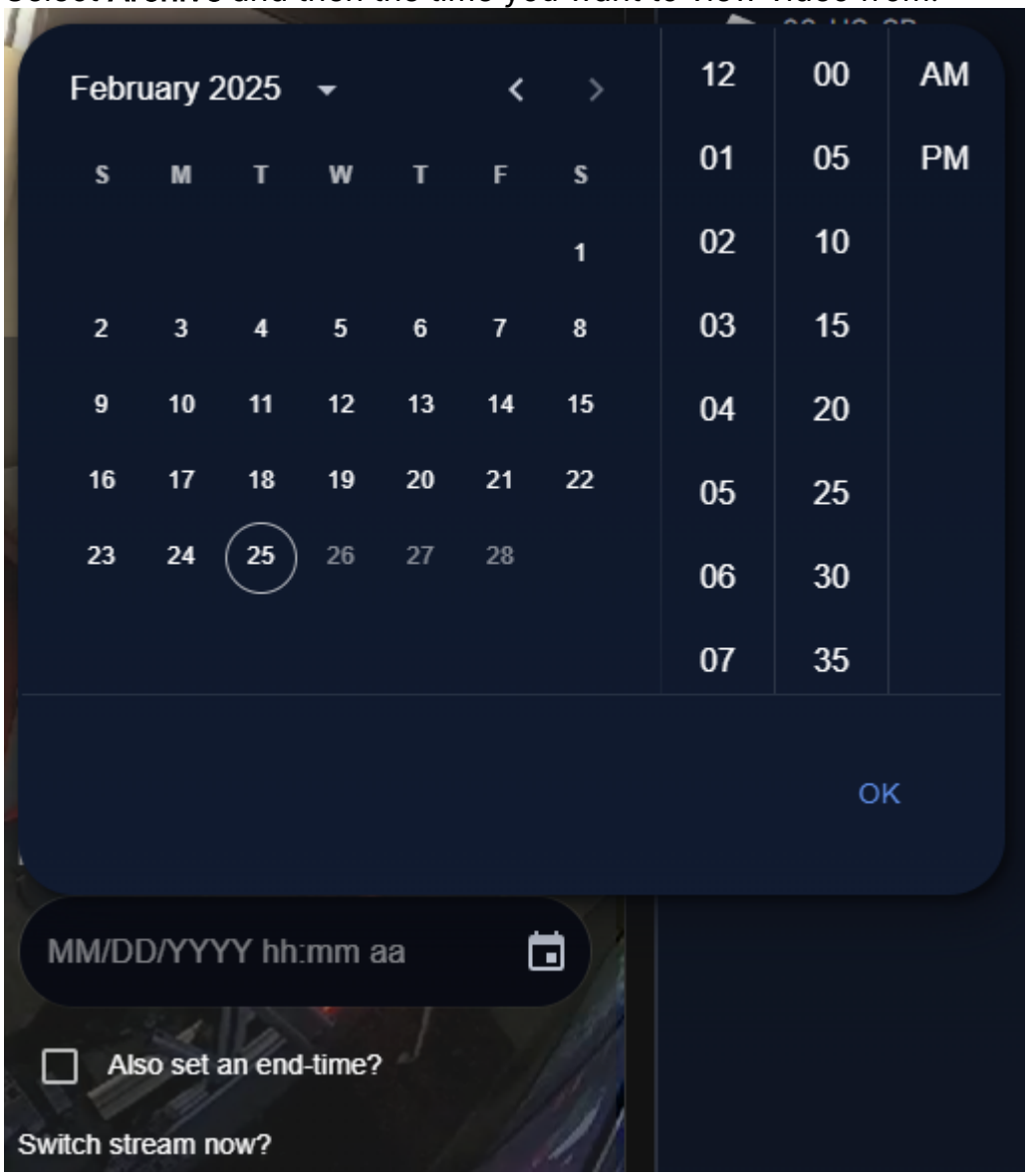
It is possible to access recorded video for cameras connected to a video system with recordings.

> **NOTE:** Recording video is a feature of the integrated Video Management System, NVR or DVR. Everbridge does not record video. If recorded video is not available, confirm that the integrated video system supports this and has been setup correctly.

To access recorded video from a camera:

1. Select the **Stream Options** button.

2. Select **Archive** and then the time you want to view video from.



3. Confirm the selection by selecting **Yes** under the **Switch stream now?** prompt.
4. The video stream from the selected date will display.

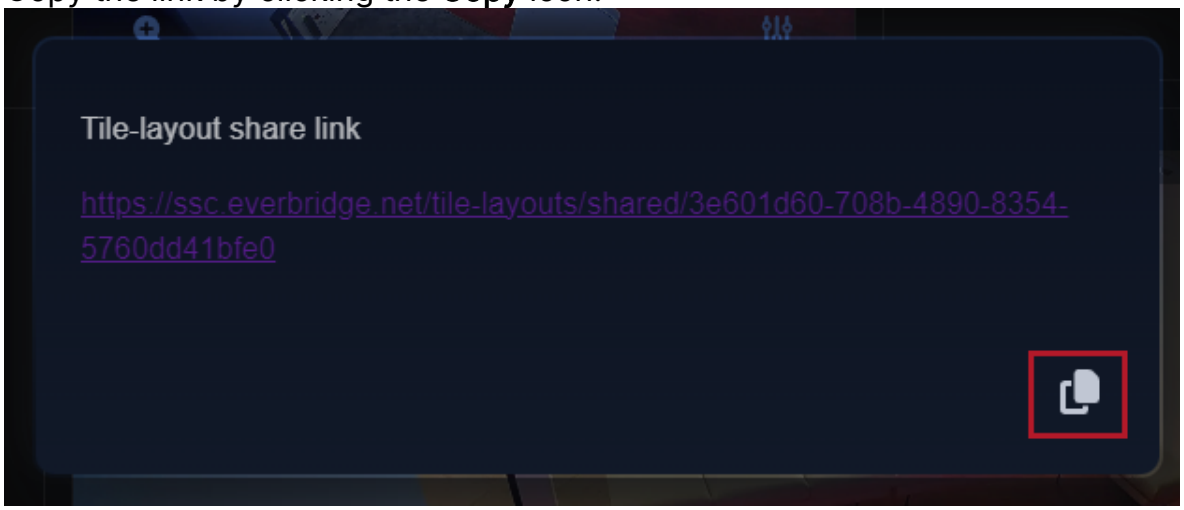
Sharing Video

Video layouts can be shared via shareable link. The recipient of the link will be presented with the selected video feeds, assuming they are able to login to Everbridge 360 and that they have permission to view the cameras.

To share video:

1. Select the **Share Layout** button.

2. Copy the link by clicking the **Copy** icon.



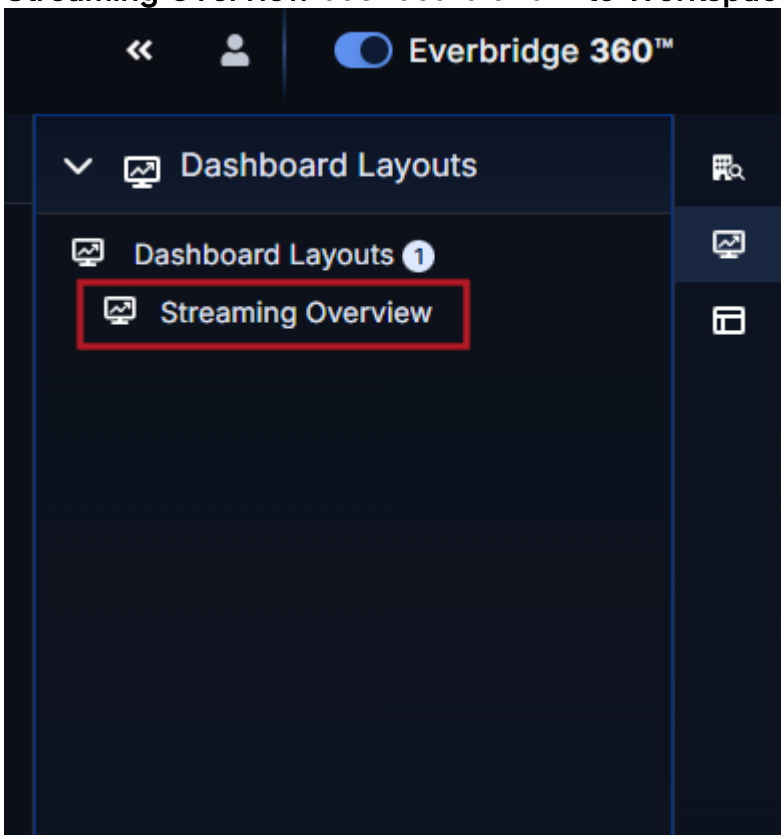
3. Share the link with anyone who needs to see the video.

Monitoring Use

Administrators can monitor who is using the system and which streams they are accessing. They can also stop active streams.

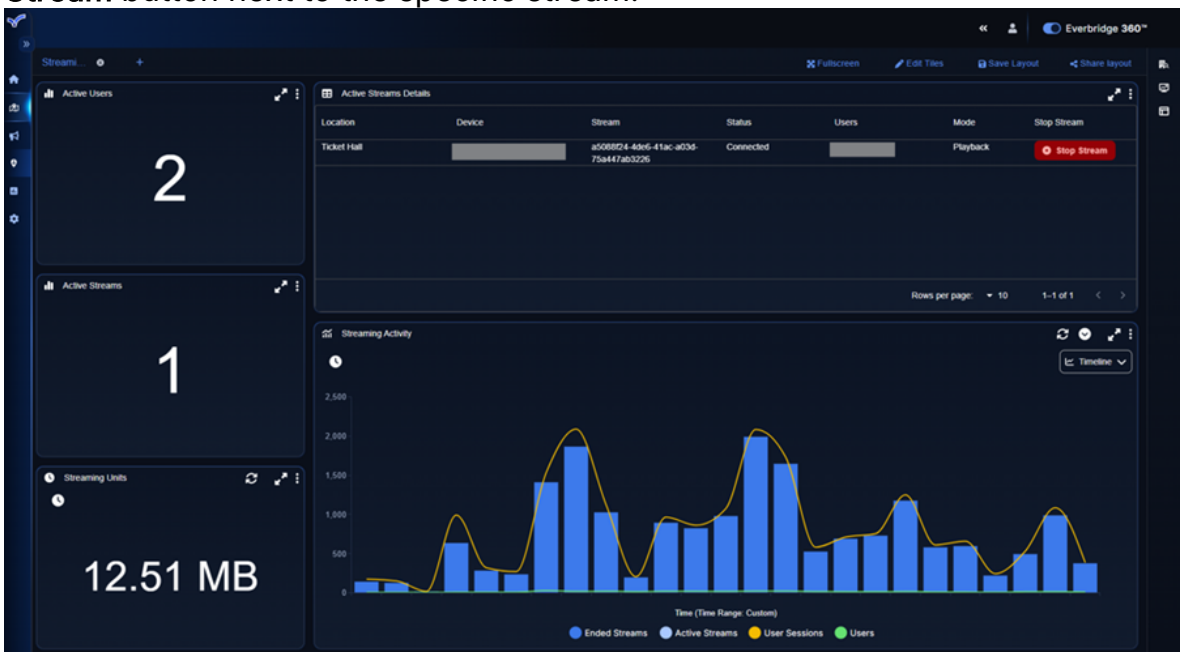
To view who is using the system:

1. Select the **Dashboard Explorer** from the right-hand menu. Then select the **Streaming Overview** dashboard and **+ to Workspace**.



2. The **Streaming Overview Dashboard** will be shown. Any active streams are listed in the grid below the number widgets. To stop a stream, select the **Stop**

Stream button next to the specific stream.



- Stop Stream permissions are only configured for elevated users. Permissions can be configured via the **Physical Security Manager Portal**.

3. Review the **Active Streams** and **Active Users** as needed.

Streaming Activity Widget

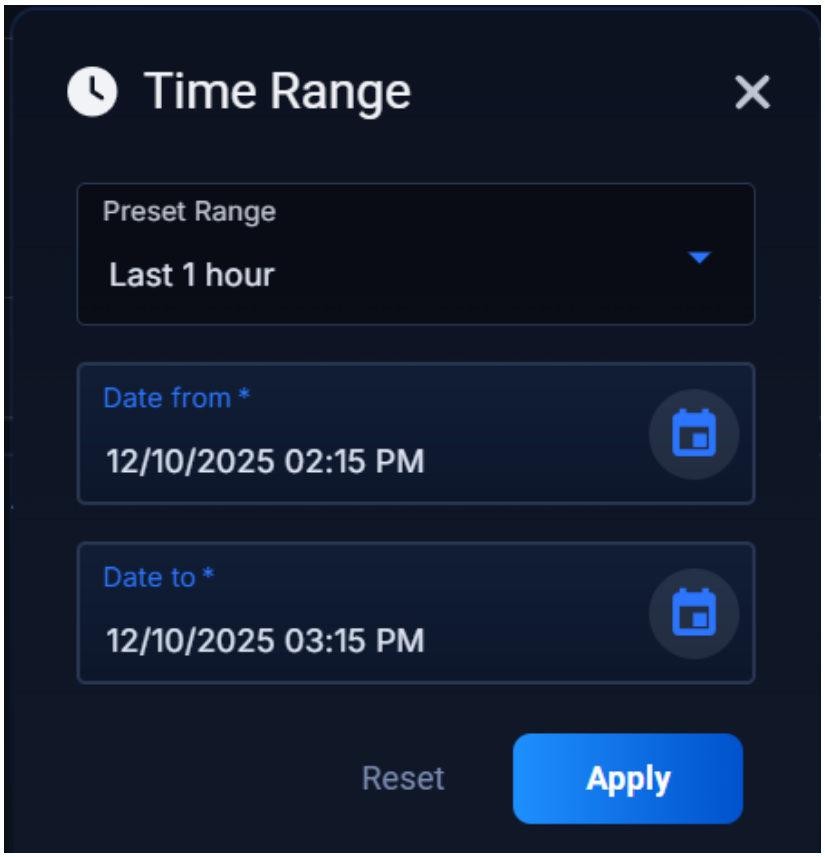
The **Streaming Activity** widget enables users to visualize and analyse streaming usage over a selected time period. It offers multiple chart views, allowing users to switch perspectives based on their reporting needs.

The following chart view options are available for the Streaming Activity widget:

- Timeline Chart
- Summary Chart
- Live vs. Playback Chart

Adjusting the Time Range

A **Time Range** selector is included at the top of the widget, allowing users to customize the period they want to analyze.



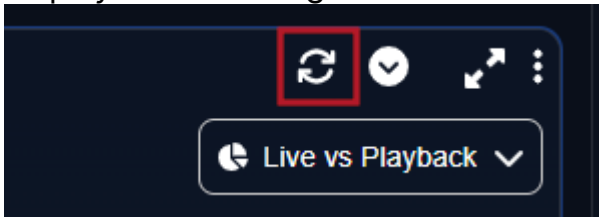
Options include:

- Last 15 minutes
- Last 1 hour
- Last 12 hours
- Last 24 hours
- Last 3 days
- Last 7 days
- Last 30 days
- Custom date range

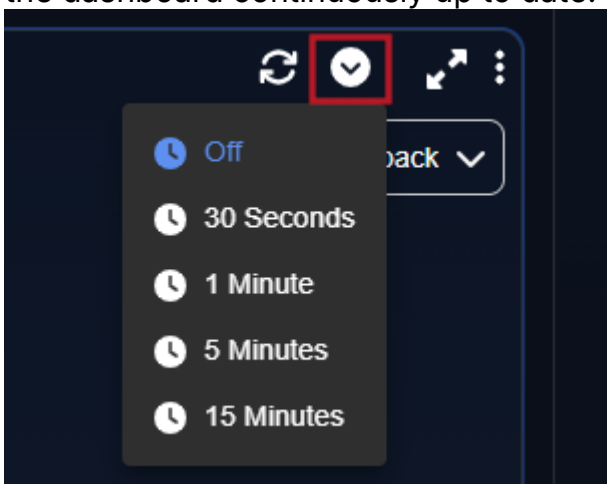
Data Refresh

The Streaming Activity widget supports both manual and automated refresh options, ensuring users can always view up-to-date streaming information.

- **Manual Refresh** - Click the **Refresh** icon to immediately reload the data displayed in the widget.



- **Automatic Refresh** - Users can choose an automatic refresh interval to keep the dashboard continuously up to date.

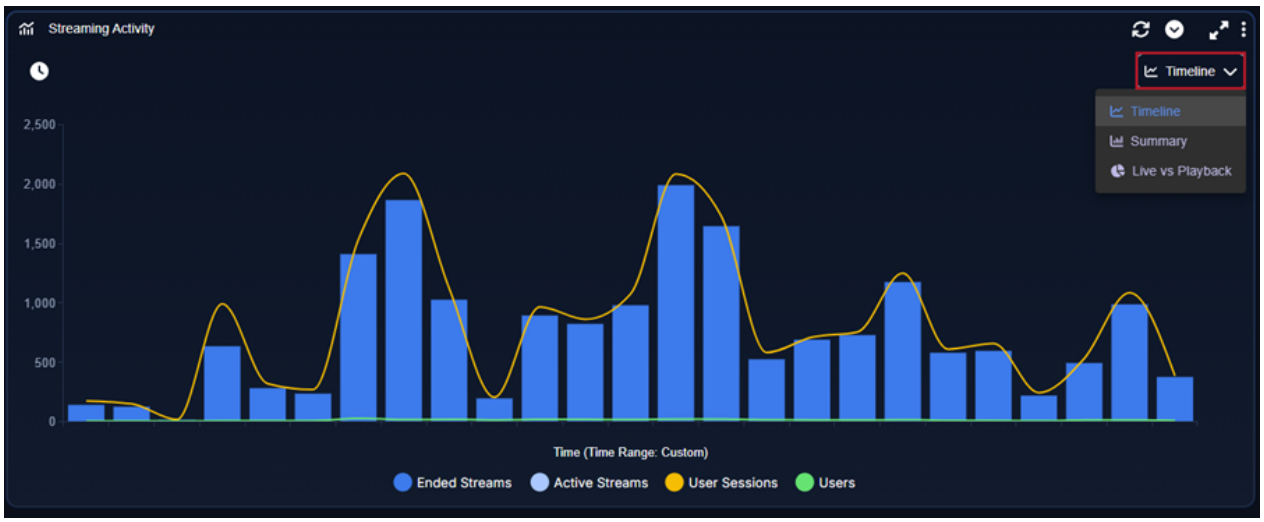


  Available options include:
  - Off
  - 30 Seconds
  - 1 Minute
  - 5 Minutes
  - 15 Minutes

Once enabled, the widget will be updated automatically without requiring further user action.

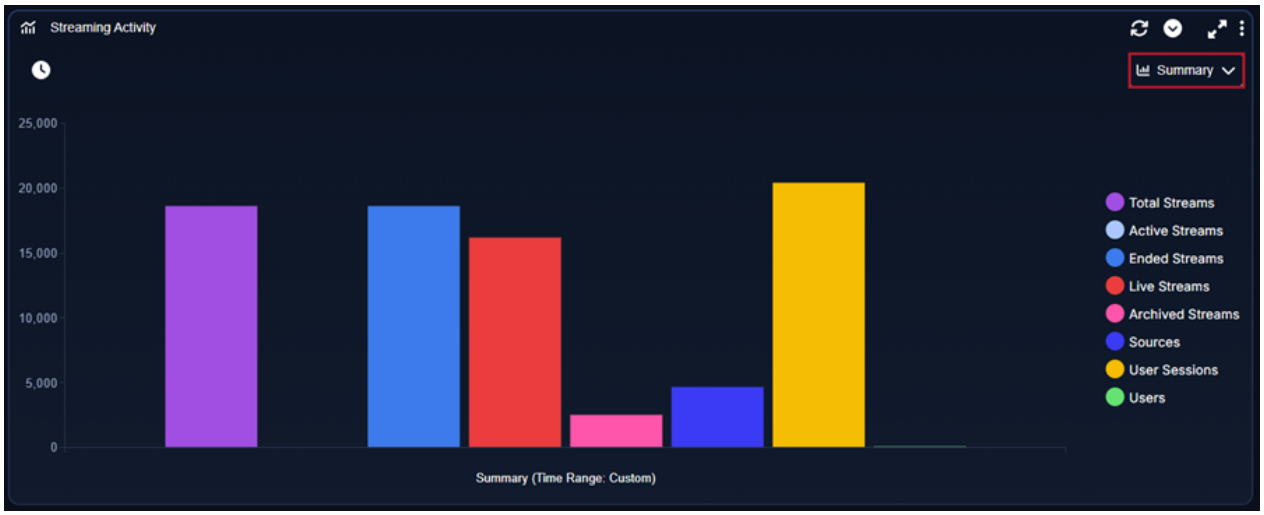
Timeline Chart

The **Timeline** chart displays streaming usage over a chosen date range. It shows total activity trends over time while highlighting usage patterns (such as high-traffic periods). Hover the cursor over the chart to view the exact values for any point in time.

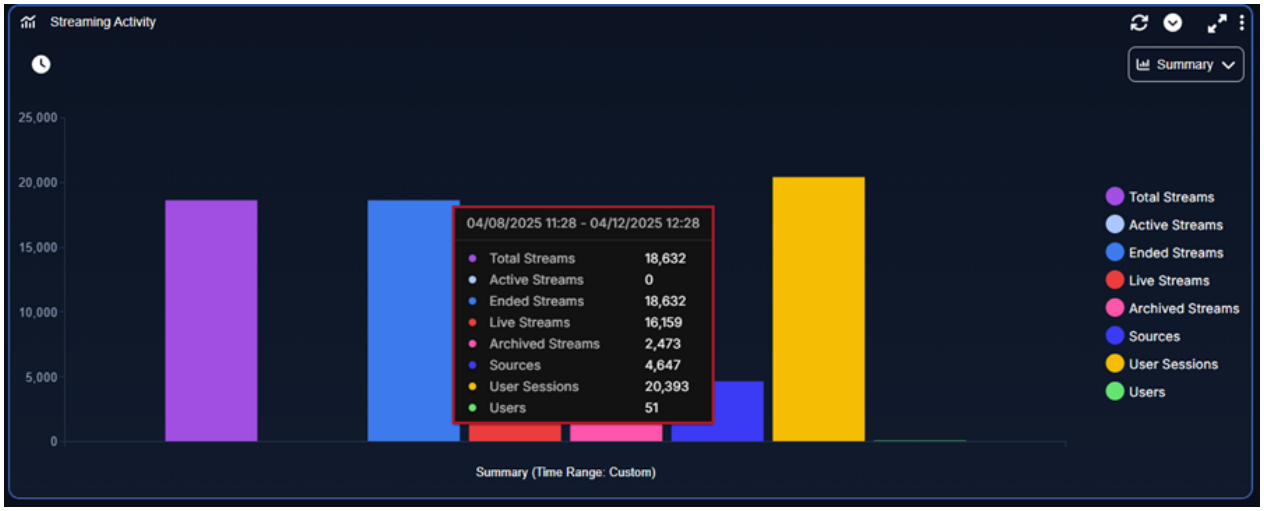


Summary Chart

The **Summary** chart provides a consolidated snapshot of overall streaming activity during the selected time range. It includes high-level totals and distribution metrics, making it ideal for quick reporting and analysis.

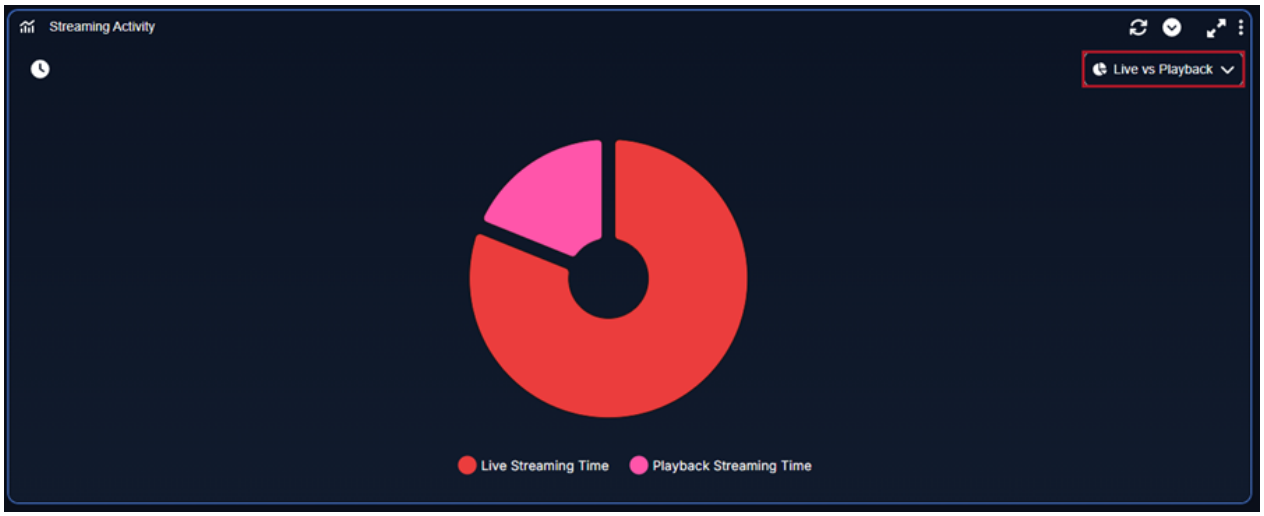


Hover the cursor over a metric to reveal its value details.

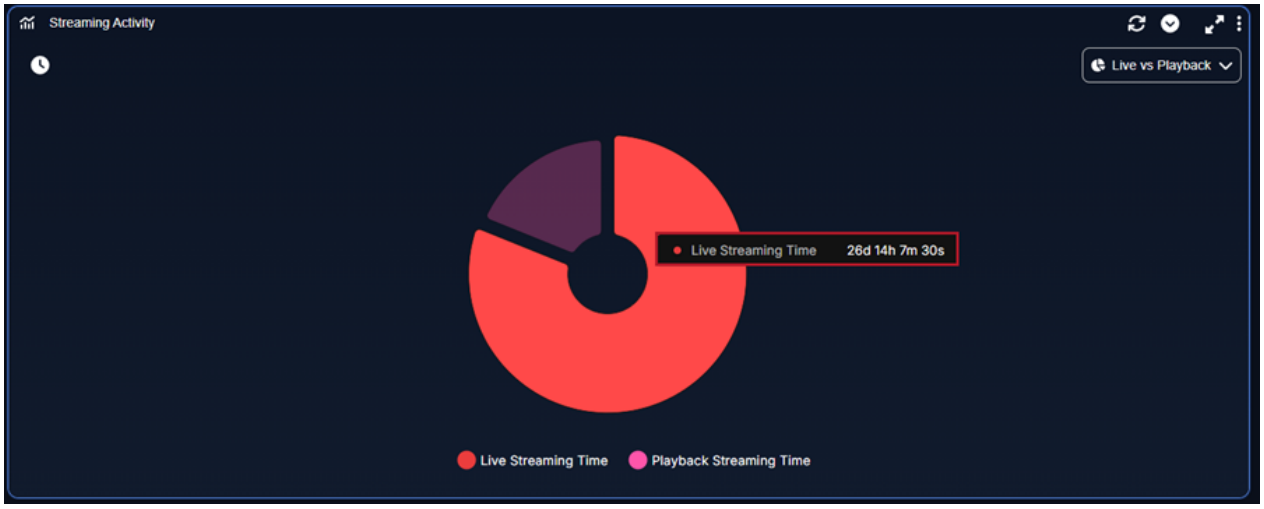


Live vs. Playback Chart

The **Live vs. Playback** chart shows how users engage with the platform by comparing live viewing to recorded playback. It provides a clear visual split between the two consumption types to help identify usage trends.



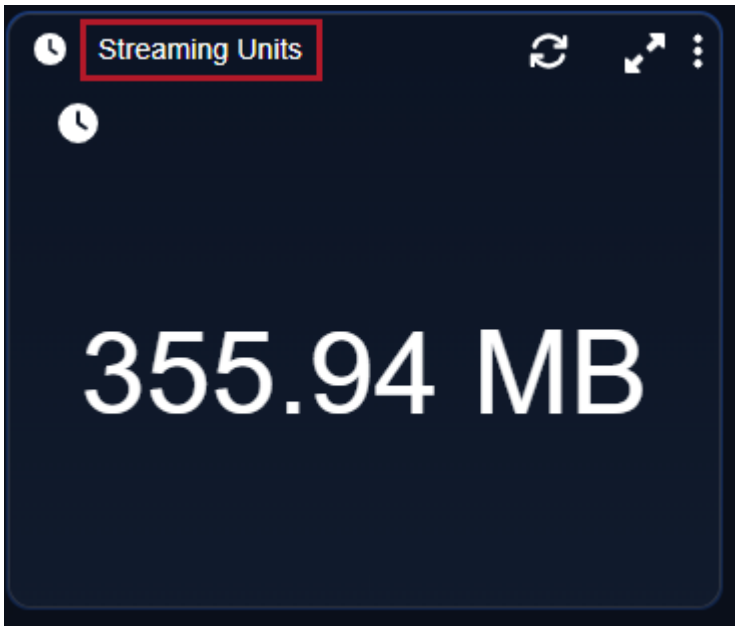
Hover the cursor over the chart to display the specific values for each category.



Streaming Units Widget

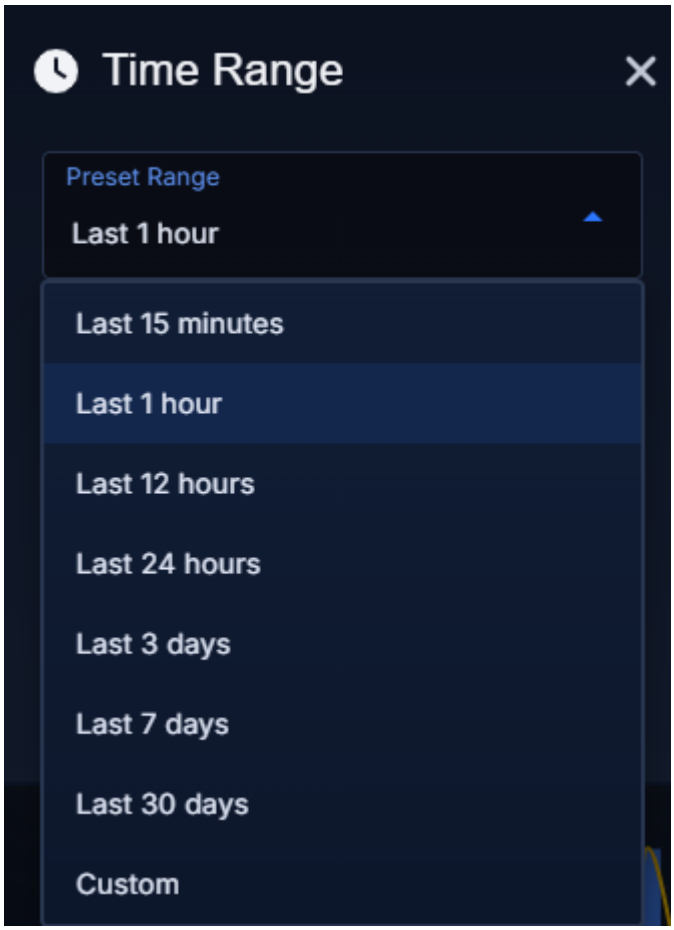
The **Streaming Units** widget provides a clear view of the total data streamed over a selected time period, helping users understand consumption levels, monitor usage trends, and assess how streaming volumes fluctuate during specific events or operational windows.

Like other dashboard widgets, **Streaming Units** includes a time-range selector and data-refresh control, ensuring users always see the most up-to-date information.



Adjusting the Time Range

A **Time Range** selector is included at the top of the widget, allowing users to customize the period they want to analyze. Adjusting the time range automatically updates the chart to reflect the selection.



Time range options include:

- Last 15 minutes
- Last 1 hour
- Last 12 hours
- Last 24 hours
- Last 3 days
- Last 7 days
- Last 30 days
- Custom date range

Data Refresh

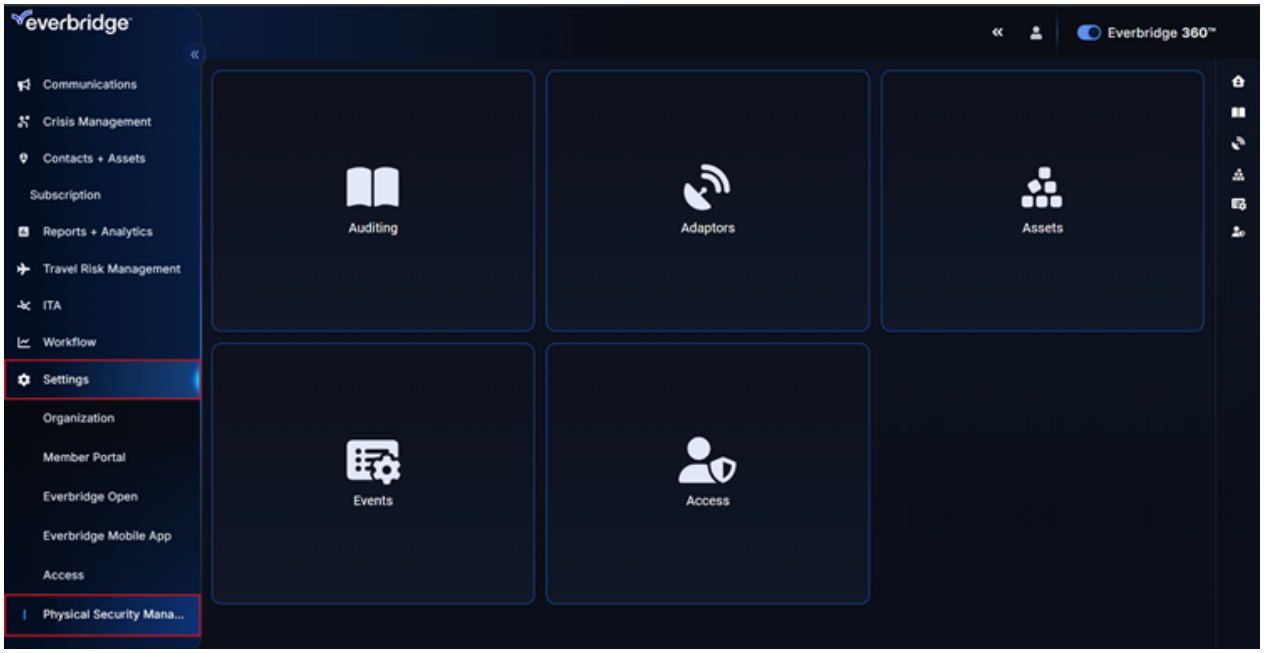
The data for the Streaming Units widget can be refreshed either manually or automatically.

- **Manual Refresh** - Users can click the **Refresh** icon to manually reload the streaming data at any time, which is especially useful when monitoring active events or real-time changes.

- **Automatic Refresh** - If globally supported at the dashboard level, users can enable an automatic refresh interval to keep the widget continuously updated without manual input.

Physical Security Management

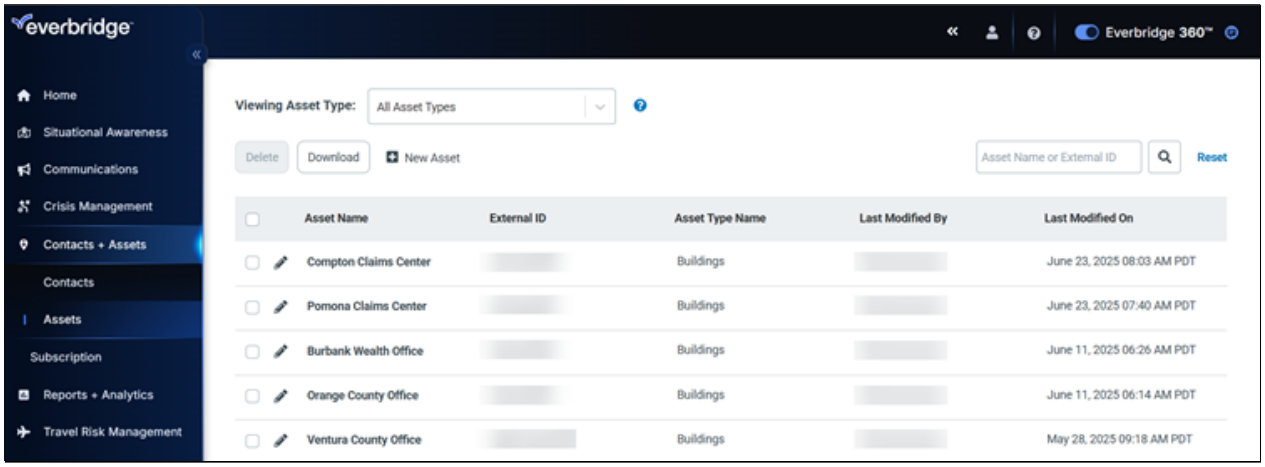
The **Physical Security Management** section under **Settings** provides the ability for Administrators to manage connections to sub-systems, permissions and assets, as well as accessing auditing information.



Asset Management

Everbridge 360 Physical Security automatically imports assets from connected subsystems. These can represent devices and the locations the devices exist in. Many physical security systems organize security assets in a location hierarchy structure.

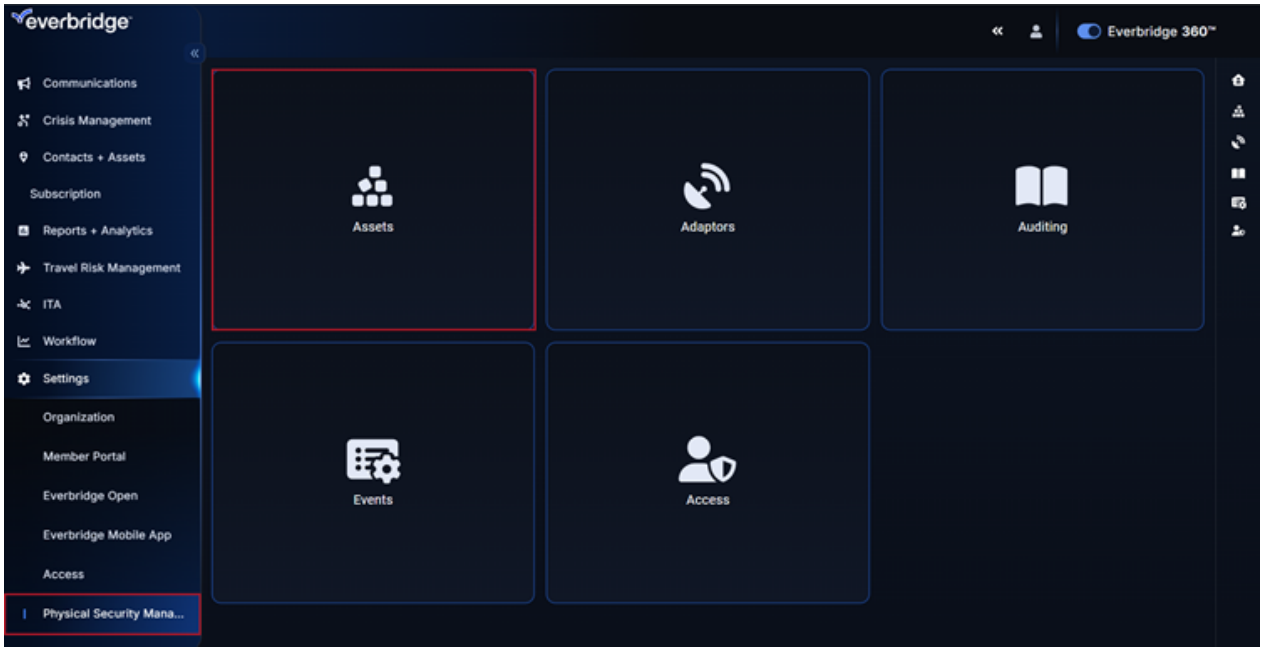
Everbridge 360 Physical Security also imports the locations configured in **Everbridge 360 Contacts + Assets**.



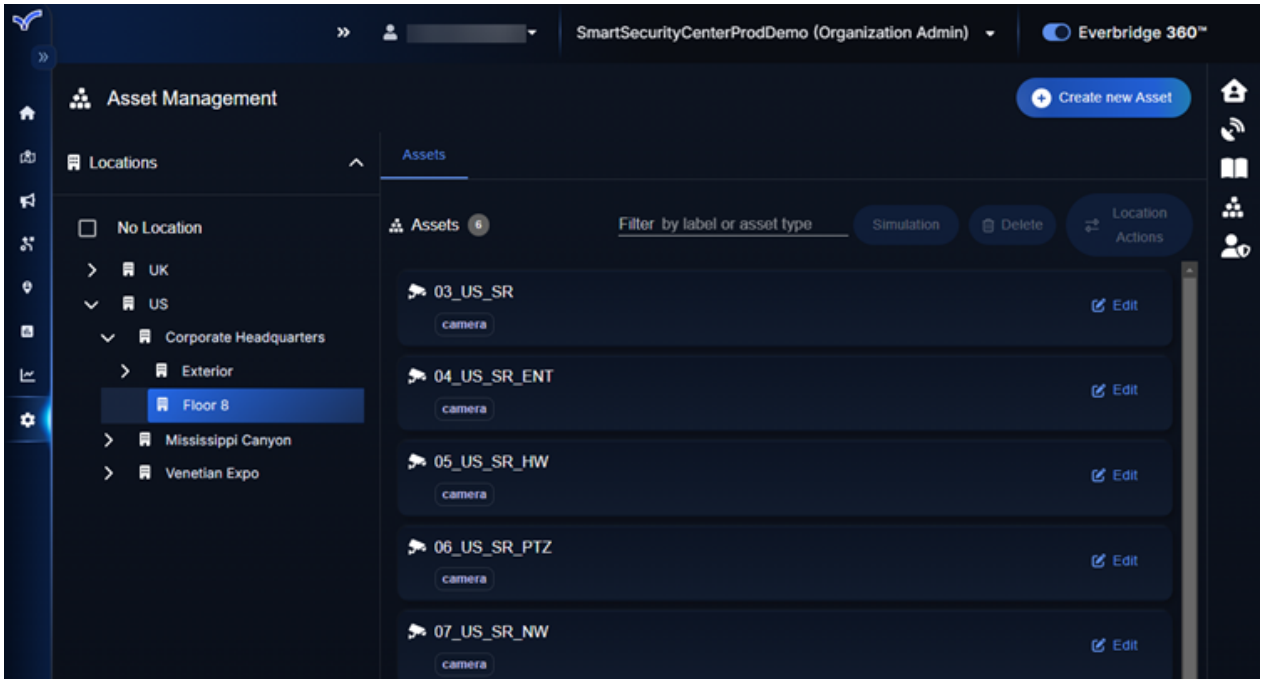
To make Cameras available to end-users, Physical Security administrators must organize imported cameras into the Locations configured with the **Everbridge 360 Contacts + Assets** section.

To do this, navigate to the **Asset Management** interface in the **Physical Security Management** section (**Settings** > **Physical Security Management**) and click the

Assets tile.



The **Asset Management** page will then open.



Preparing Everbridge 360 Locations

Everbridge 360 location assets will not have a parent location - select **No Location** to view them.

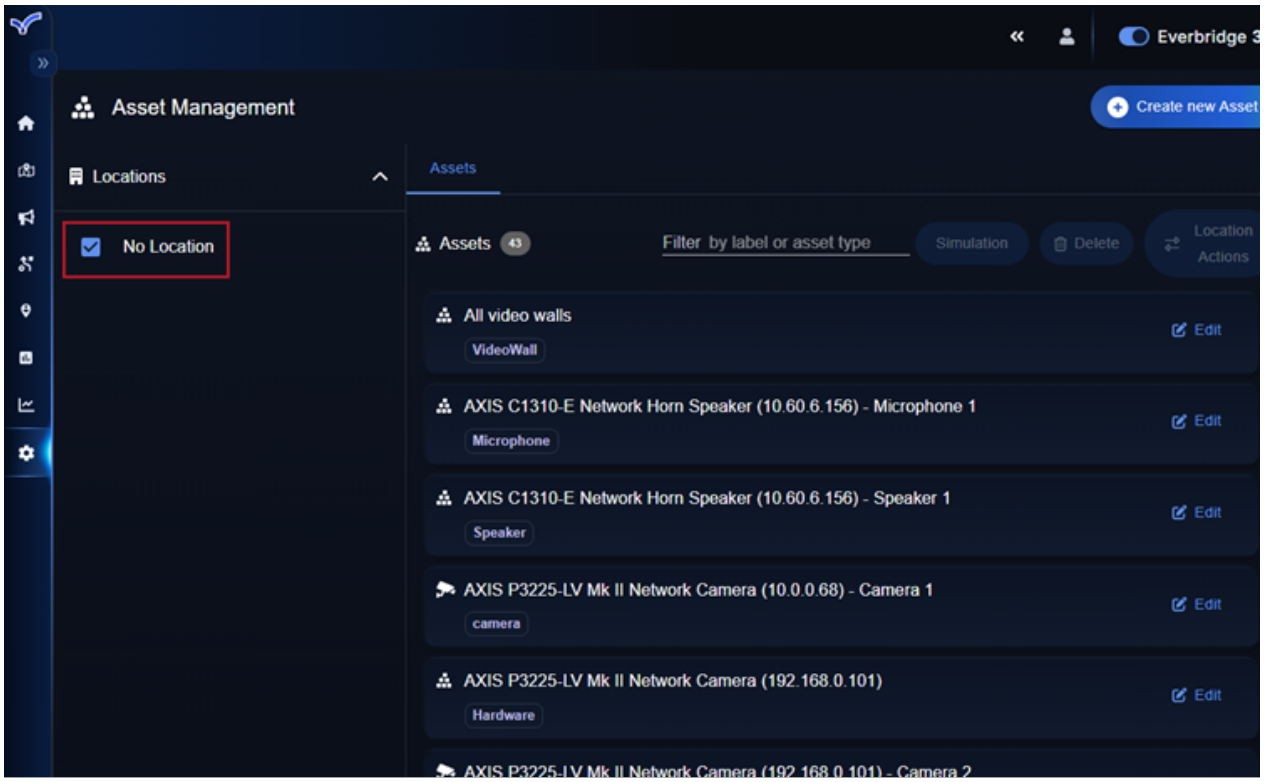
Select a location asset and then click **Location Actions** > **Set as Location** in order to make it a location that can exist in the hierarchy and have associated device assets.

Use the **Move** option to move locations into other locations. In this way, Locations can then be arranged into a hierarchy if required by moving them under a parent.

Moving Cameras Into Locations

Selecting **No Location** lists assets that do not have a parent location. This will show imported locations and top-level locations. The locations read from the Adaptor will be listed on the **Assets Management** page, when No Location is selected, and any associated devices will be listed under their respective location.

Select a camera, click **Location Actions**, and move it into desired location.

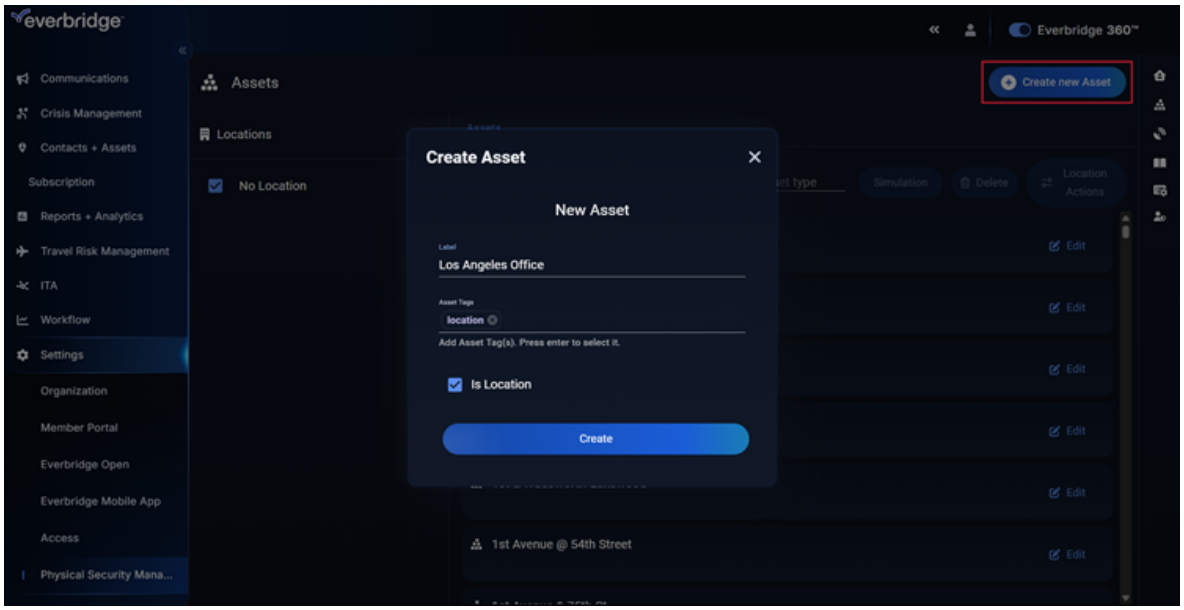


Creating Assets

It is possible to create location assets that do not exist in Everbridge 360 Contacts + Assets. To create locations:

1. Navigate to **Asset Management** in **Physical Security Manager**.
2. Select **Create new Asset**, enter a Label and any tags required.

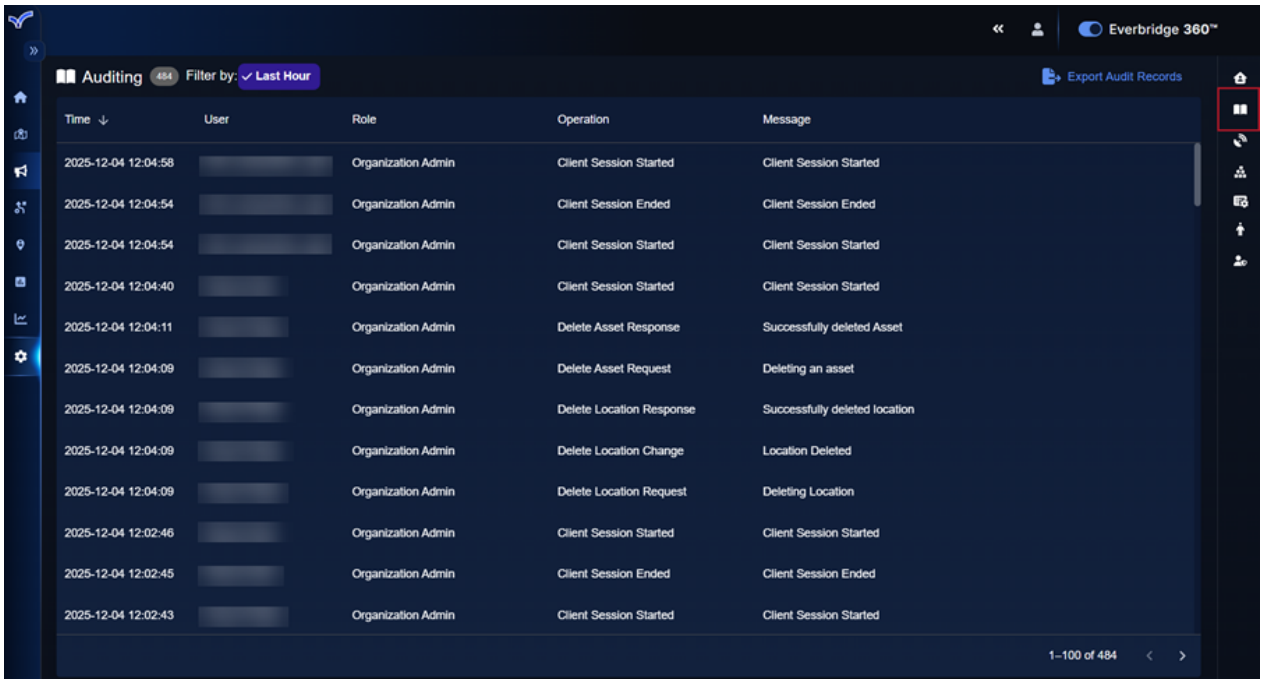
3. If the asset is a location, check the **Is Location** option.
4. Select **Create**.



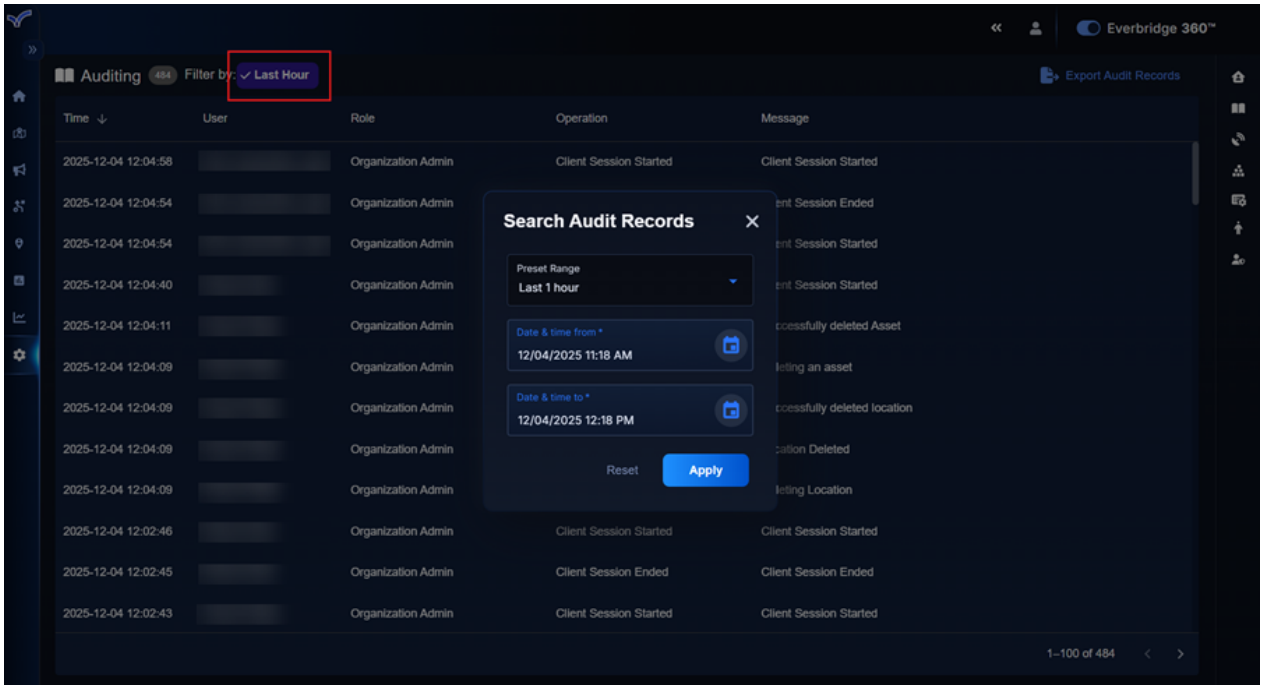
Once created, you can edit an asset by selecting **Edit** from the list.

Auditing

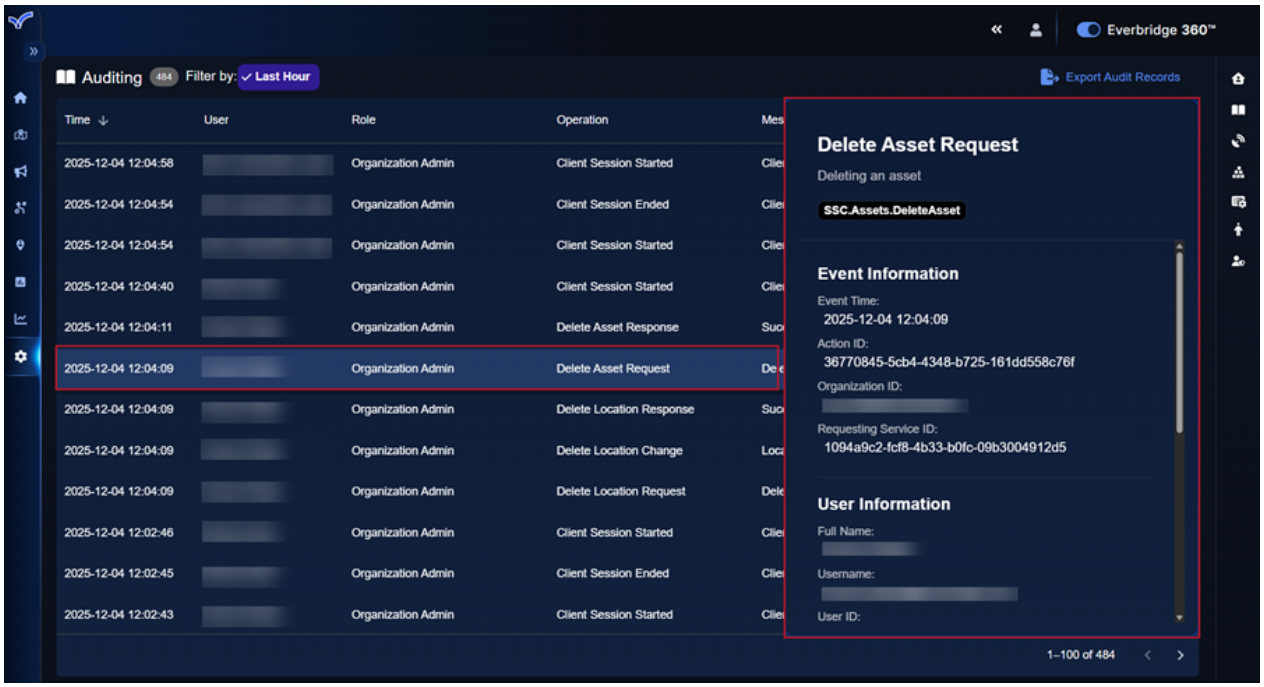
Physical Security stores information about what happens in the system, which can be viewed by clicking the **Auditing** icon on the right-hand toolbar.



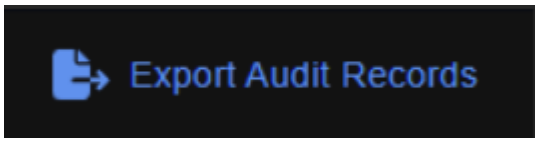
Use the **Filter By** option to select a time span to use when querying audit information.



Click on an item from the list to open its **Audit Details** panel to the right, which indludes crucial event information like time stamps and Action ID, as well as information about the user that created the event.



Audit information can be exported to a JSON file using the **Export Audit Record** button.



Updating an Adaptor User With New Password

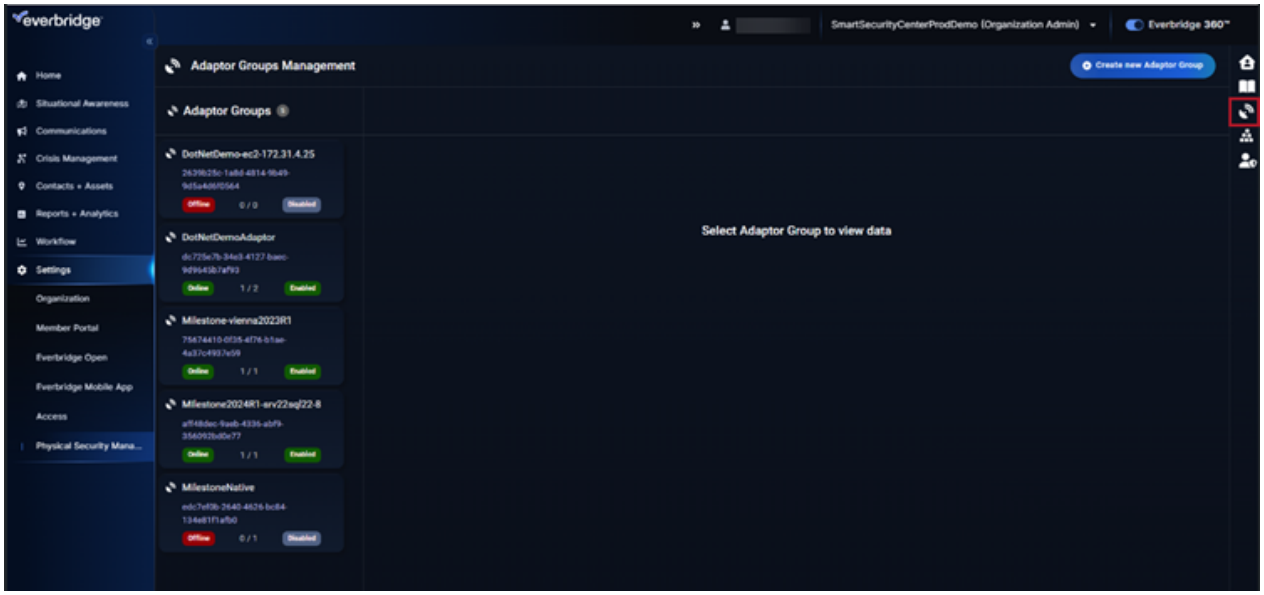
Adaptor Services hold a username and password used when authenticating with the Everbridge Cloud services. This password needs to be updated regularly to ensure the best level of security.

Prerequisites

A new password has been issued by Everbridge for the Adaptor user for Organization.

Process

The process must be followed for every adaptor machine connected to the Organization. The Organization's adaptor details for can be found on the the **Adaptor Groups** page by clicking the **Adaptors** icon to the right.



For every media server where Physical Security adaptor is running:

1. Navigate to C:/ProgramData/Everbridge/SSC/Connectors/<subsystem>/configuration.json.

2. Replace the <password> with the updated one:

```
{
  "ConnectorConfig": {
    "EverbridgeAdaptorUsername": "<username>",
    "EverbridgeAdaptorPassword": "<password",
    "OidcConfigOptions": {
      "ClientId": "",
      "ClientSecret": "",
      "Scope": "openid user-profile role",
      "ConfigUrl": ",
      "KeyUpdateIntervalMinutes": 60,
      "RenewalTokenExpiryBufferSeconds": 300
    },
    "ConnectionConfigOptions": {
      "BaseUrl": "",
      "AdaptorGroupId": "",
      "AdaptorReferenceId": ""
    },
    "AdaptorGroupSettings": {
      "AwsKvsConfigurationOptions": {
        "AwsAccessKeyId": "",
        "AwsAccessSecret": "",
        "AwsRegion": ""
      }
```

3. Restart the CEM connector service.
4. Check that the service comes online.
5. You should now be able to resume streaming.

Updating an Adaptor With New KVS Keys

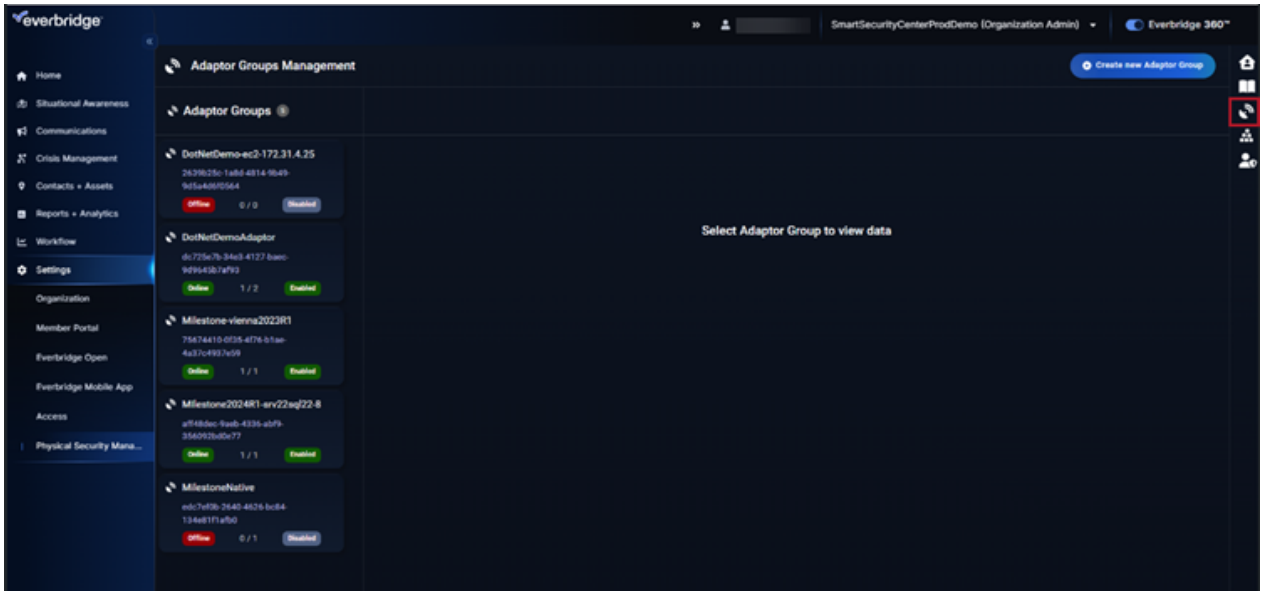
Adaptor Services hold a unique and secret key used when authenticating with the Everbridge Cloud services. This key should be updated regularly to ensure the best level of security.

Prerequisites

A new API Key and secret has been issued by Everbridge for your Organization.

Process

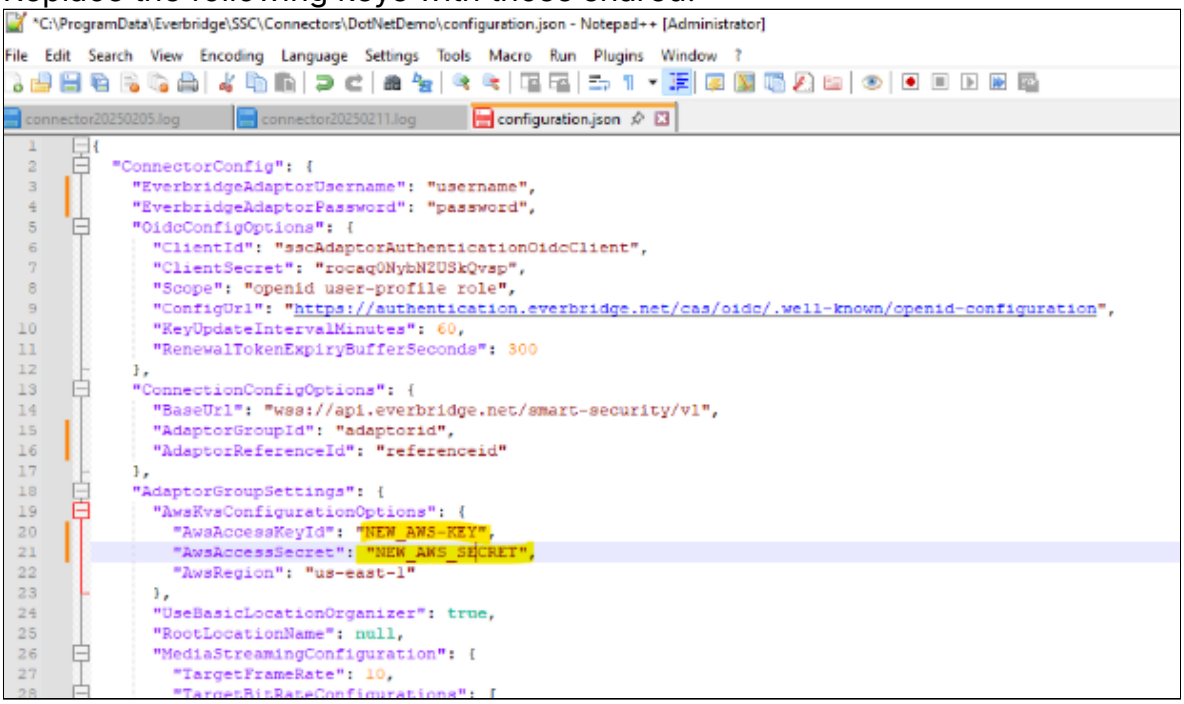
This process needs to be followed for every adapter machine connected to the Organization. The Organization's adaptor details for can be found on the the **Adaptor Groups** page by clicking the **Adaptors** icon to the right.



For every media server where Physical Security adaptor is running :

1. Navigate to C:/ProgramData/Everbridge/SSC/Connectors/<subsystem>/configuration.json.

2. Replace the following keys with those shared:



3. Restart the CEM connector service.
4. Check that the service comes online.
5. You should now be able to resume streaming.

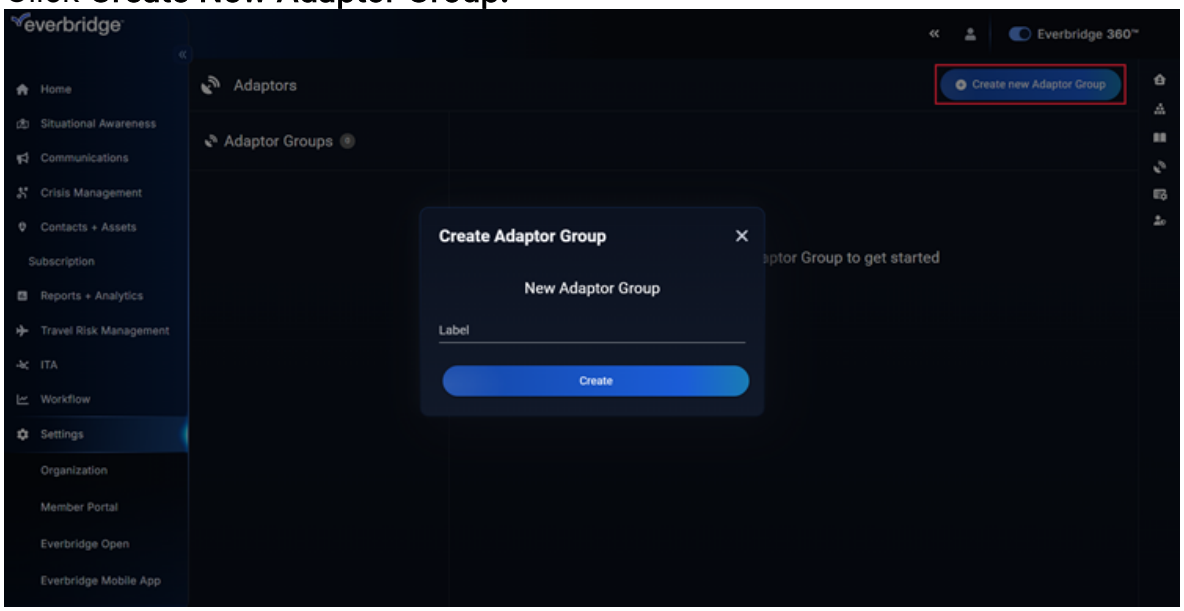
Advanced Configuration

Adaptor Group Management

Adaptors belong to an Adaptor Group. Before installing the first Adaptor, create a new Adaptor Group from the **Adaptor Group Management** page (**Settings** > **Physical Security Manager** > **Adaptors**).

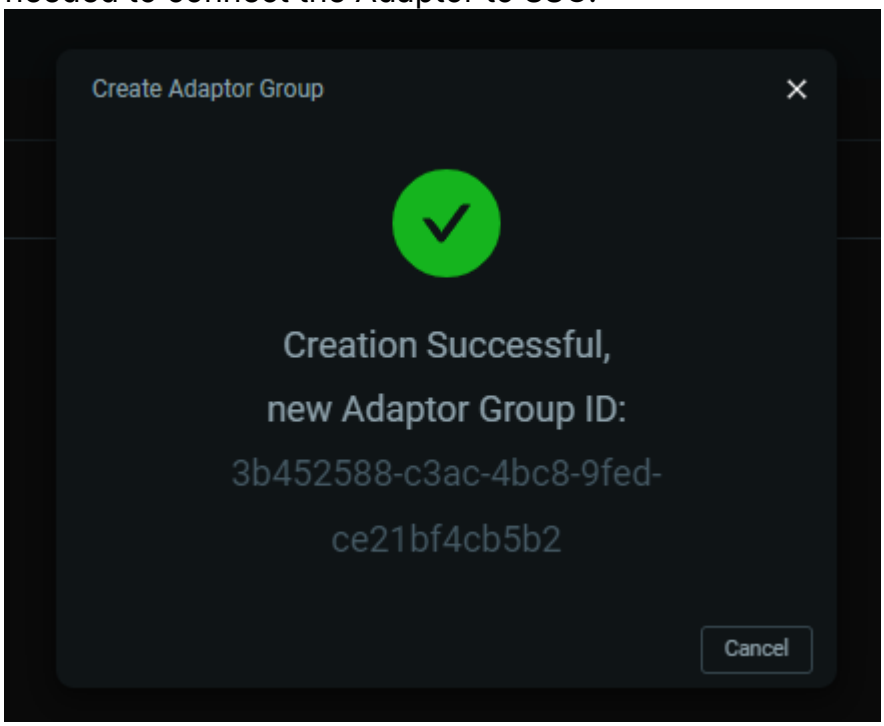
To create a new Adaptor Group:

1. Click **Create New Adaptor Group.**



2. Give the new Adaptor Group a label, then click **Create**.

3. Record the Adaptor ID generated when the group is created. This will be needed to connect the Adaptor to SSC.



Installing an Adaptor

Each adaptor has a unique installer. Please refer to the installation instructions of your selected adaptors for more information about how to install them.

Physical Security Feed

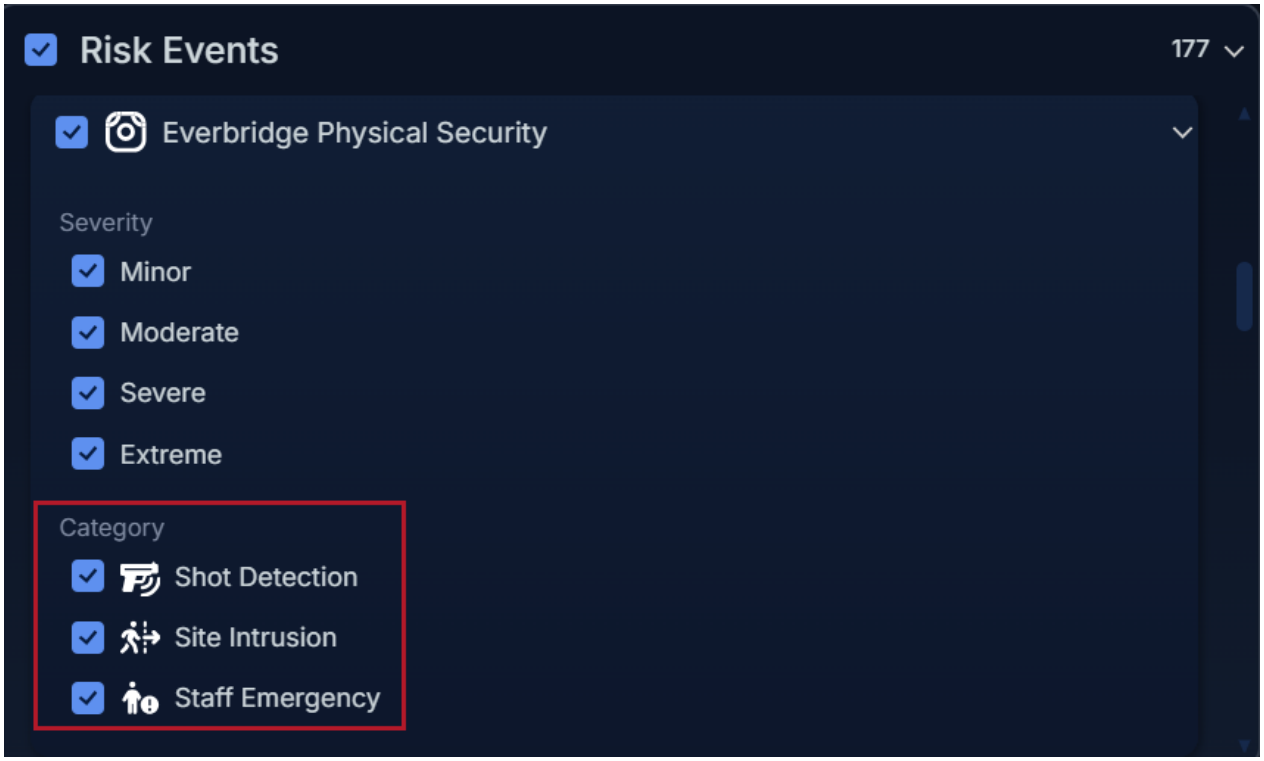
Overview

The **Everbridge Physical Security Feed** ingests and surfaces crucial event data from connected physical security systems. These events are normalized and displayed within EB360 and Visual Command Center (VCC), providing GSOCs with a unified, real-time view of Physical Security Risk Events.

Supported Event Types

The Physical Security Feed currently supports three Risk Event Types:

- Shot Detection
- Site Intrusion
- Staff Emergency



Shot Detection Events

Shot Detection Events are derived from connected gunshot detection systems. They're Immediately surfaced in VCC with contextual details, including Location and Event Type. Designed to provide high-urgency notifications for real-time situational awareness.

Site Intrusion Events

Site Intrusion Events are generated from Access Control Systems or Intrusion Detection Systems (such as Door Forced, Unauthorized Entry, Zone Breach, etc.). They're displayed in VCC with key metadata such as Location, Event Source, and timestamp while enabling GSOCs to quickly assess the severity and location of potential intrusions.

Staff Emergency Events

Staff Emergency Events are created when Panic or Duress Alerts are triggered from staff safety systems or devices. These Risk Events are prioritized automatically within the Risk Event feed for rapid awareness, supporting enhanced visibility and helping teams identify at-risk personnel to respond appropriately.

Configuring the Physical Security Feed

The **Physical Security Feed** surfaces Risk Events of the supported Risk Event Types (Intrusion, Staff Emergency, and Shot Detection) within Everbridge 360 and Visual Command Center. Workflows and their Filters can be adjusted anytime to refine Event handling or prioritization.

Prerequisites

Before configuring the Everbridge Physical Security Feed, ensure the following requirements are met:

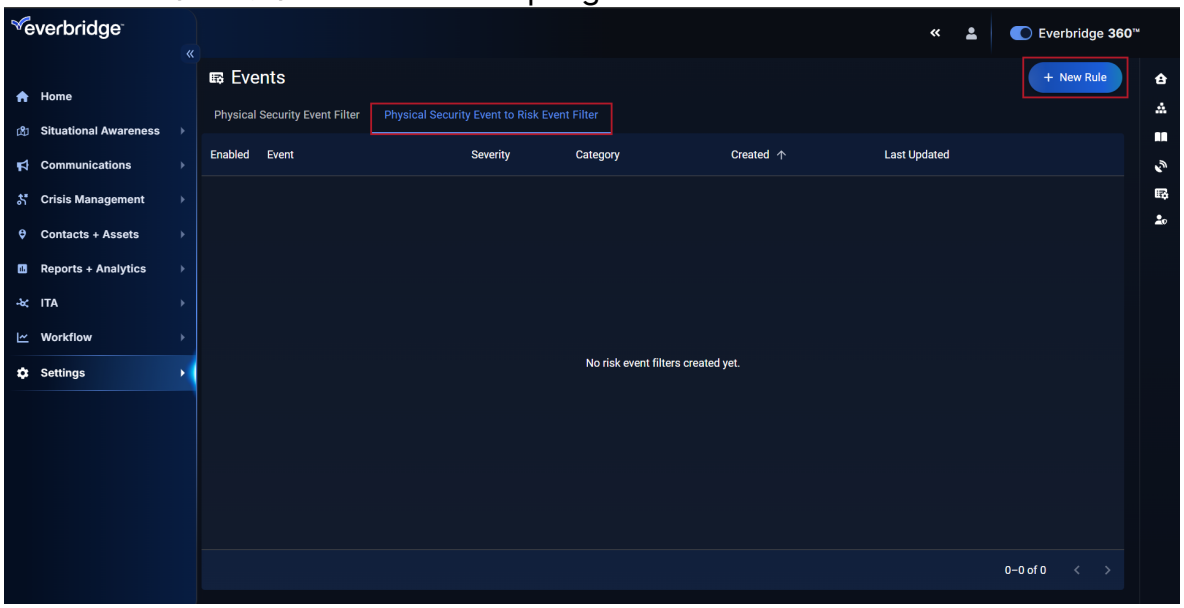
- You have an Everbridge 360 account with the **Physical Security** module enabled.
- An **Adaptor** with a connector is configured for each relevant third-party physical security system (e.g., Access Control, Intrusion, or Shot Detection systems).

Setup

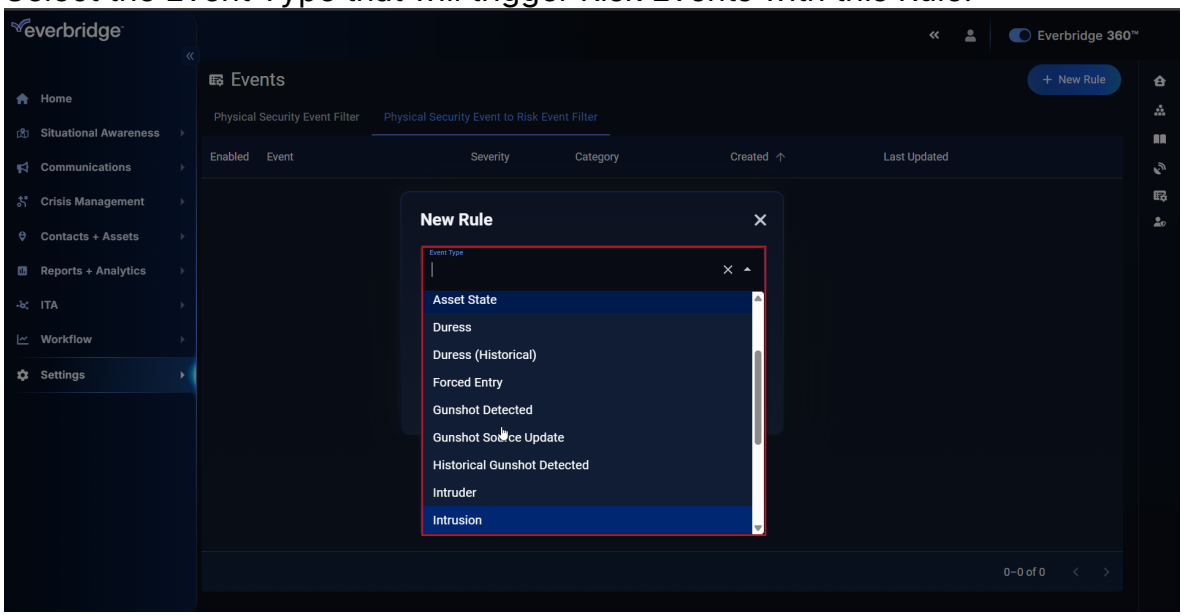
Configuring Event Filtering

To create an Event Filter:

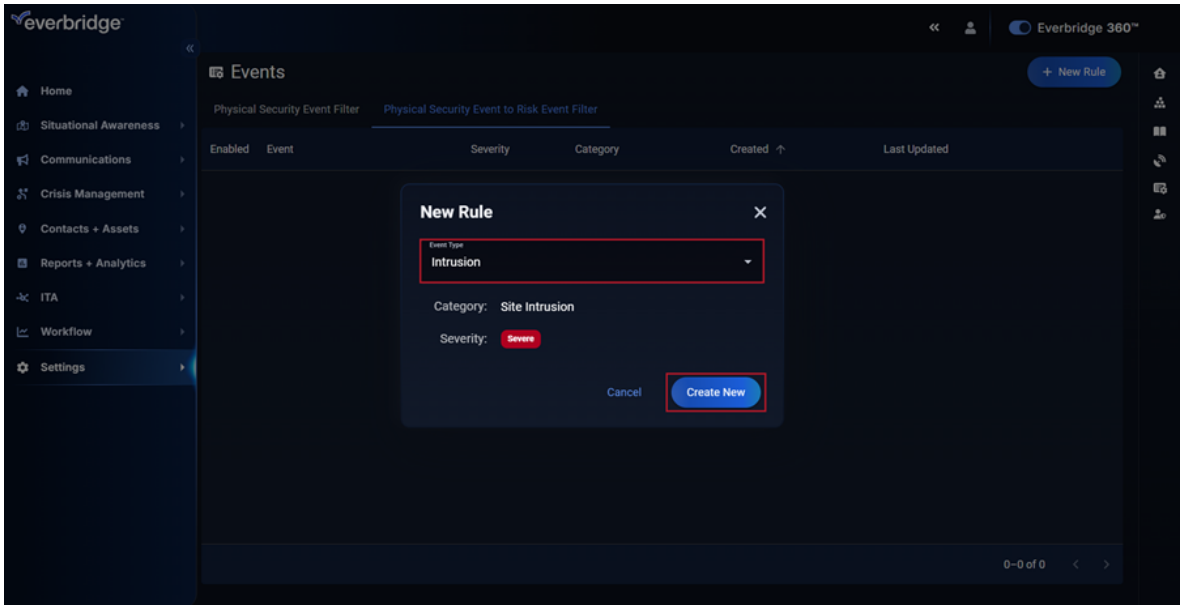
1. From the Organization level, navigate to **Settings** > **Physical Security Manager** > **Events** > **Physical Security Event to Risk Event Filter**.
2. Click the **New Rule** button in the top-right corner.



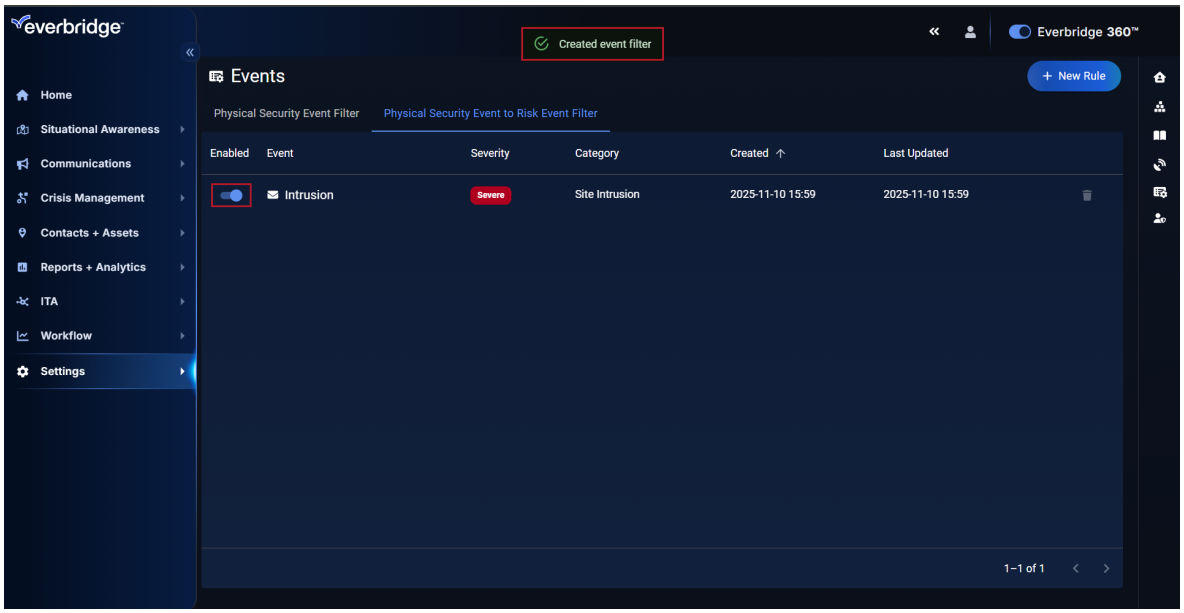
3. Select the Event Type that will trigger Risk Events with this Rule.



4. The selected Risk Event's Category and Severity will be displayed. Click **Create New**.



5. The new Risk Event Filter will appear in the list view. Click the toggle to enable or disable it as needed.



NOTE: Risk Event Filters can be deleted by first disabling them, and then clicking the **Trashcan** icon.

Creating a CEM Orchestration Workflow

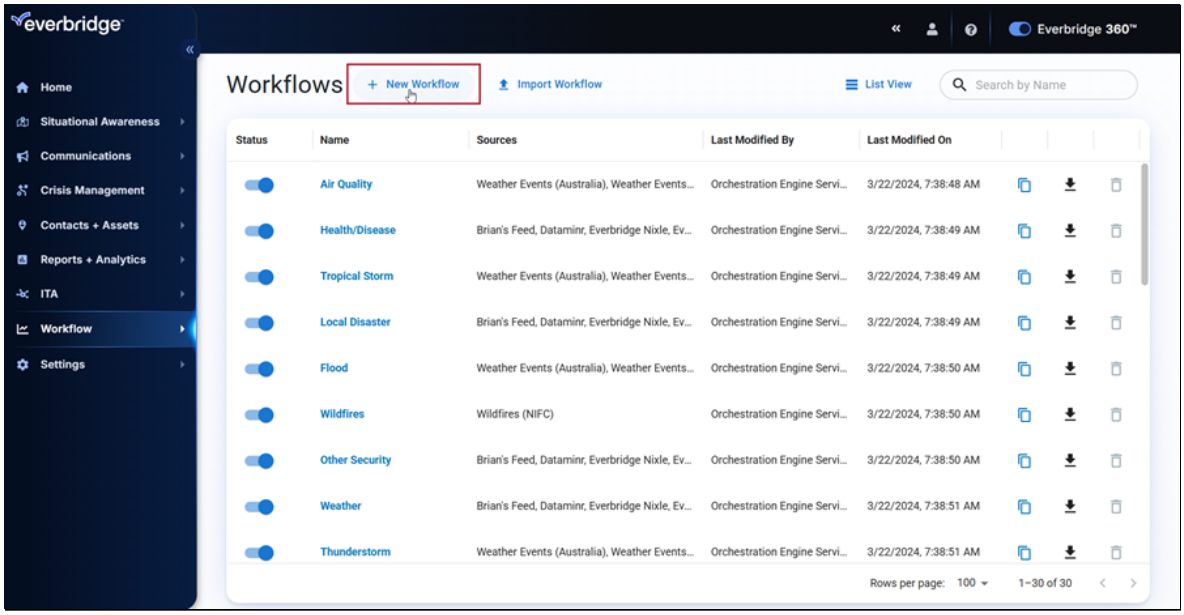
Once Event Filtering has been configured, a CEM Orchestration Workflow should be created that utilizes Everbridge Physical Security as a **Source**.

NOTE: For an in-depth explanation on creating CEM Workflows, see the CEM Orchestration User Guide.

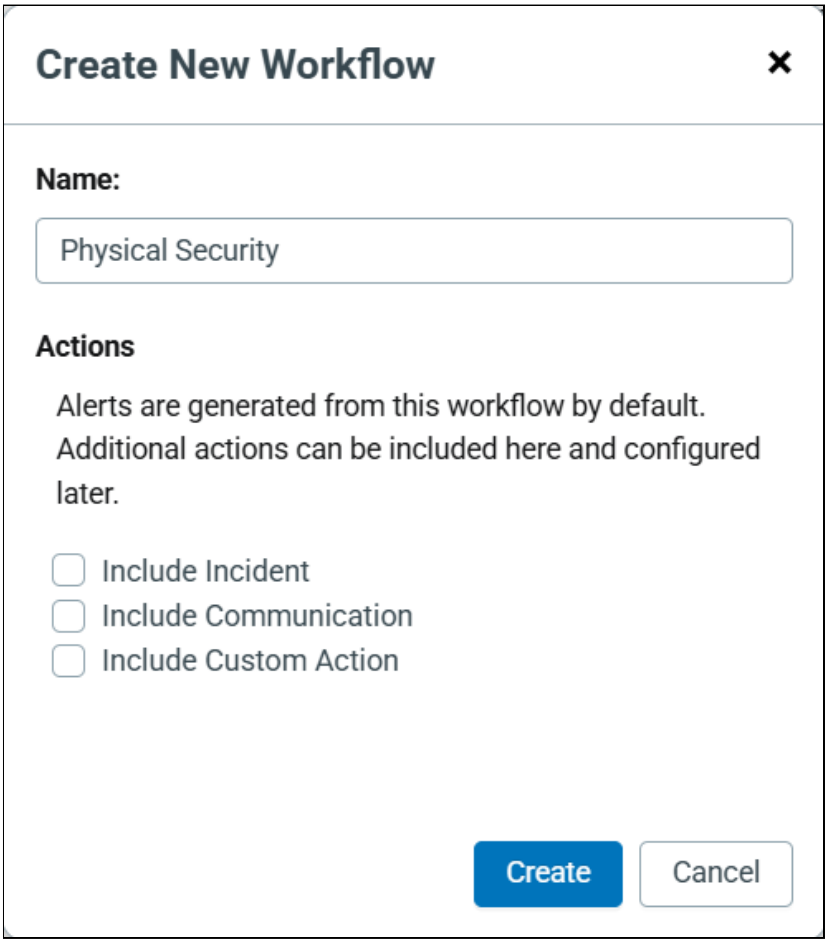
To create this Workflow:

1. Navigate to **Workflow** > **CEM Orchestration** > **Workflow List**.

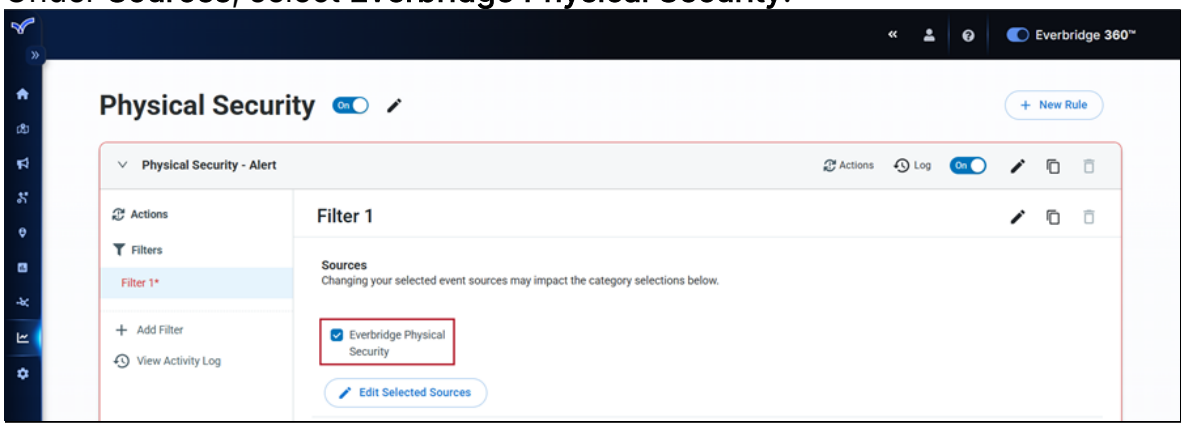
2. Click **New Workflow**.



3. Give the Workflow an appropriate name and, optionally, select the checkboxes for including an Incident, Communication, and/or Custom Action.



4. Click **Create**.
5. Under **Sources**, select **Everbridge Physical Security**.



6. Under **Categories**, select one of the following:
   - **Allow all categories and subcategories**
   - **Allow only the selected category and subcategories** - Choose one of the three categories from the dropdown menu.

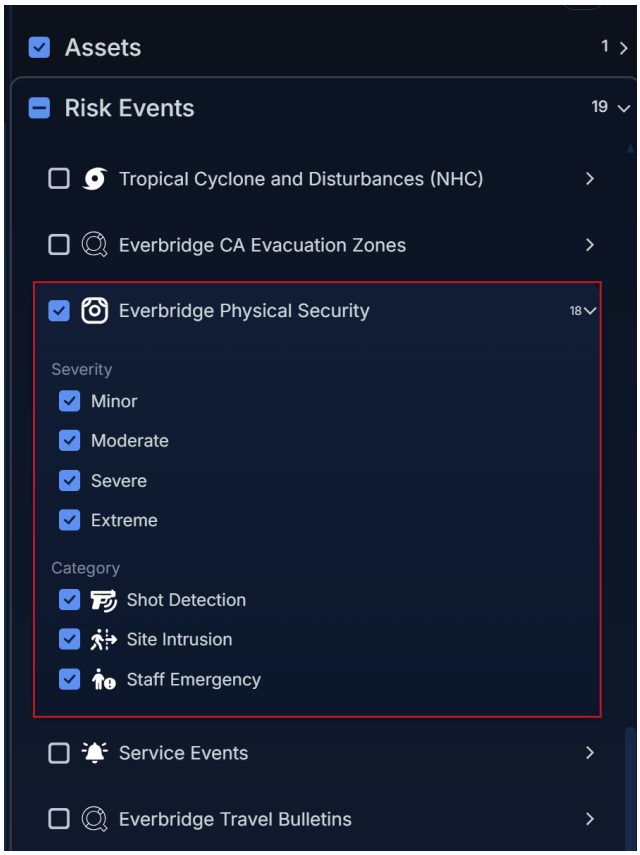
7. Continue to configure Filters as needed, then click **Save**. A confirmation message will appear indicating that the Workflow has been successfully saved.

Verifying the Feed in Visual Command Center

To verify that the Feed is configured correctly:

1. Navigate to **Situational Awareness** > **Visual Command Center**.
2. Expand **Risk Events** in the right-side menu.

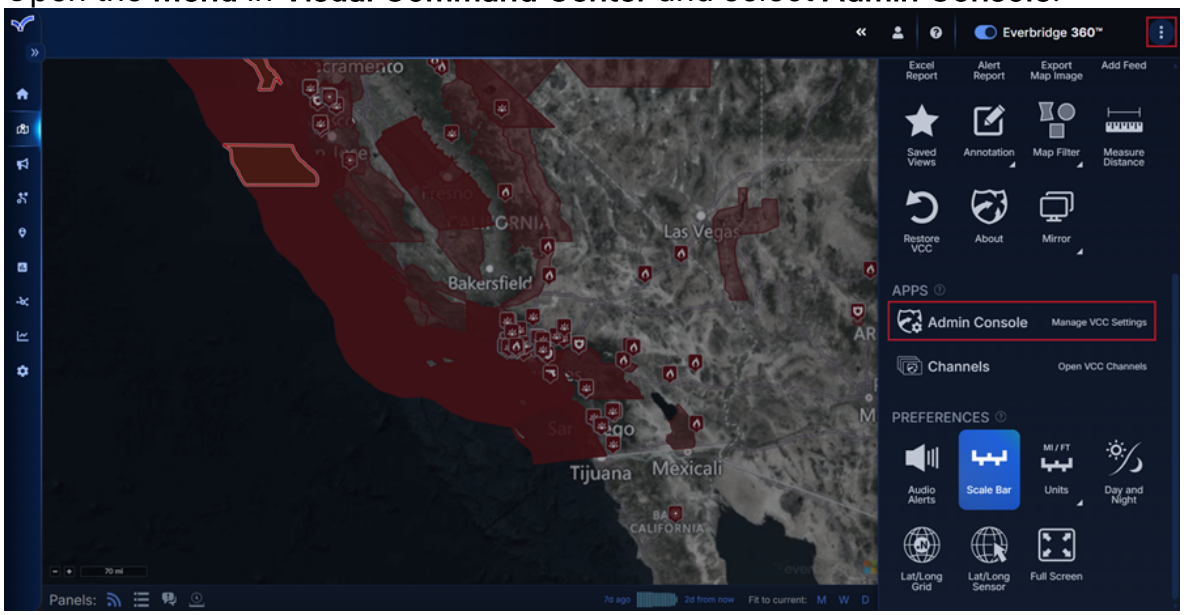
3. Confirm that **Everbridge Physical Security** is visible and enabled in the **Feeds** list.



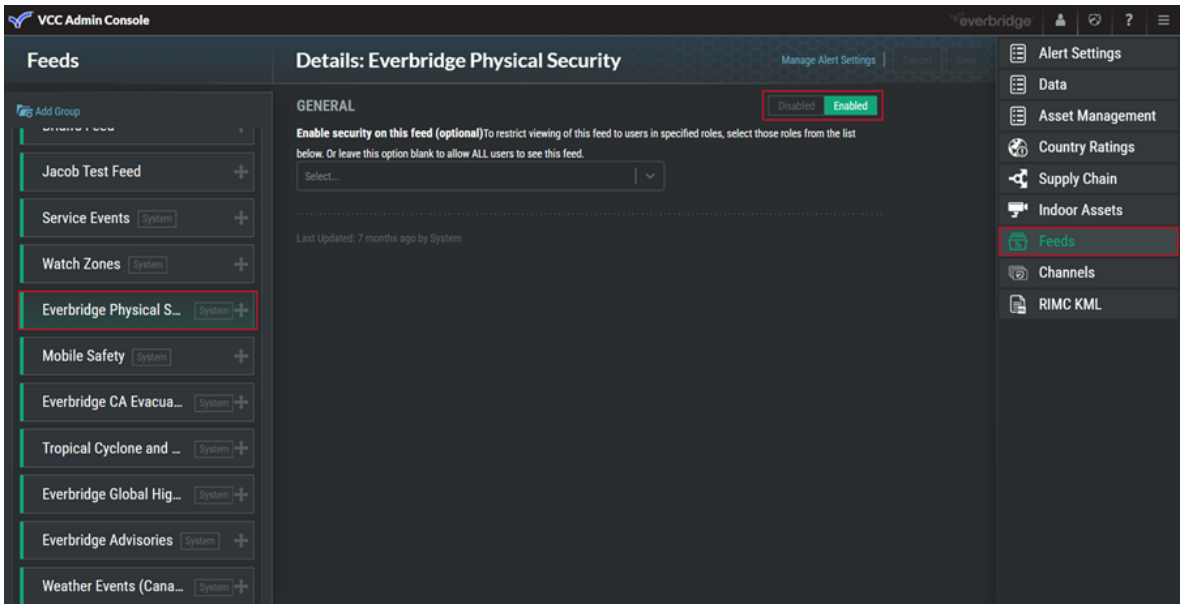
Troubleshooting Feed Visibility

If the feed doesn't appear:

1. Open the **Menu** in **Visual Command Center** and select **Admin Console**.



2. Click **Feeds** on the right.
3. Locate **Everbridge Physical Security** in the **Feeds** list to the left and ensure that it's enabled.



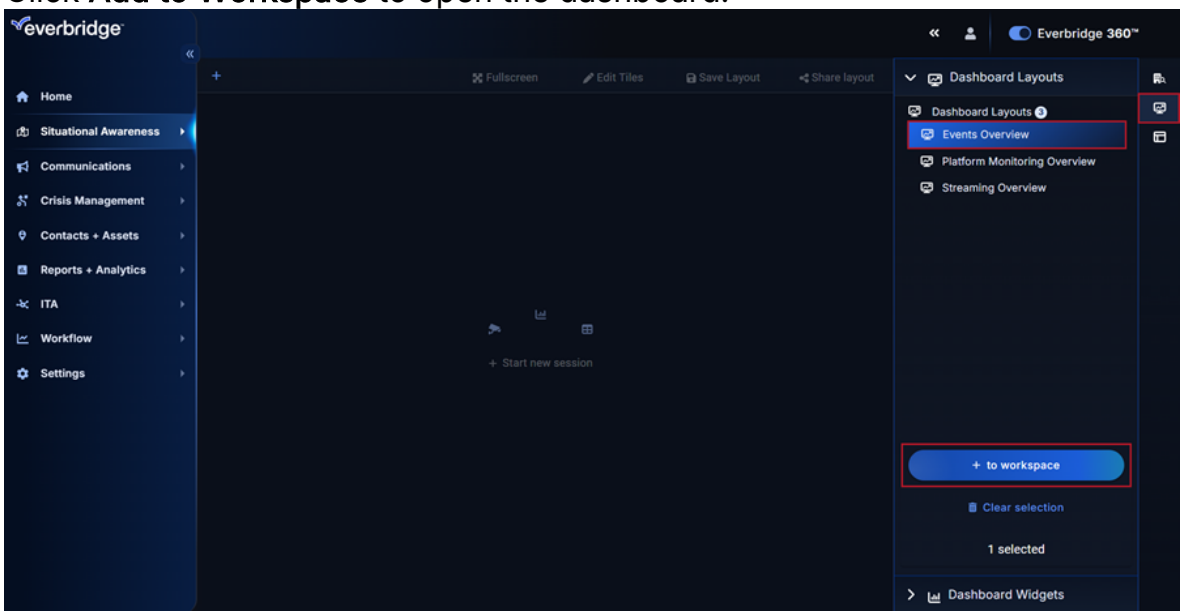
Viewing Events in Physical Security

Once configuration is complete, Events can be viewed directly within the Physical Security work space in Everbridge 360.

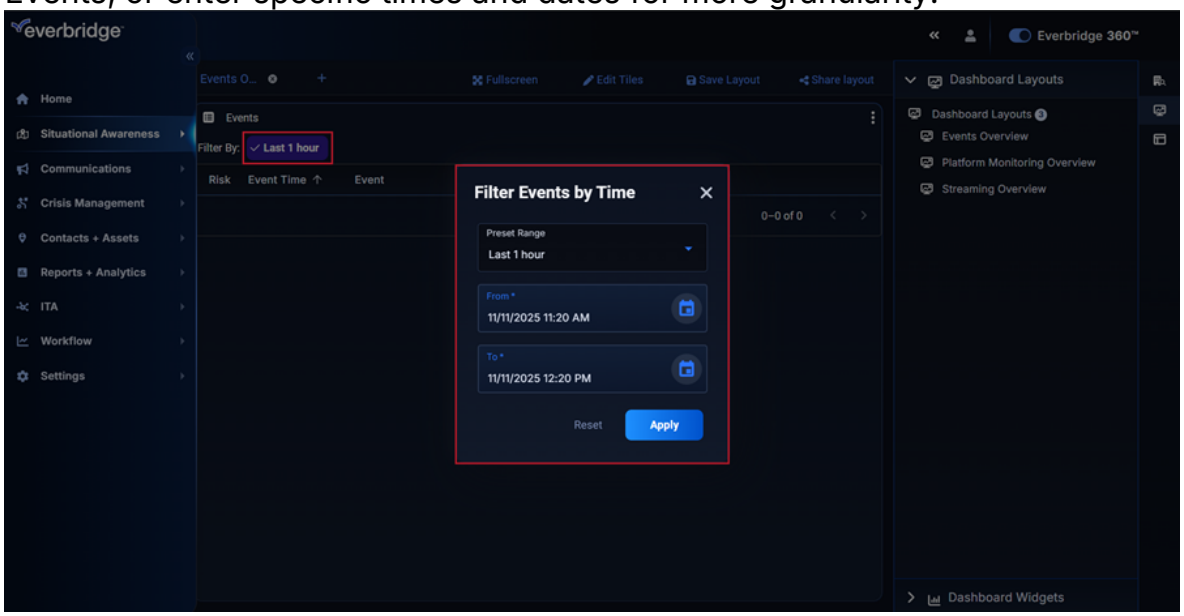
To do this:

1. Navigate to **Situational Awareness** > **Physical Security**.

2. In the right-hand menu, select **Dashboard Explorer**.
3. Choose **Event Overview** from the list of dashboards.
4. Click **Add to Workspace** to open the dashboard.



5. Click the **Filter By** value to select either a preset time range for which to filter Events, or enter specific times and dates for more granularity.

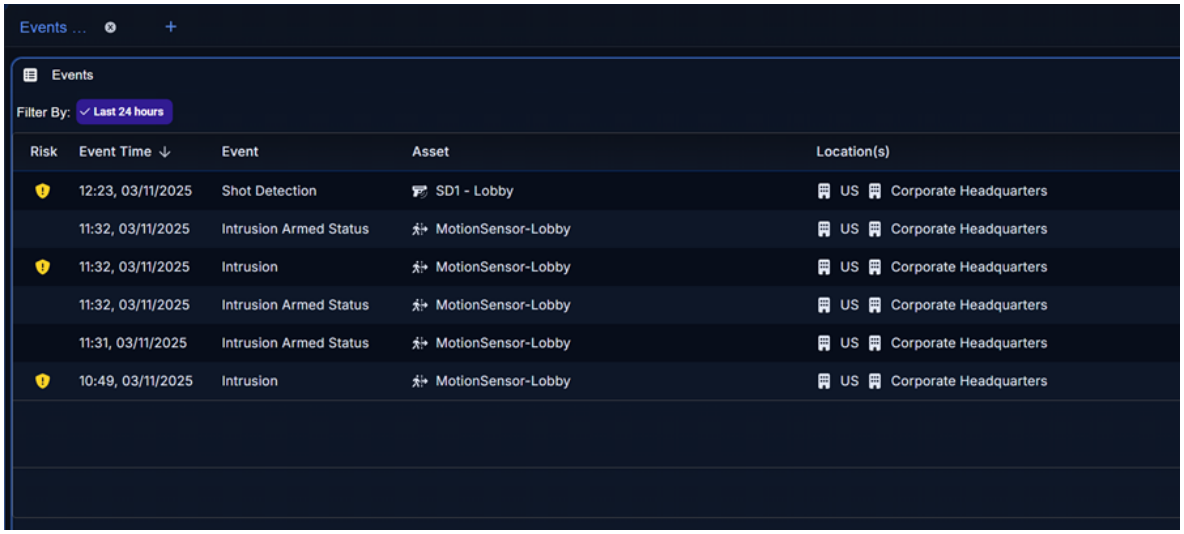


Preset ranges include:

- Last 15 Minutes
- Last 1 Hour
- Last 12 Hours
- Last 24 Hours
- Last 3 Days

- Last 7 Days
- Last 30 Days

6. Click **Apply**. Events matching the selected filter will be displayed in the results view.



NOTE: The **Yellow Shield** icon in the **Risk** column indicates that an Event has been classified as a Risk Event. This icon allows operators to quickly distinguish high-priority, Risk-relevant Events from general Physical Security Activity.

Next Steps

Organizations using additional Everbridge modules should consider linking the Physical Security Feed with the following:

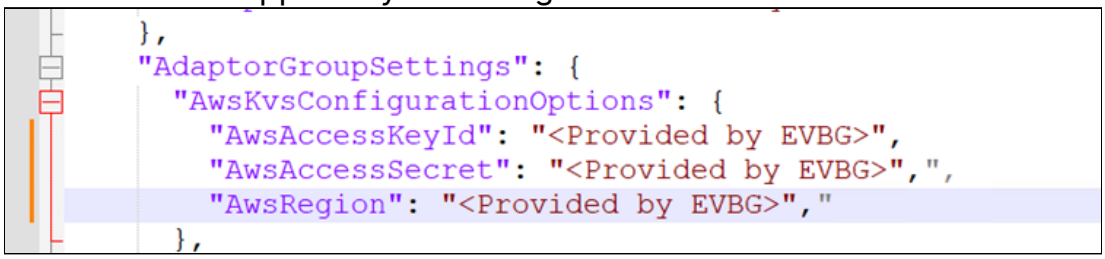
- CEM Playbooks for automated response Workflows.
- Communication Workflows for rapid alerting and stakeholder notifications.
- Incident Reports for documentation and after-action analysis.

Additional Resources

Troubleshooting

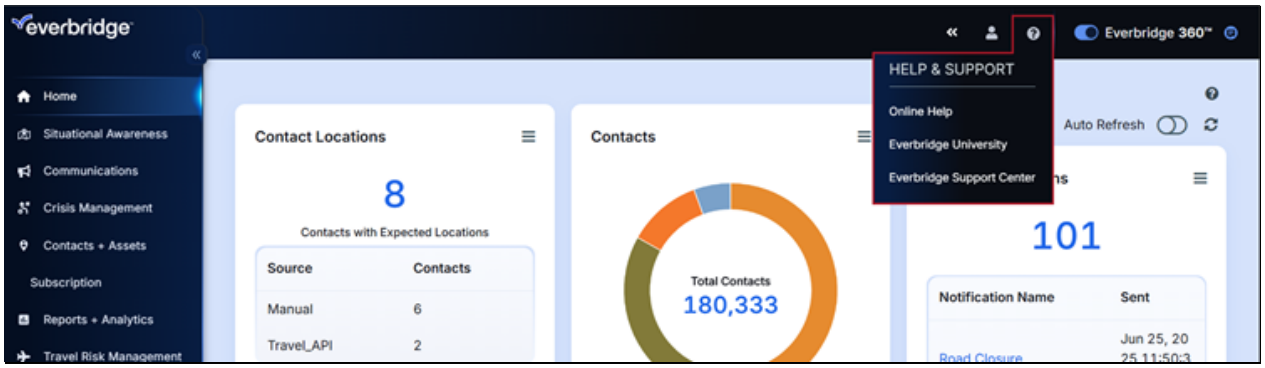
If you are unable to view streams from the cameras:

1. Open the **configuration.json** file under C:\ProgramData\Everbridge\SSC\Connectors on the media server (refer to Installing an Adaptor).
   a. Check that the **AwsAccessKeyId**, **AwsAccessSecret** and **AWSRegion** are correct as supplied by Everbridge.



   b. If the adaptor is showing offline in the Manager Portal, check that the **AdaptorGroupId** matches the ones in the Physical Security Manager Portal.
   c. Check that the CEM service is running on the media server and restart if necessary.
   d. Confirm the adaptor user by logging into the Everbridge Portal using the values in **EverbridgeAdaptorUsername** and **EverbridgeAdaptorPassword**. If the password has expired, reset it and update the config file. The CEM service on the media server will need to be restarted to pick this up.
2. Check that the time on the media server is correct by referencing https://www.timesynctool.com.

Related Documentation and Training

Resources for related Everbridge products is available from:

- **Online Help** - Provides web-based documentation for the Everbridge Suite system. In addition, users can select **(?)** on a page to access context-sensitive help.
- **Everbridge University** offers interactive courses and curriculums to empower users to learn how to use various Everbridge products.
- **Everbridge Support Center** - Hosts downloadable PDF guides, as well as release notes and Knowledge Base articles.