



# Public Safety by Everbridge

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# Intro to Public Safety by Everbridge

The **Public Safety by Everbridge** mobile app is intended for residents to receive rich push notifications from our vast network of Public Safety customers. Leveraging our **Public Incident Zones** functionality, the app offers the ability to follow the device's current location and automatically ping for nearby Public Safety notifications – regardless of whether the user is subscribed or not. The app works seamlessly in the background for a set-and-forget experience until the time comes for updates from Public Safety.

**IMPORTANT:** Public Safety by Everbridge uses the same user profile as the Everbridge Community (EBC). See [Creating a Community Profile in the Public Safety App](#) for more.

## Use Cases

### As a Resident:

- I want to search and sign up for Public Safety agencies that I'm interested in.
- I'd like to receive rich notifications when something happens in my community.
- I want to respond to my community leaders when provided with a poll.
- I want a dedicated app for Alerting purposes to reduce noise from SMS, Email, and Phone.

### As a Visitor or Traveler:

- I want to receive anonymous alerts while I travel based on my device location without needing to sign up for individual local agencies.

### As a Public Safety Agency:

- State and local government public safety managers can build more engaged and resilient communities by adding Residents as mobile opt-ins. This allows them to send rich information including photos, maps, polls, and more.
- Local first responders are able to communicate critical information to Residents to ensure safe evacuations during an emergency.
- Disaster relief recovery teams can poll the community so they can focus their efforts on areas in most need.

# Installation and Account Setup

## Installation

The **Public Safety App by Everbridge** can be installed on **iOS** and **Android** mobile devices by downloading them from the **Apple App Store** and **Google Play Store**, respectively. They can also be downloaded from the [Mobile and Desktop Apps](#) page.

## Account Setup

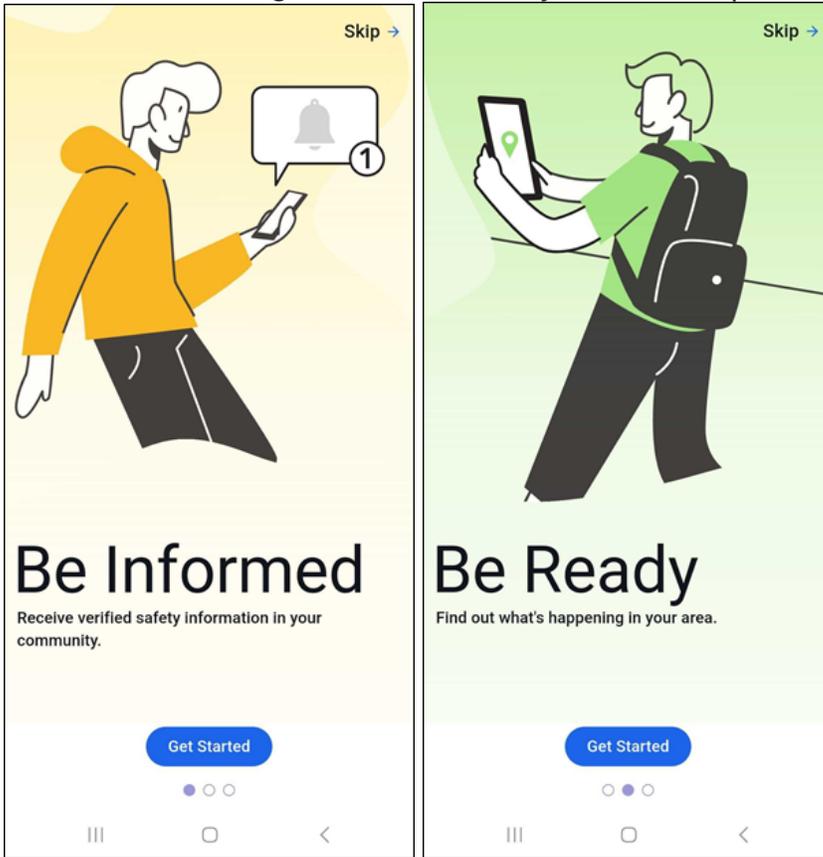
Once installed, users must sign in with an existing Everbridge Community account or create a new one before using the Public Safety app, which will allow them to access their different Member Portal profiles from a single login.

**NOTE:** See the [Everbridge Community User Guide](#) for more details on signing up for and using the Everbridge Community via desktop or mobile browser.

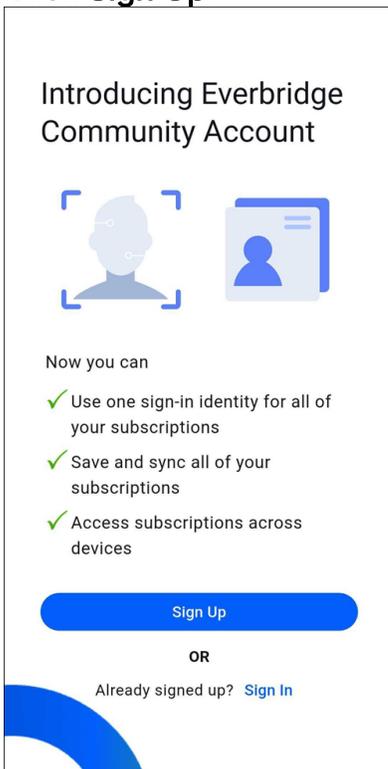
To do this:



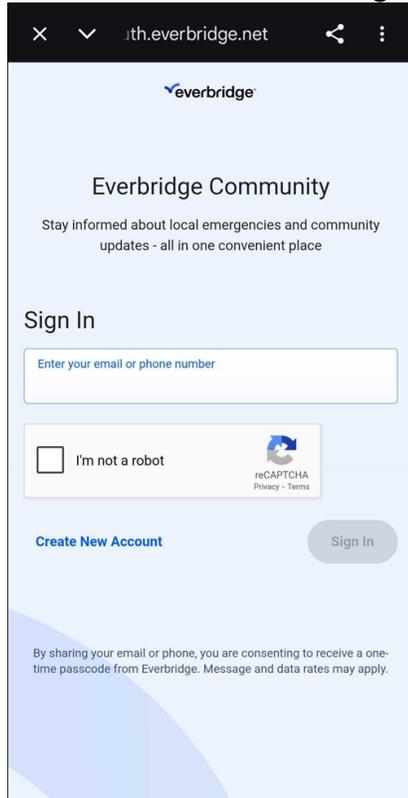
1. Either scroll through the introductory slides or tap **Get Started**.



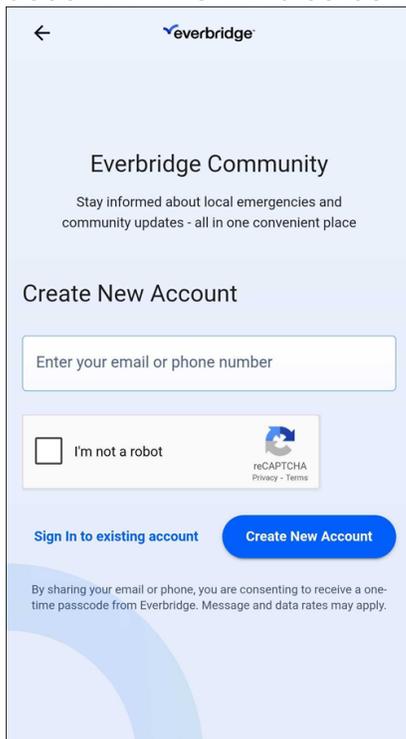
2. Click **Sign Up**.



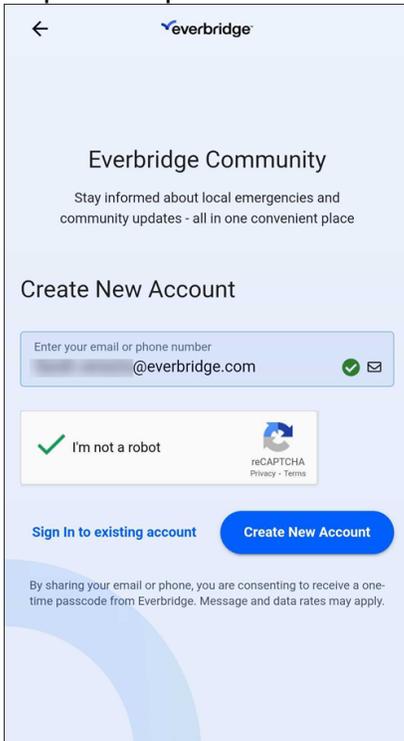
- Users who already have a Community account should instead tap **Sign In** and enter their existing Community account credentials.



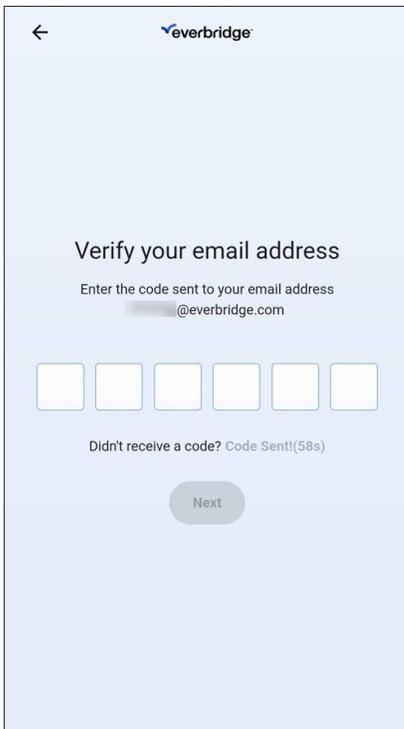
3. Enter the phone number or email address that should be associated with the account. This will also be used as the verification method.



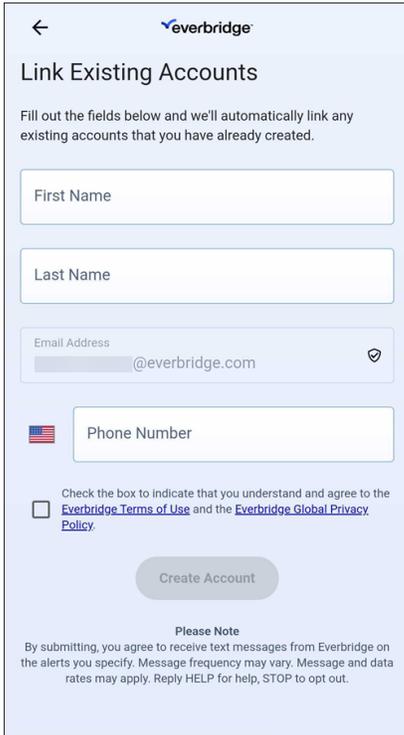
4. Tap the captcha box.



5. Tap **Create New Account**. A verification code will be sent to either the phone number or email address entered above, which should be entered here. Tap **Next** to continue.



6. Once the email address or phone number has been verified, add the first and last name on the **Link Existing Accounts** screen.

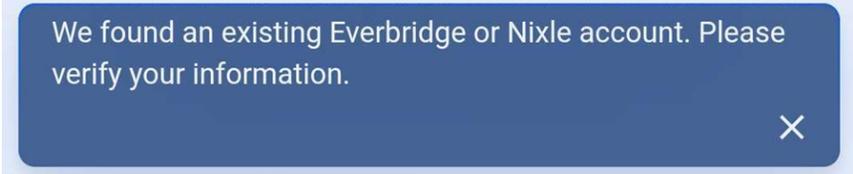


7. If the email has already been verified in the previous step, verify the phone number by tapping **Text me a code** or **Call me**. If the phone number was used

in the previous step, the user will be prompted to verify the email, instead.

8. Enter the code to verify. Once done, the Community account will be created.

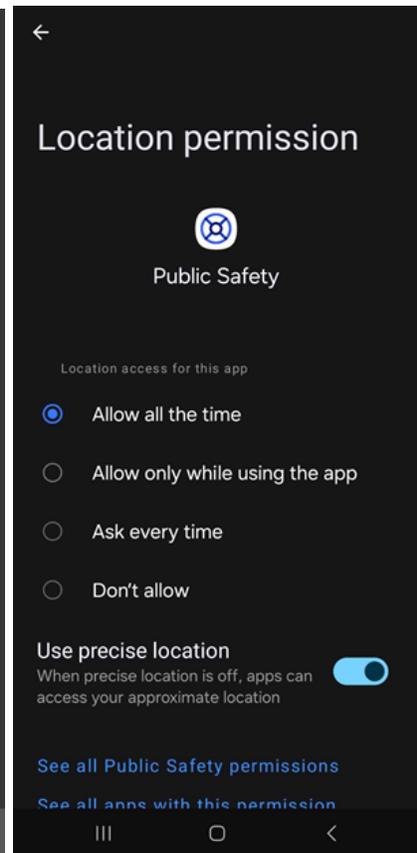
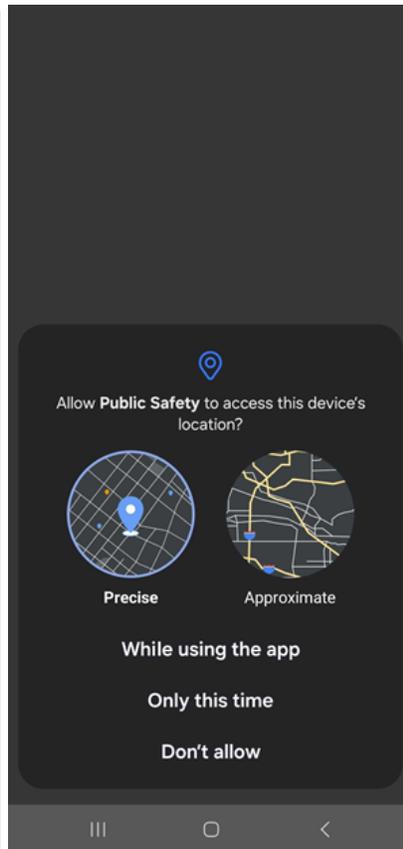
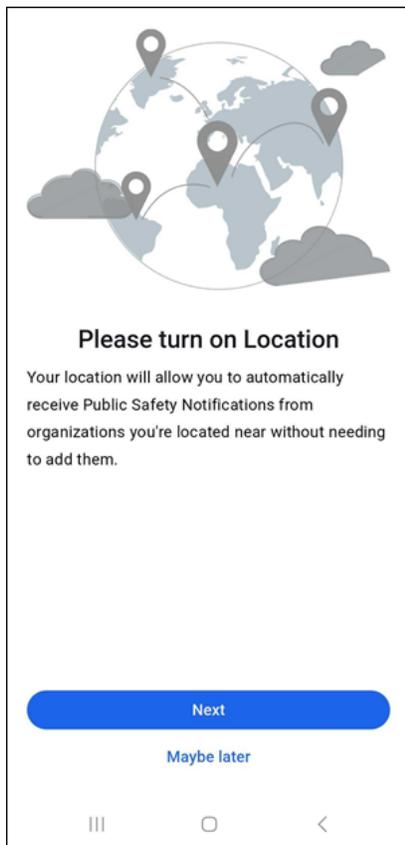
**NOTE:** If an Everbridge or Nixle profile already exists with the entered email address or phone number, a warning will appear at the bottom of the page prompting the user to verify their information.



## Device Permissions

Once the account creation or sign in process is completed, a prompt will appear asking for permission to enable location settings on the device. Enabling the device location will allow users to automatically receive Public Safety notifications from nearby organizations (police stations, weather services, etc.) without

subscribing to them.

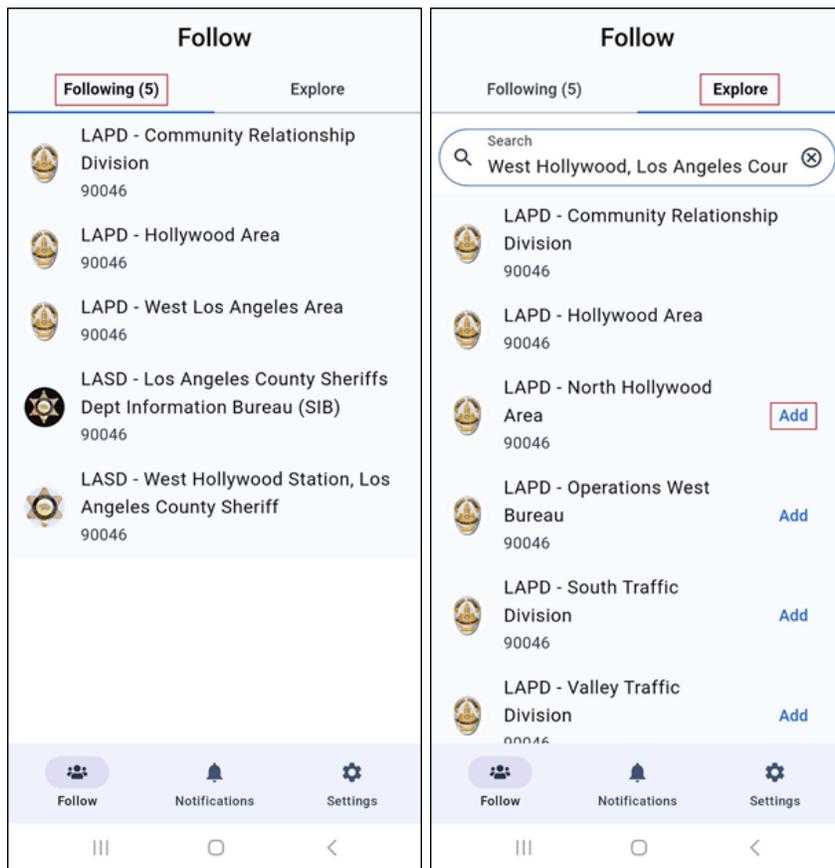


# Public Safety Subscriptions

Once the Public Safety App has been installed and configured, from the **Follow** page, users can follow participating local agencies or log in to an Everbridge Organization with their existing Member Portal login credentials. If they opted to use their device location, they'll be presented with local agencies that may be applicable to them.

## Follow Page

The **Follow** page is broken into two tabs: **Following**, where users can see their followed agencies, or **Explore**, where you can search for agencies and Organizations.

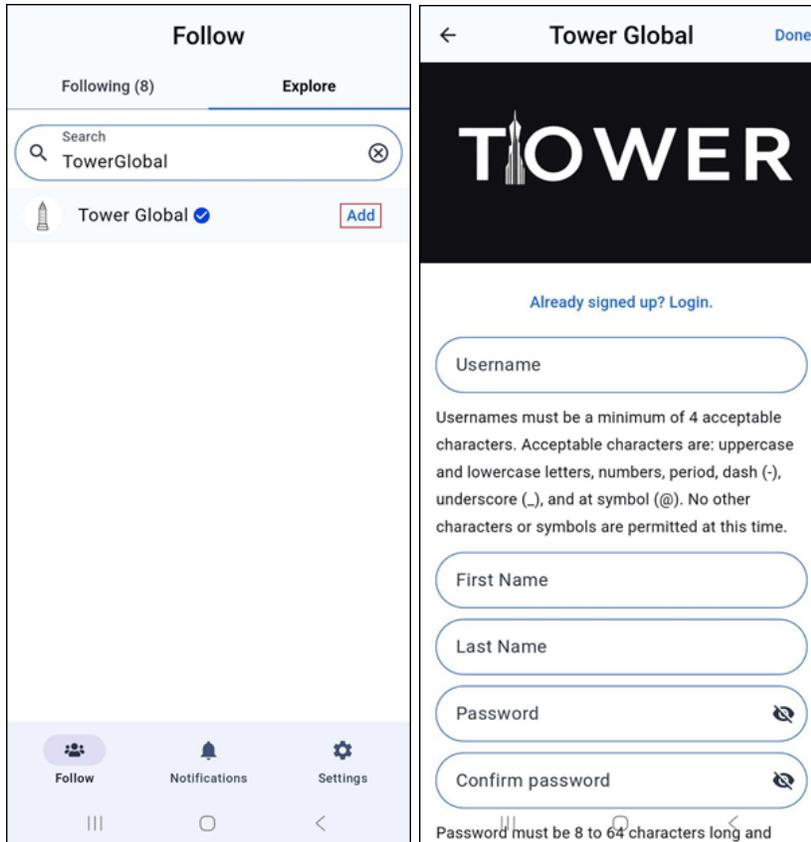


## Explore Tab

Searching from the **Explore** tab allows users to locate nearby agencies that may be of interest or Organizations that they're already associated with in Everbridge. By default, the **Explore** tab will pull local agencies that are based near your device.

**NOTE:** Everbridge is not available in all areas and requires local public safety agencies to participate. Please ask your local agencies for their Everbridge search terms setup.

Once the result has been returned after a search, tap **Add**. A form will appear that will allow you to sign up for the Organization, or to log in if you're already a member.

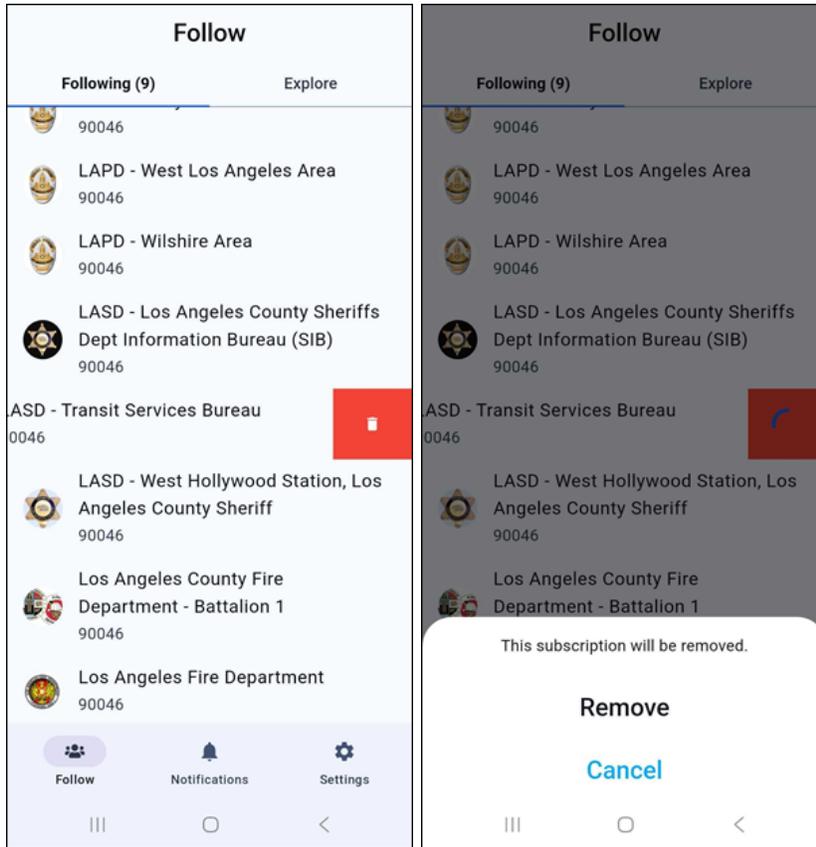


Tap **Done** once all of the fields have been filled in.

**NOTE:** An Organization Administrator needs to first enable **Organization Search** under **Settings > Everbridge Mobile App > Search Terms**, create Search Terms, and ensure that their Member Portal is set to Public in order for it to be searchable by users.

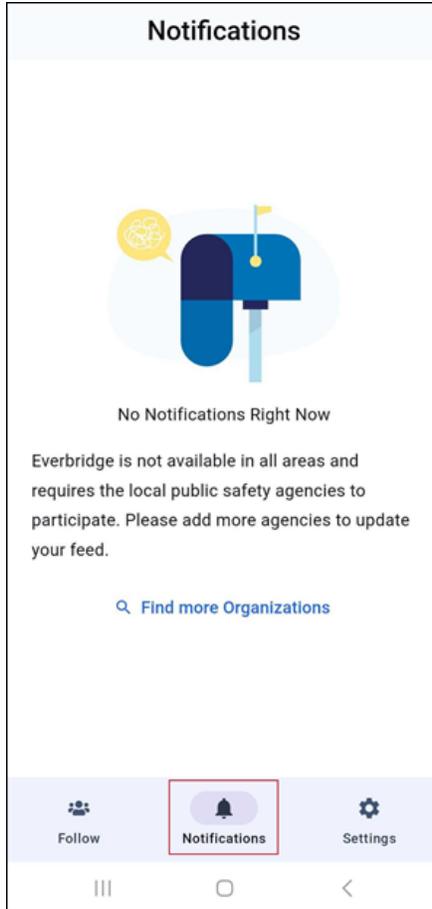
## Following Tab

Tap **Following** on the **Follow** page to view your list of currently-followed agencies. If you're no longer interested in receiving notifications from a specific agency, swipe it to the left and tap the delete button. Tap **Remove** to confirm.

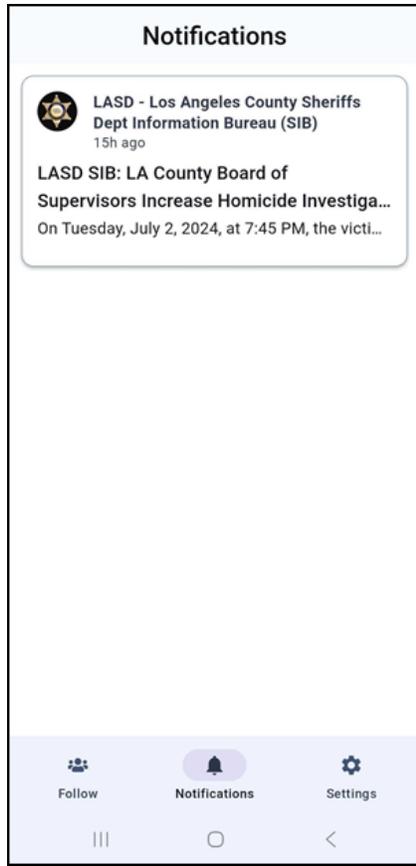


# Notifications

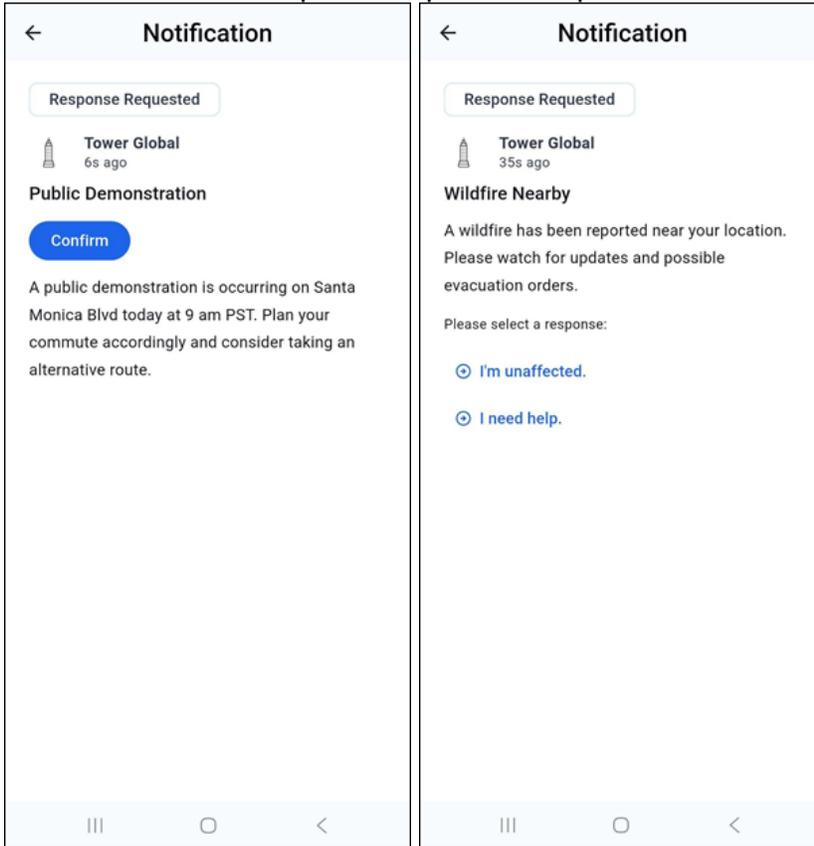
The **Notifications** tab is the default landing page when signing into the Public Safety app. If you haven't subscribed to any Organizations or enabled your location to pick up local alerts, then you'll see a message indicating that there are no current Notifications, as well as an option to **Find More Organizations**. Tapping this option will route you to the **Explore** tab.



If there are Notifications from your subscriptions or local public safety agencies, you'll see them listed by order of newest-to-oldest.



Tap on a Notification to see its details. When configured, you may be prompted to either confirm receipt or respond to a poll.



# Settings

Users can access the **Settings** section by tapping on the **Cog** icon in the bottom-right corner of any page to edit:

- **Public Portal Settings** - Opens the **My Account** page for the Everbridge Community, where users can perform account linking, update their information, or delete their account.
- **Notifications** - Tap to open the device's notification settings.
  - iOS users will see additional **Default** and **Priority Ring Tone** dropdown menus, while Android Users will tap Open App Settings to set the desired ringtone from their device settings.
    - **Default Ringtone** - Used when normal-priority alerts are received.
    - **Priority Ringtone** - Used for "High Priority" notifications.
    - **Critical Ringtone** - For Apple devices only. Used when the sender marks a Notification as "Imminent Threat to Life." Critical Alerts will have their own OS-defined sound and will always bypass Silent or Do Not Disturb modes. Users must grant permission to receive Critical Alerts.
- **Location-Based Alerts** - Toggle this **On** to automatically receive Public Safety Notifications from nearby agencies without needing to subscribe to them.
- **Motion Detection** - Toggle this **On** to improve location and tracking accuracy by granting access to motion detection from health and wellness.
- **Significant Changes Only** - Toggle this **On** to conserve battery by only reporting significant location changes. Users who want their location reported more frequently should keep this option disabled.
- **Prefer Rich Text Version** - Android users can toggle this **On** to enable the viewing of rich-formatted emails (colors, images, bold text, etc.) without opening them as attachments.

Additional information about Public Safety can also be found on the **Settings** page:

- [Terms of Use](#)
- [Privacy Policy](#)
- [Version](#)



