# ManageBridge User Guide

Everbridge Suite

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# Getting Started

## Introduction

The **ManageBridge Mobile App** allows users to create and manage Notifications, Incidents, Critical Events, Reports, and more from the convenience of their mobile device without needing to log in to the Manager Portal on a computer.

### Role Support

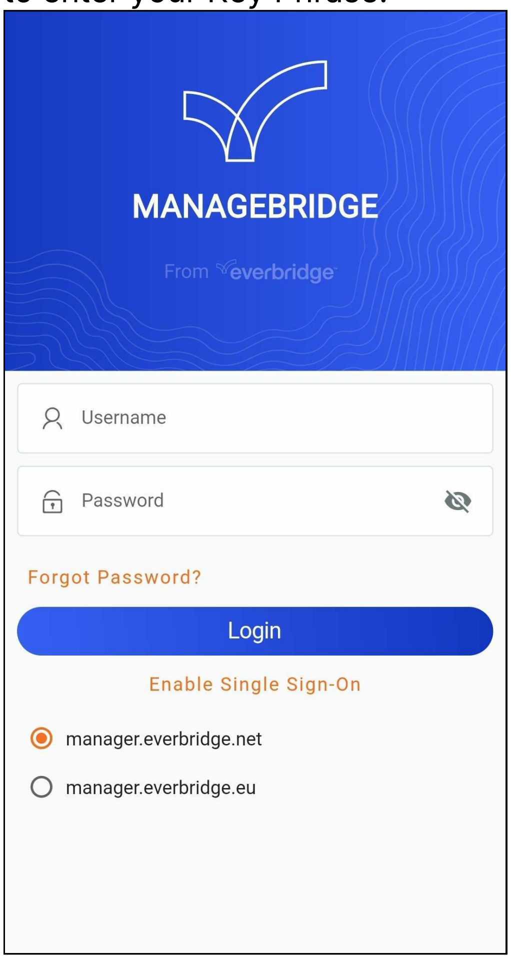
ManageBridge applies the same Role specifications (both standard and custom) as those defined in Manager Portal for each user.

# Logging In to ManageBridge

You will find the **Everbridge ManageBridge** application in the App Store for your mobile phone. Download and install it as you would for any other app for your device. For example, locate the app and tap **Install**.

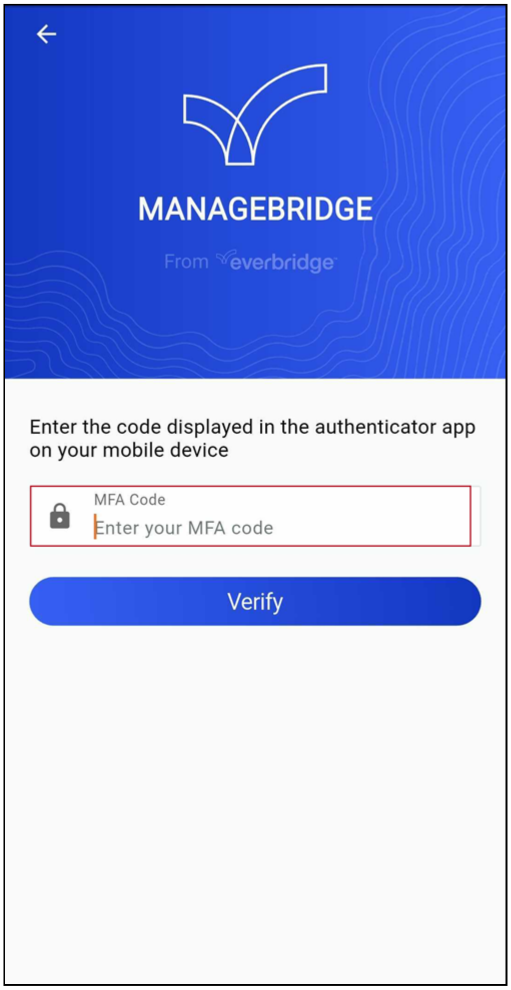
**To log in to ManageBridge:**

1. Once installed, open ManageBridge on your device to display the **Login** screen. Your login credentials for ManageBridge are the same as those for the Manager Portal.
    - If your Organization requires the use of Single Sign-On, tap that option to enter your Key Phrase.



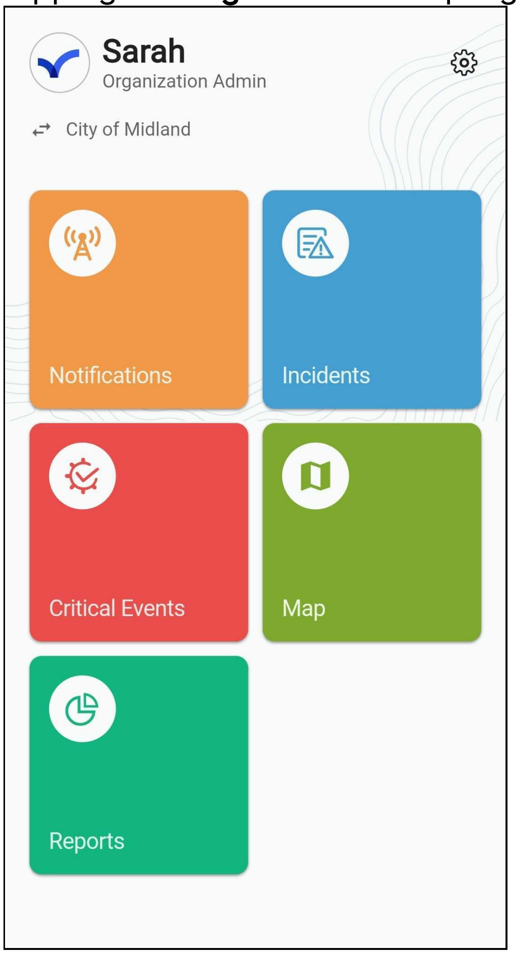

2. Type your username and password. If applicable, you can also toggle to the EU version of the Manager Portal.
3. Tap **Login**. If you have permission to use multiple Organizations, the app will default to the last Organization that it accessed.

- If Multi-Factor Authentication is configured for the Organization, input the MFA code from the authenticator app or email, then tap **Verify**.




4. You'll land on the main menu, which contains any modules available for you based on your given role within the Organization, as well as the Organization's purchased products. You'll see your **username**, **role**, and **Organization** at the top of the page. The **Settings** menu can be accessed by

tapping the **cog** icon in the top-right corner.




## ManageBridge Biometric SSO Options

If Single Sign-On (SSO) has been enabled by an Account Administrator, users who utilize it to log in to ManageBridge can do so with biometric data, allowing them to save time by logging in with fingerprint or face identification rather than entering their username or password.

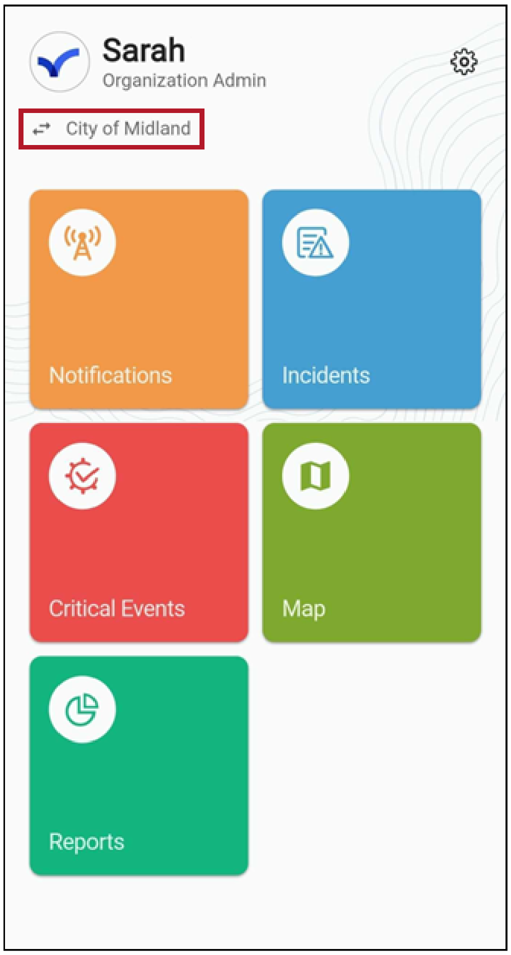
These options can be enabled from the **Settings** menu, then by tapping **Face ID** or **Touch ID** depending on the device model. You'll then be prompted to enter your username and password before the biometric option is turned on.

# Switching Organizations in ManageBridge

If you are registered to more than one Organization within an Account, you can switch to the Organization you want to manage.

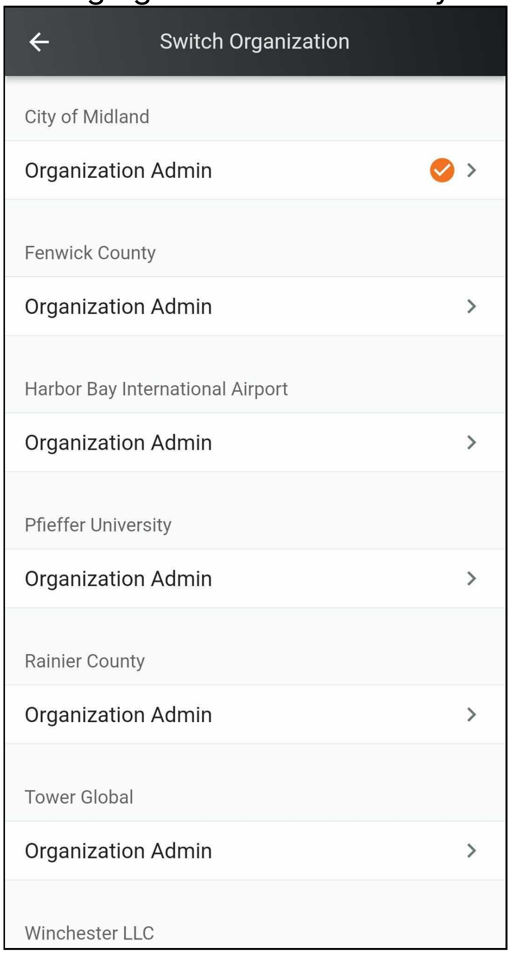
**To switch Organizations in ManageBridge:**

1. From the **Main Menu**, tap the name of your current Organization beneath your username.



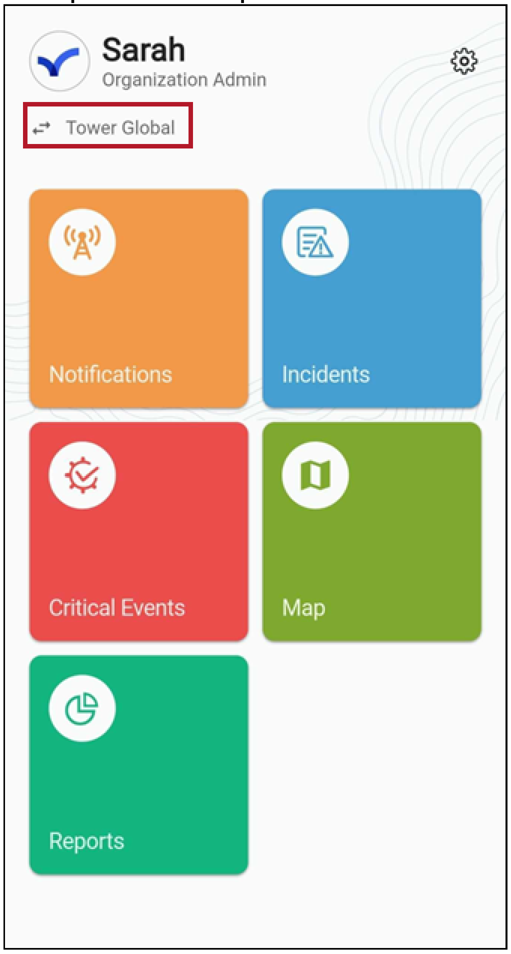

2. The **Switch Organization** page will appear, which lists all of your associated Organizations and your role within them. The Organization you are currently

managing will be indicated by a checkmark.



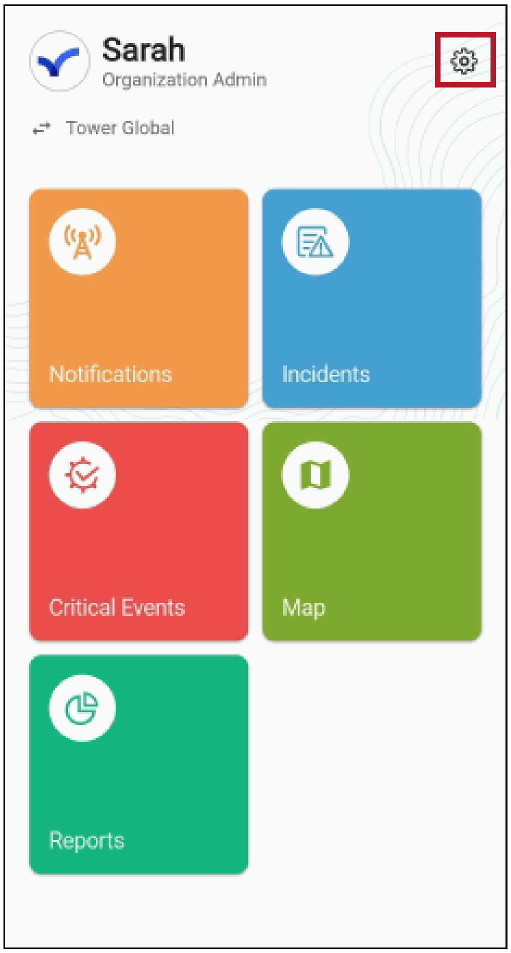

3. Tap the Organization you'd like to switch to. You'll be returned to the main menu, where you'll see the new Organization listed at the top. Note that the available tiles may change depending on the Organization's configuration

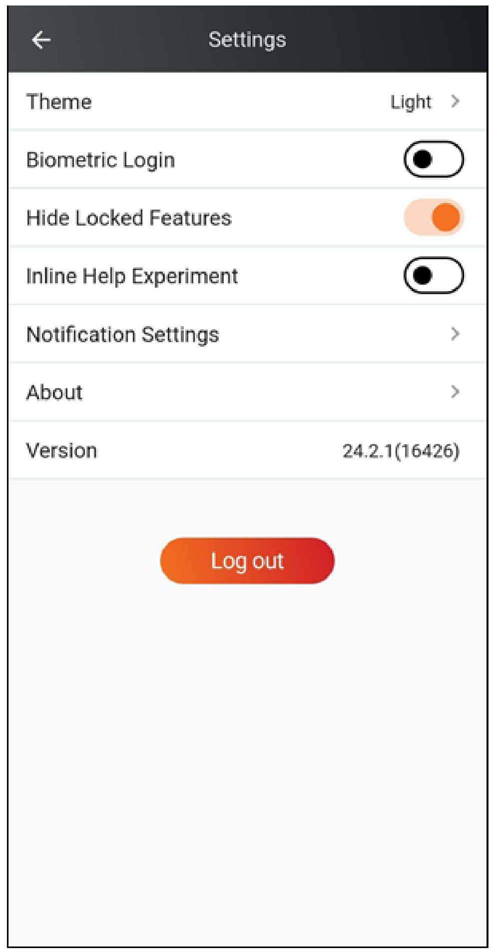
and purchased products.



# ManageBridge Settings

The **ManageBridge Settings** page can be accessed by tapping on the cog icon in the top-right corner of the **Main Menu**.




Several Settings can be viewed or configured from here, including:

- **Theme** - Choose between System, Dark, or Light themes to customize the viewing experience.
- **Biometric Login** - Allows users to log in via biometric verification methods, such as facial recognition or fingerprint scanning. See ManageBridge Biometric SSO Options for more details.
- **Hide Locked Features** - Users can toggle this option ON to hide features that are inaccessible for their role.
- **Inline Help Experiment** - When this is enabled, users can long-press on items in the Notifications module to see an inline help popup that provides further context and information.
- **Notification Settings** - Specify the **Sender Email** and **Sender Caller ID**.

- **About** - Tap this to view the Terms of Use, Privacy Policy, Rate in the app store, and browse Customer Support Options.
- **Version** - Displays the installed application version.

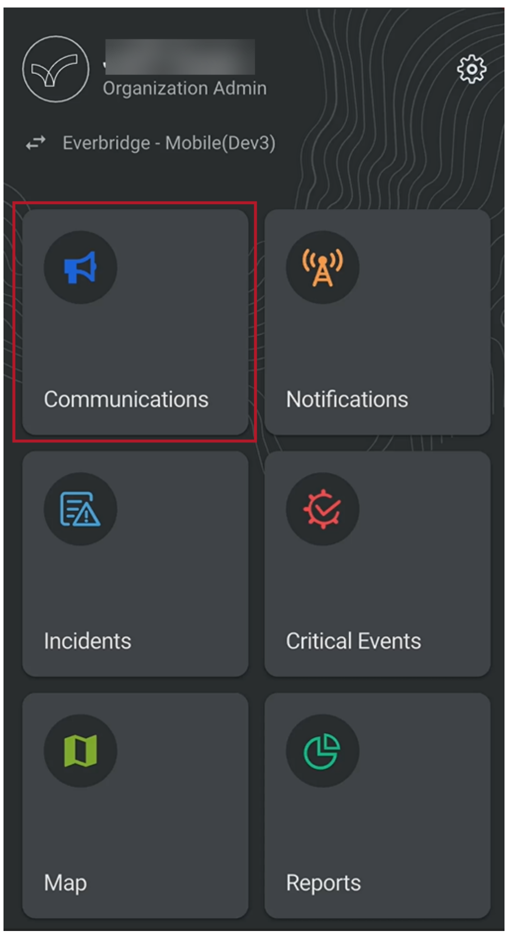
## Logging Out of ManageBridge

To sign out of the app, simply tap the orange **Log Out** button at the bottom of the **Settings** page. You'll be returned to the login screen once you've been logged out.

# Communications

Tap the **Communications** tile in ManageBridge to quickly send important information to your recipients from anywhere. The mobile experience mirrors the core functionality available in the desktop platform, while streamlining the workflow for smaller screens and on-the-go use.

From the ManageBridge, users can create and launch Communications, select recipients, choose delivery methods, and customize message content. Communications can be sent using templates or created ad hoc, and support multiple Communication types such as Standard Notifications, Polls, or Conference Bridges.




**NOTE:** For more on Communications in general, see the [Everbridge 360 User GuideCommunications Overview](#).

# Communications List

Users can access all Communications sent by their Organization from the convenience of their mobile device, allowing them to stay apprised of the most recent activity while away from their computers.

The list displays the 20 most recent Communications sent by the Organization with the newest at the top. Users can then scroll down, which will load the next 20 most recent Communications. This can be repeated as needed until the entire list has been loaded.

For more on Communications in general, see the Everbridge 360 User Guide.

**IMPORTANT:** This list currently serves as a read-only reference for Communication activity. It will become more interactive in future releases, such as allowing for the viewing the **Communication Details** pages, which should still be done on the web version for the time being.

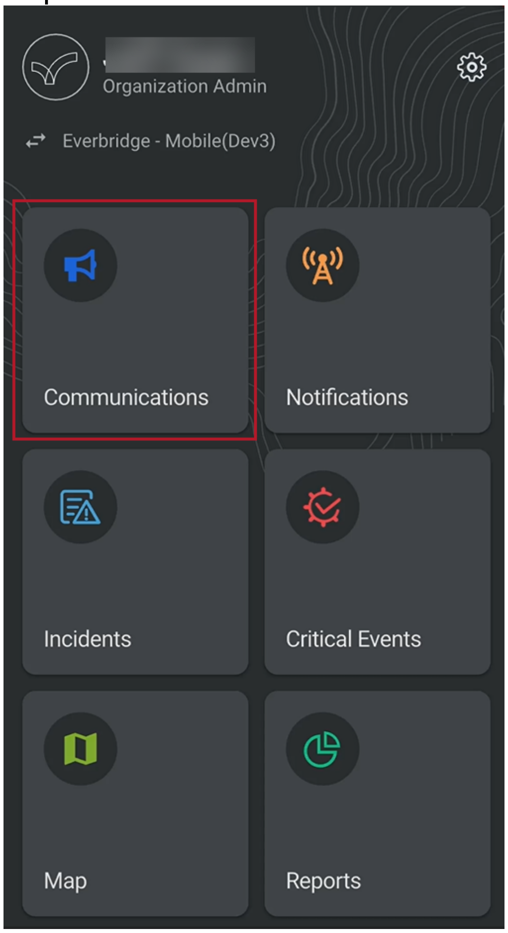
## Included Information

The **Communications List** view provides the following Communication details at a glance:

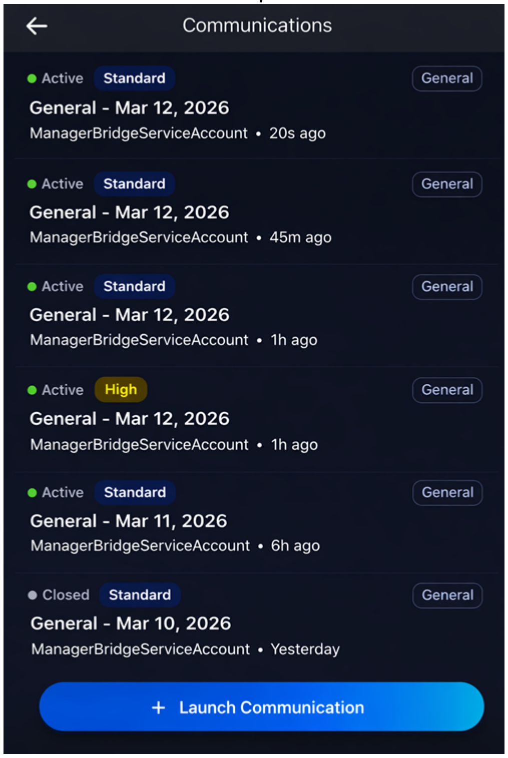
- **Priority** - Standard, High, or Imminent Threat to Life
- **Status** - Active or Closed
- **Event type** - General, Weather, Crime, etc.
- **Launch date and time**
- **Sender** - User who launched the Communication
- **Time since launch** - For example, “2 hours ago”

To access the Communications List:

1. Tap the **Communications tile** from the Home screen.



2. The **Communications List** will open and display the Organization's sent Communications, sorted with the latest at the top of the list.




**NOTE:** For details on launching a Communication from this page, see Launching a Communication from ManageBridge.

# Launching a Communication from ManageBridge

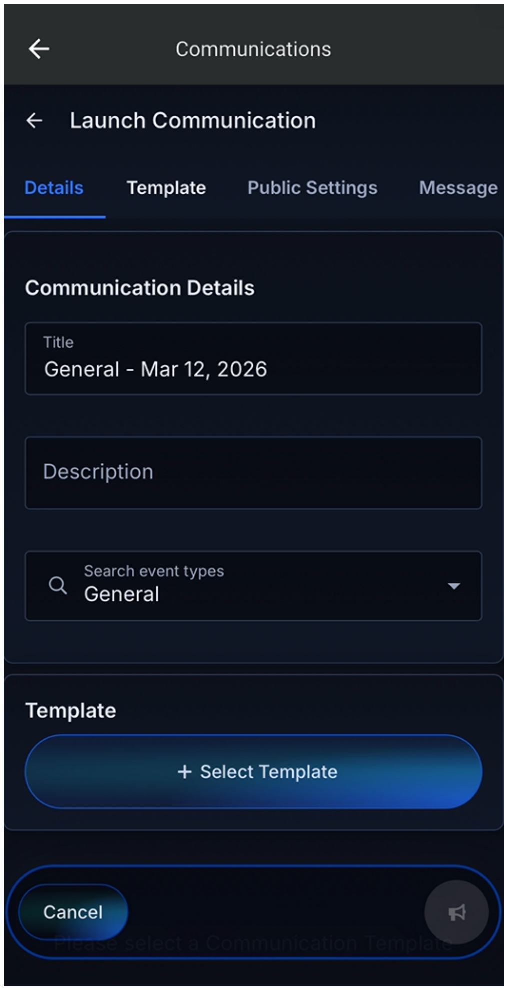
Communications can be launched on-the-go from ManageBridge's **Communications List**, retaining the same core functionality found in the web version of the platform.

> **NOTE:** For more on Communications in general, see the Everbridge 360 User Guide.

To launch a Communication from ManageBridge:

1. Tap the **Communications** tile.
2. Tap the **Launch Communication** button.

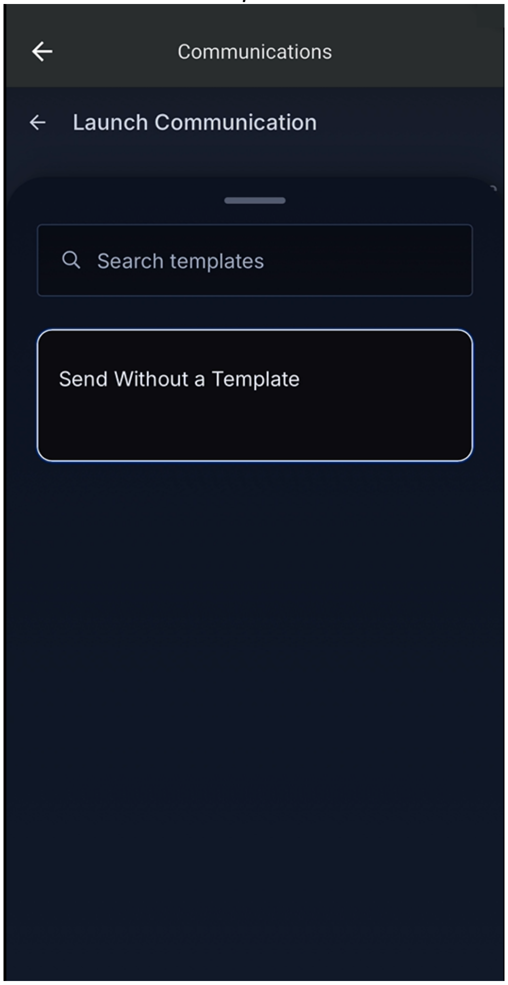
3. The **Launch Communication** modal will open, displaying the **Details** tab.




Enter the following information:
- Communication Title
- Description (optional)
- Event Type

4. Tap **Select Template** and either choose a Communication Template to auto-populate its Message, Priority, Delivery Paths, and Recipients for this

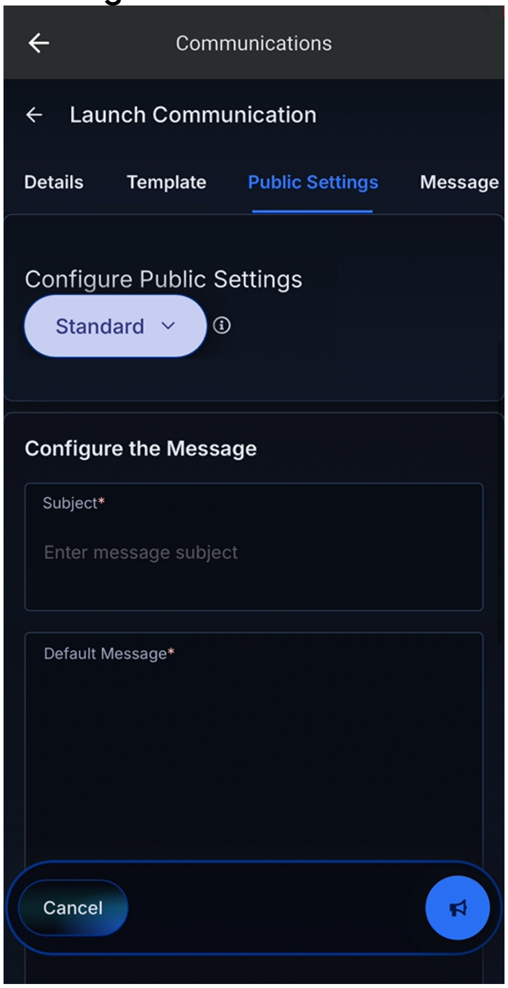
Communication, or select **Send Without a Template** to send it ad-hoc.




- Users can search by name or apply the following filters to quickly find the desired Communication Template:
    - Event Type
    - Most Recently Used
    - Most Recently Updated

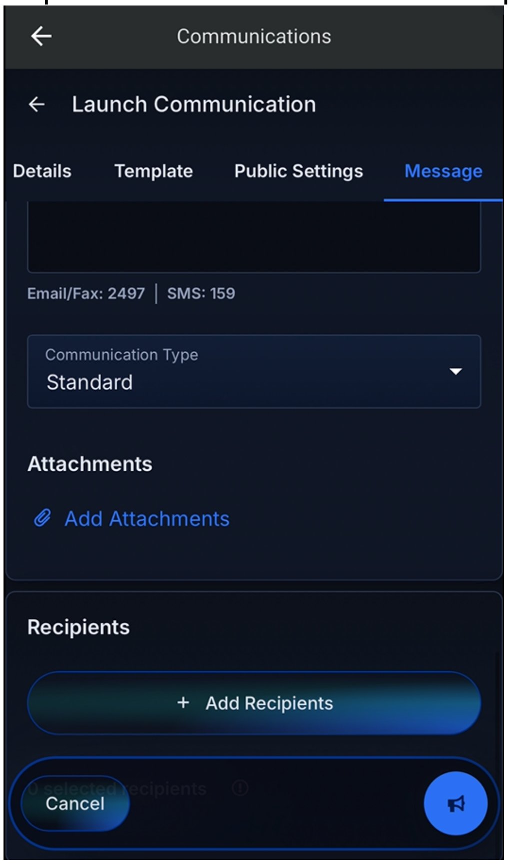
5. Under **Public Settings**, select the Communication Priority from the dropdown
    - **Standard**
    - **High**
    - **Imminent Threat to Life**

6. Under **Configure the Message**, fill in the required **Subject** and **Default Message** fields.

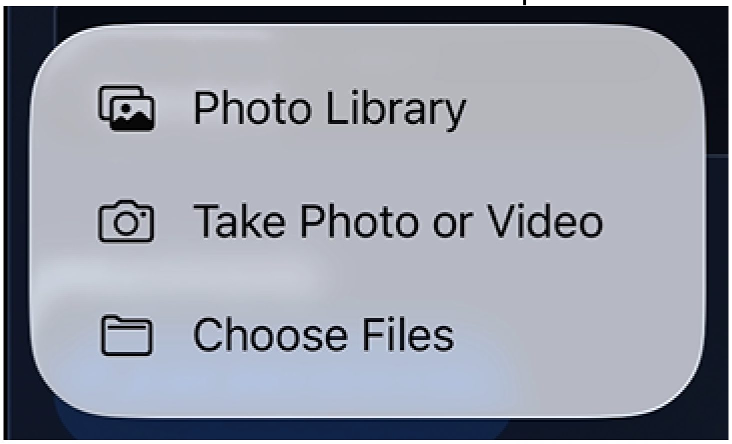



7. Set the Communication type from the dropdown menu:
   - **Standard** - Used for one-way informational messages.
   - **Polling** - Used to send polls with questions for recipients.
   - **Conference** - Used to configure a Conference Bridge with dial-in information.

8. Tap **Add Attachments** to attach up to 5 files (max 5 MB each, 20 MB total).

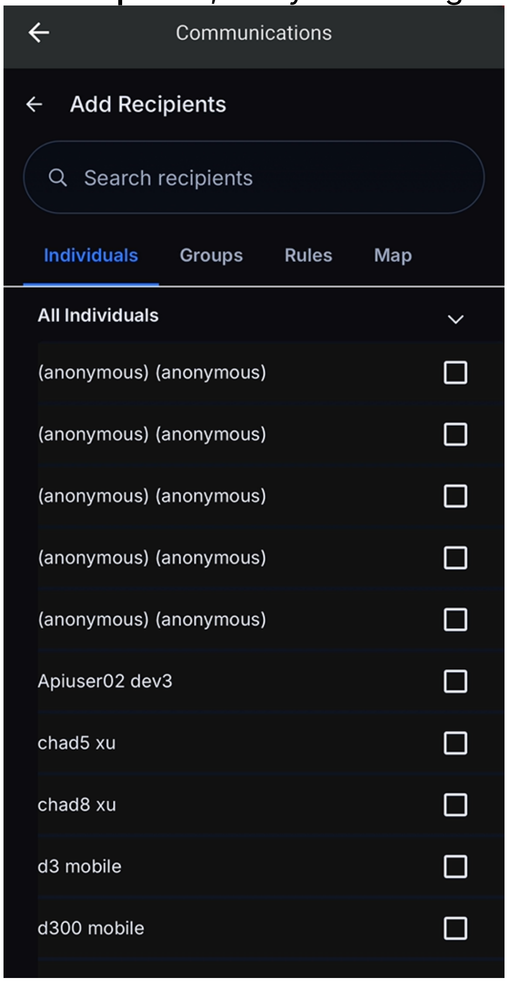



The **Add Attachments** modal will open.

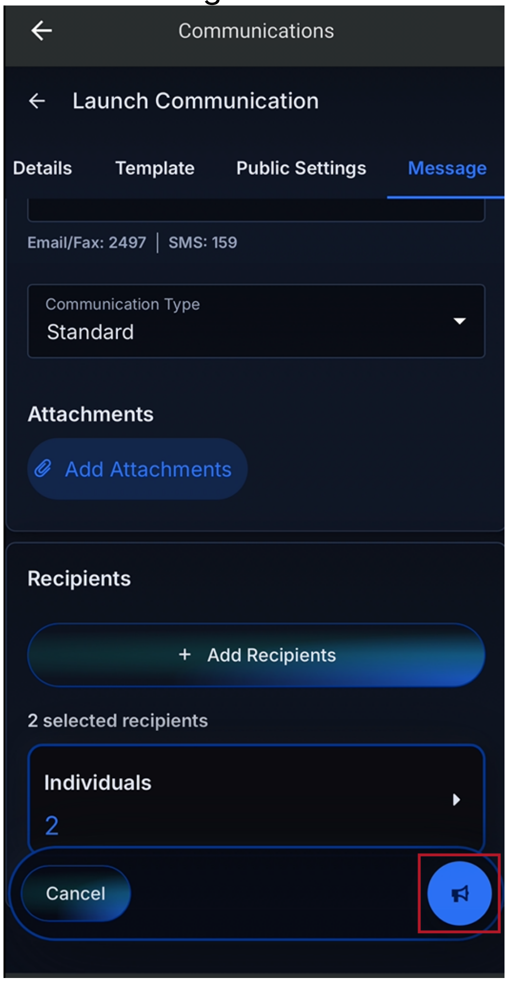



Choose one of the following attachment methods:
- Photo Library
- Take Photo or Video
- Choose Files

9. Tap **Add Recipients** to select the recipients via the **Individuals**, **Groups**, **Rules**, and **Map** tabs, or by searching. Once finished, tap the **Back** button.

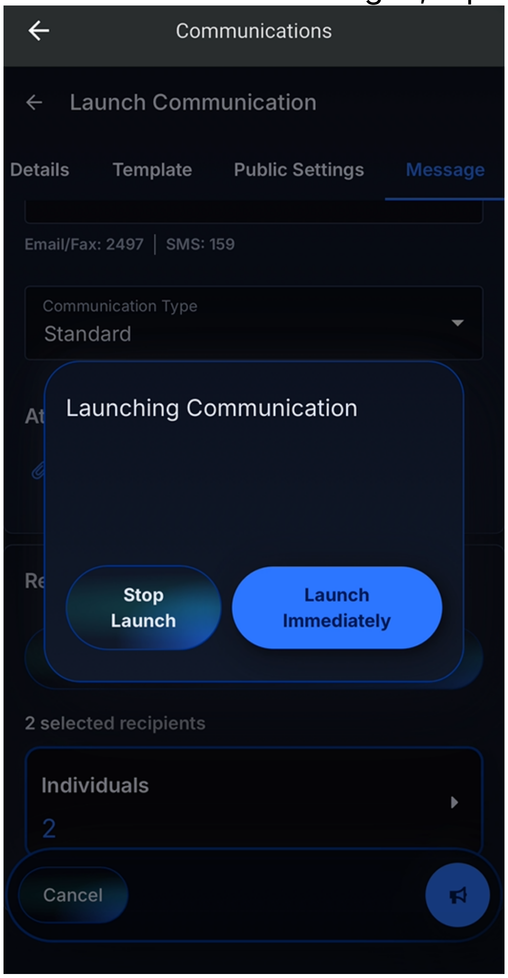


10. Review the details of each section, and when ready, tap the **Launch** button in the bottom-right corner.

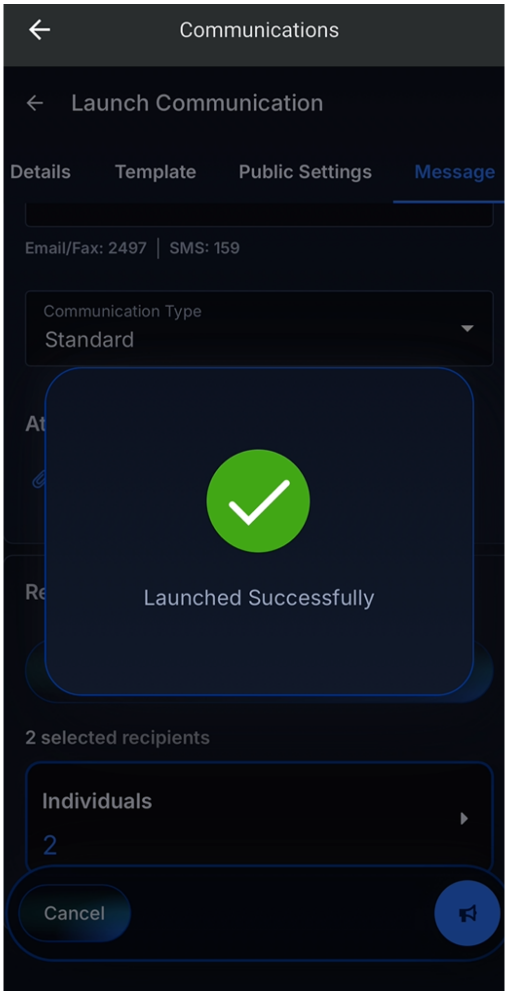



11. The **Launching Communication** modal will open. If the Communication is ready to be launched, tap **Launch Immediately** or wait for it to finish preparing. If the Communication needs to be stopped for any reason, such as

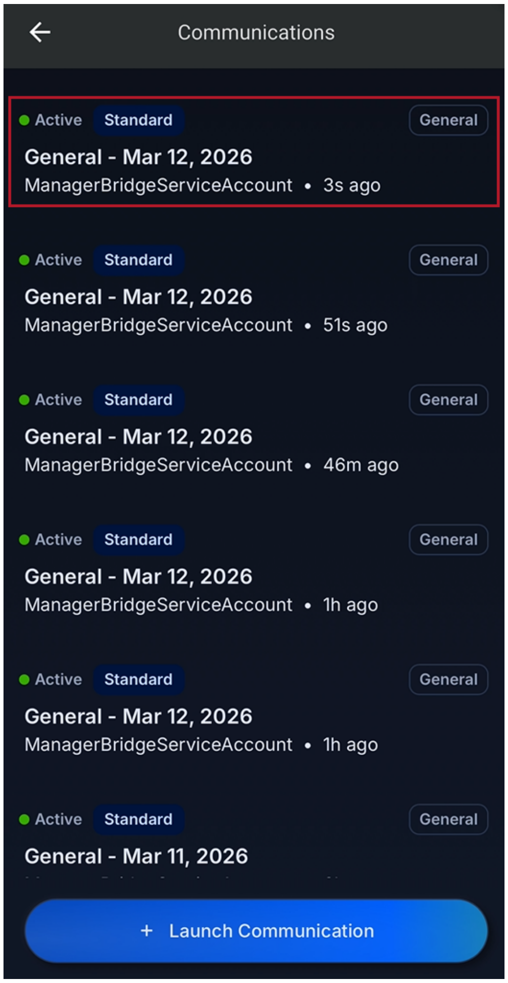
to make additional changes, tap **Stop Launch**.



12. A message will appear to confirm that the Communication was successfully launched.



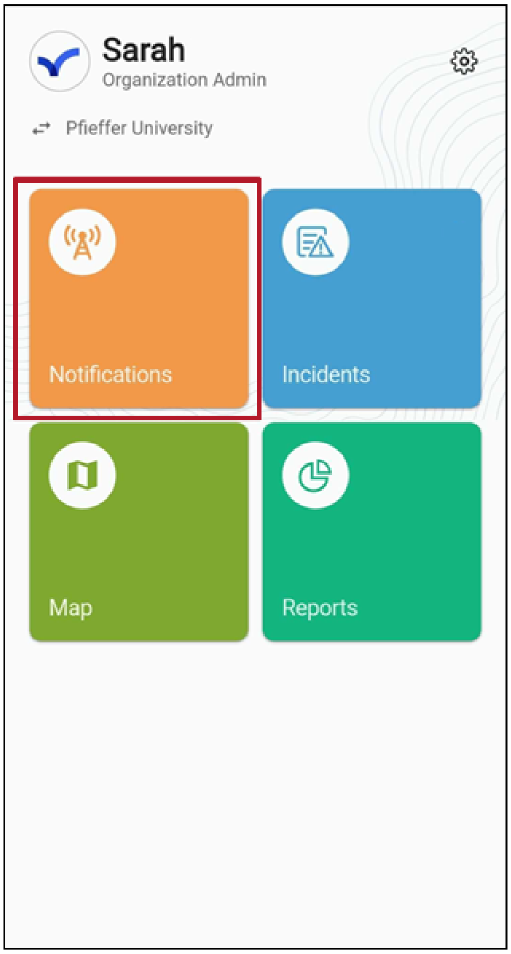
13. The user will be returned to the **Communications List**, where the new Communication can be seen at the top.




**NOTE:** Communications require a Name, Priority, Type, Message, and at least one Recipient. If any of these are left blank, the Communication will fail to launch, and the user will be prompted to fill in the missing details.

# Notifications

An Organization's Notifications can be viewed and sent by tapping on the **Notifications** tile on the home page.




**NOTE:** For more on Notifications in Everbridge Suite, see the Everbridge Suite User Guide.

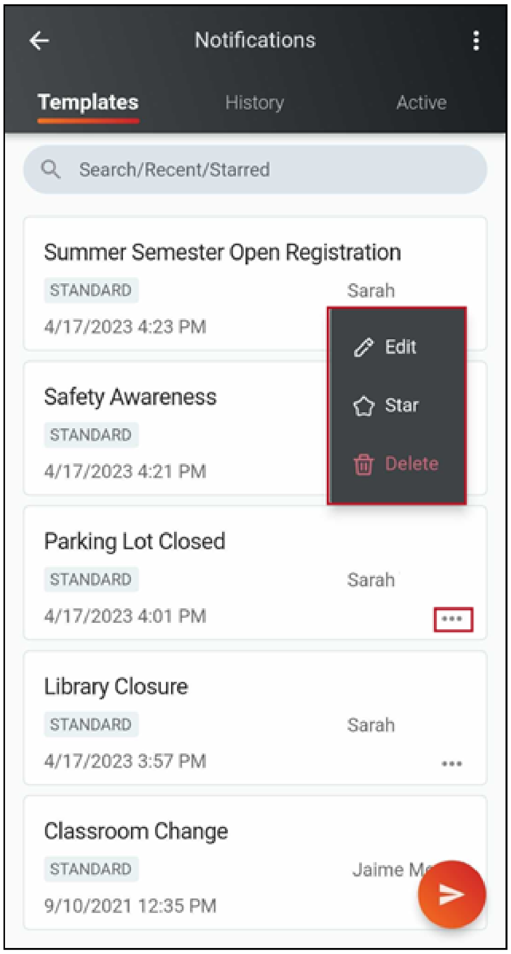
The **Notifications** section is broken into three tabs:

1. Templates
2. History
3. Active

# Templates Tab

Any Notification templates available to you will be found under the **Templates** tab. Tap one to start creating a new Notification from it. Users with the necessary permissions can also tap on the three-dot icon to open a dropdown menu that reveals additional actions:

- Edit
- Star
- Delete

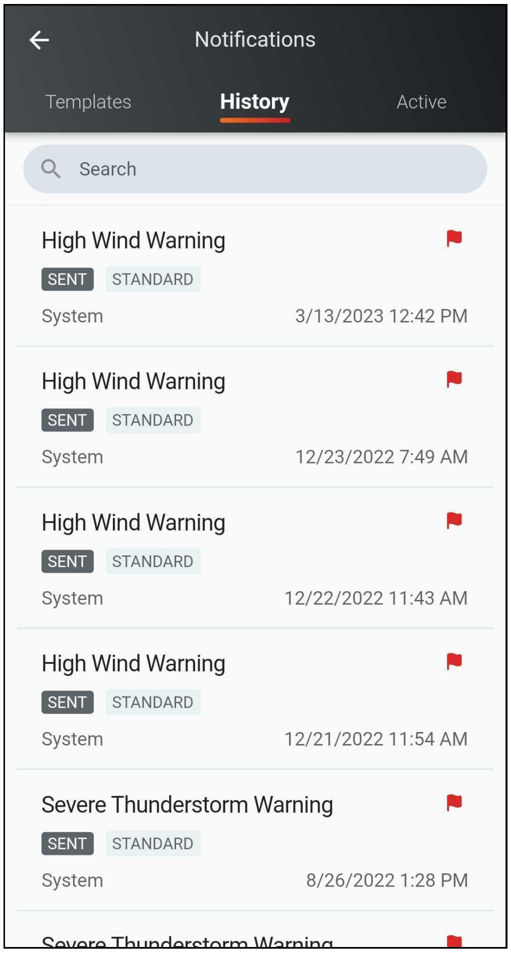



The Templates tab also contains a hamburger menu in the top-right corner. Tap it to reveal the following actions:

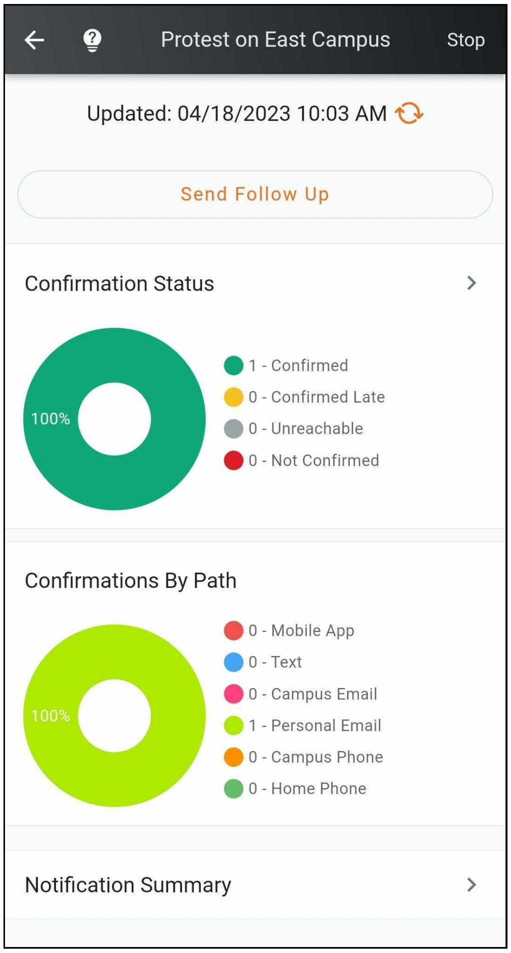
- New Template
- Batch Send

# History Tab

Any previous Notifications can be viewed under the **History** tab.




Tap on a Notification from the list to view its key details, such as the **Confirmation Status** and **Confirmations by Path**. You'll also find the **Send Follow-Up** and **Stop** options here when applicable.




Tapping **Notification Summary** at the bottom will provide even more details, such as:

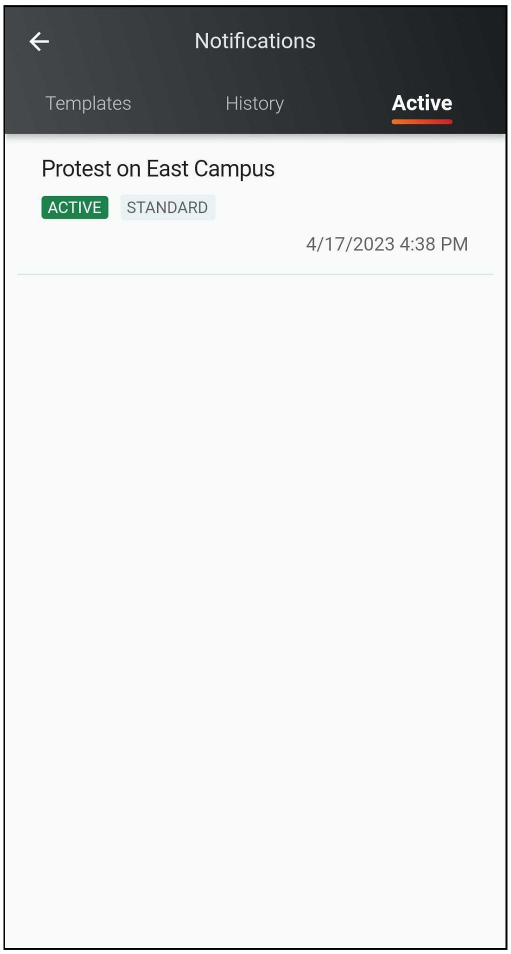
- Notification ID
- Message Title
- Message Text
- Initiated By
- Start Date
- End Date
- Throttling (Yes/No)
- Emergency (Yes/No)
- Notification Mode
- Imminent Threat to Life (Yes/No)
- Sender Email
- Delivery Methods
- Duration
- Contact Cycles
- Voicemail Preference
- Confirm (Yes/No)
- Member Settings

- Request Location (Yes/No)
- Request Image (Yes/No)
- Request Additional Info (Yes/No)
- Enable Sharing Options (Yes/No)

- Language
- Override Device Time frame (Yes/No)

# Active Tab

Any active Notifications can be found on the **Active** tab. Tap on one to view the same information available for Notifications found in the History tab.

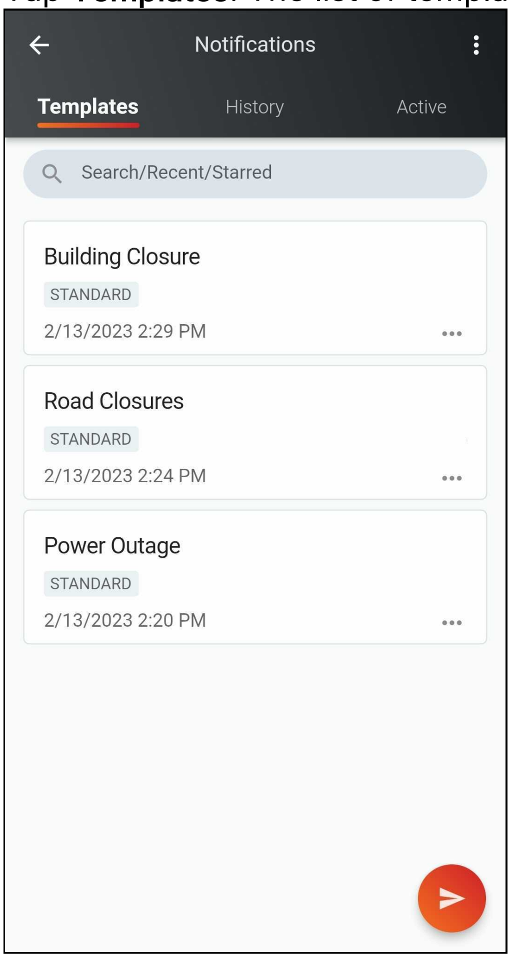


# Sending Notifications From ManageBridge

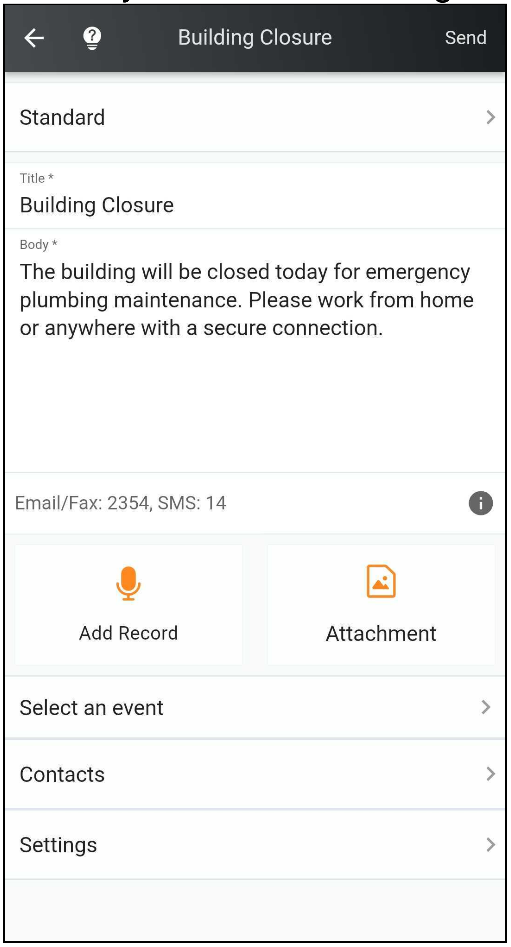
Users can perform all the tasks of sending and monitoring Notifications from the ManageBridge app just as they would from the desktop Manager Portal.

**To send a new Notification from ManageBridge using a template:**

1. From the home screen, tap **Notifications**.
2. Tap **Templates**. The list of templates available to you is displayed.



3. Tap the template you want to use. Your message is displayed. You can also manually enter a new message if you don't have a template to use.

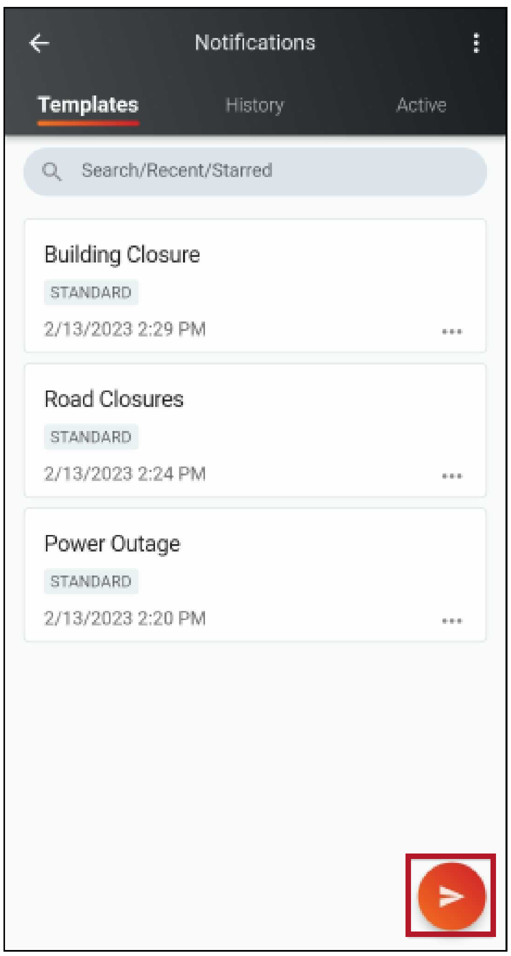



4. Add a voice recording or attachment, if desired.
5. Tap **Select an event** to assign your notification to an event. See Notification Events.
6. Click the back arrow to return to your message.
7. Tap **Next** to be taken to the **Contacts** page. Contacts can be added via Groups, Individuals, Rules, Map, or by utilizing the Search bar. Return to your message once the contacts have been selected.
8. Tap **Settings** to configure and preview the **Final Settings** page, including:
   - Delivery methods
   - Sender Information
   - Voicemail Preference
   - Confirmation preference
   - Delivery Throttling
   - Member App Settings
   - Additional Notifications settings
9. Tap **Send**. The summary page is displayed.
10. Tap **Stop** to stop this notification.

11. Tap **Send Follow-Up** if you want to send a follow-up message for this notification.
12. Click the back arrow to return to **Notifications**.
13. From **Notifications**, you can tap:
    - **History** to see a history of all your notifications both active and sent.
    - **Active** to see your active notifications.

## Sending a New Notification Without a Template

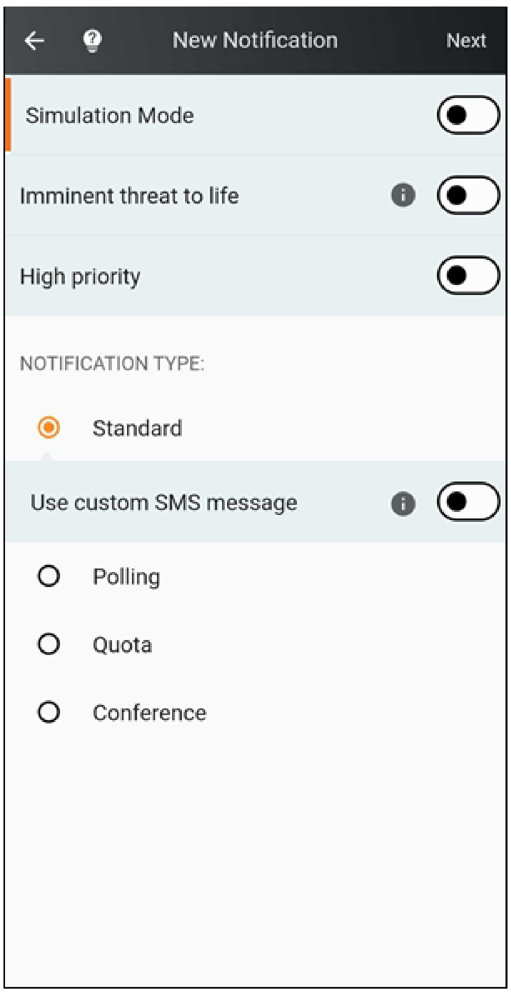
If there are no applicable templates to use, you can manually create a new Notification on the fly by tapping the orange message icon in the bottom-right corner of the Templates Page.




The New Notification page will appear, where the following settings can be configured:

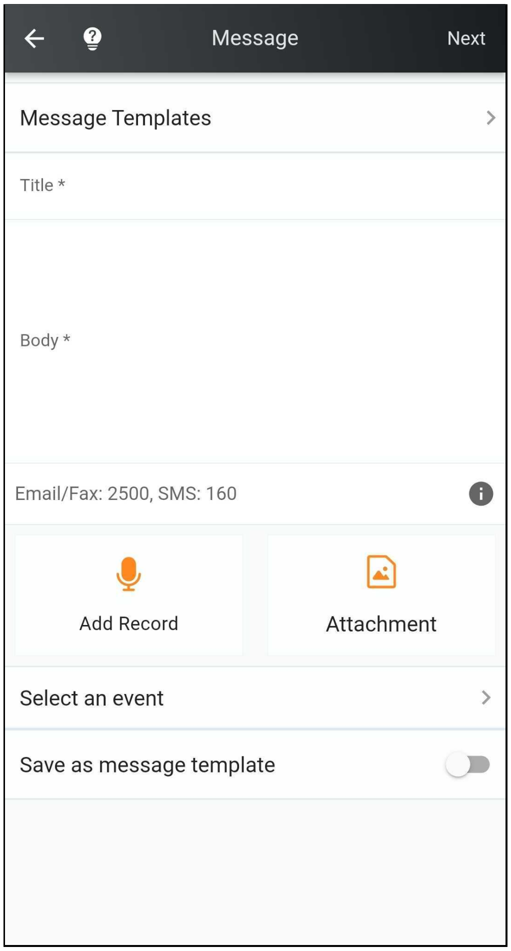
- **Simulation Mode:** Message senders can practice the entire Notification workflow without sending out live Notifications. Access to simulation mode will be restricted based on the permissions provisioned in Manager Portal.

- **Imminent Threat to Life:** When selected, the Notification will be set to High Priority. Messages will also override the recipients' silent switch or "Do Not Disturb" mode on Apple devices.
- **High Priority:** Toggle ON to indicate to the recipient that this is a priority issue.
- **Notification Type:**
  - Standard
  - Polling
  - Quota
  - Conference
- **Use Custom SMS Message:** Use this option to create a separate message for SMS delivery methods. When selected:
  - Text entered directory below will only go to non-SMS delivery methods (such as email, Everbridge Mobile App, etc.)
  - The title will not be included in your SMS message.
  - Only available for the Standard message type.

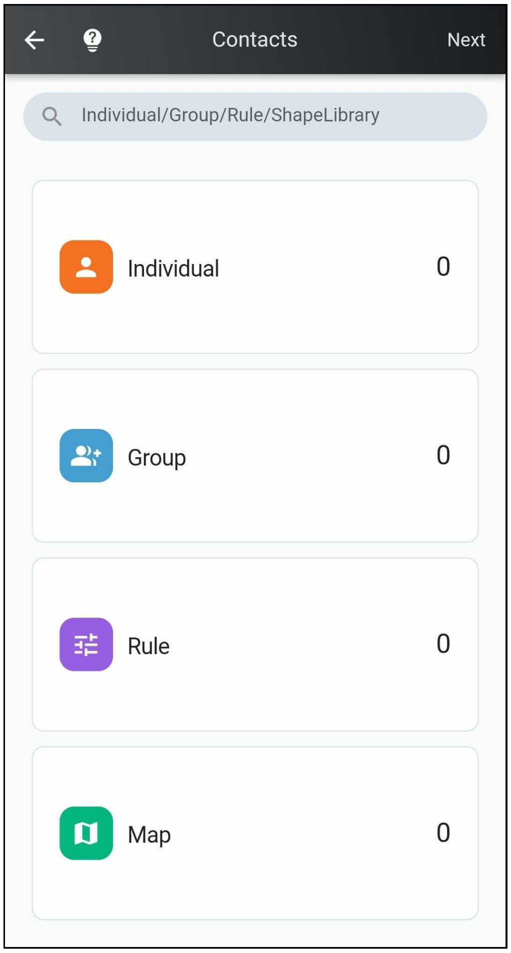



After the above choices have been made, you'll proceed to the Message page. Here, you will:

- Select a Message Template (if applicable)
- Enter the message body
- Add a voice recording or attach a file
- Select an Event
- Save as a Message Template




Once the information has been filled in, tap **Next** to specify the recipients of this message. This can be done by choosing individual Contacts, entire Groups, via Rules, or from the Map.

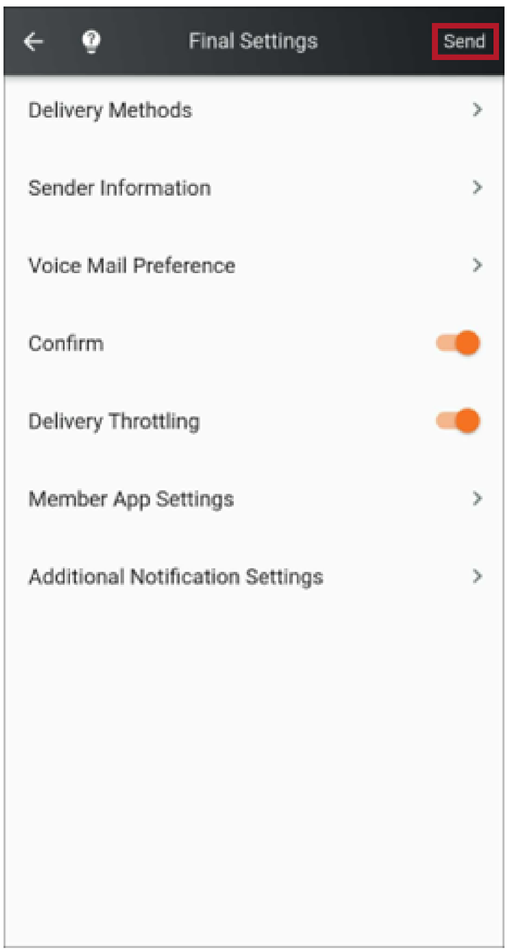



When the recipients have been selected, tap the **Back** arrow at the top, and then **Next**. You'll be taken to the **Final Settings** page, where you can configure:

- **Delivery Methods**
  - Text Paths
  - Voice Paths
  - Primary SMS
  - Primary Email
  - Primary Mobile
  - Everbridge Mobile App
- **Sender Information**
  - Sender Email
  - Sender Caller ID)
- **Voice Mail Preference**
  - Message Only
  - No Message
  - Message with Confirmation
- **Confirmation Preference (Enabled/Disabled)**
- **Delivery Throttling (Enabled/Disabled)**
- **Member App Settings**

  - Request Location
  - Request Image
  - Request Additional Information
  - Enable Sharing Options
- **Additional Notification Settings**
  - Language
  - Duration
  - Contact Cycles
  - Cycle Interval
  - Path Interval

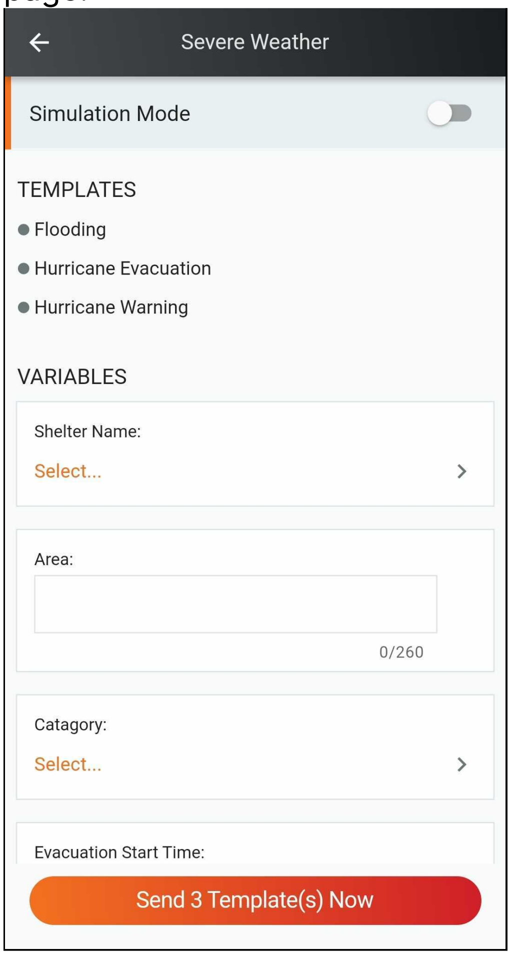
Once all of the Final Settings have been specified, tap **Send**.



# Launching a Scenario from ManageBridge

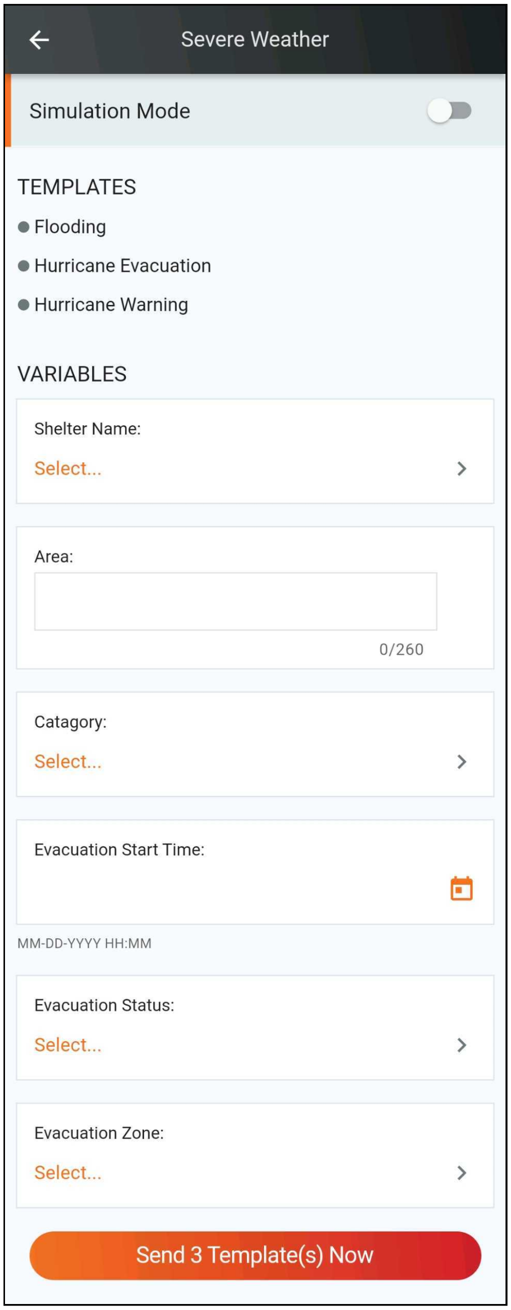
To launch a Scenario:

1. Tap on a Scenario from the list to prepend its details to the form on the next page.




2. Specify if this Scenario should be launched in **Simulation Mode**.
3. Review the preselected templates for this Scenario under the **Templates** heading.

4. Fill in the inherited variables for the Scenario. The example below is for a Severe Weather Scenario that calls for local evacuations.



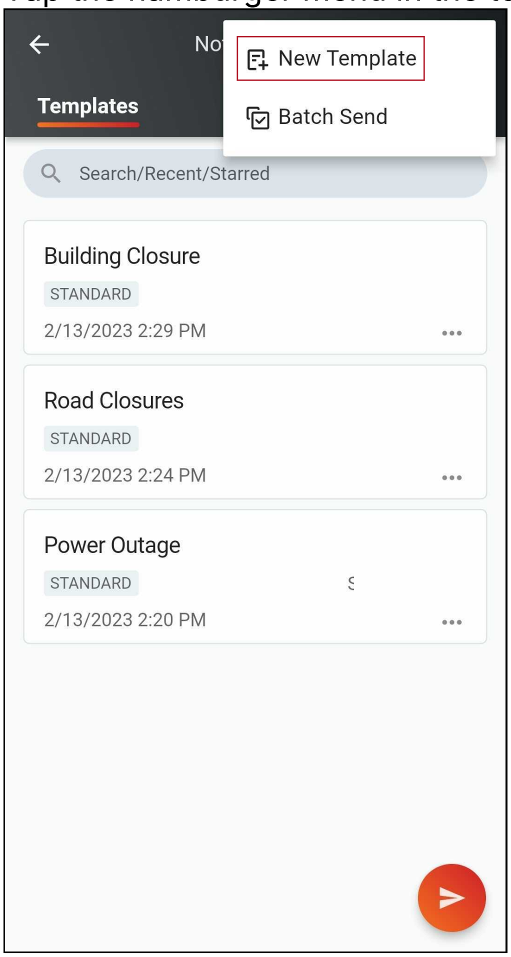

5. Tap **Send**.

# Creating a Notification Template

Notification templates can be created within ManageBridge from the **Notifications > Templates** page.

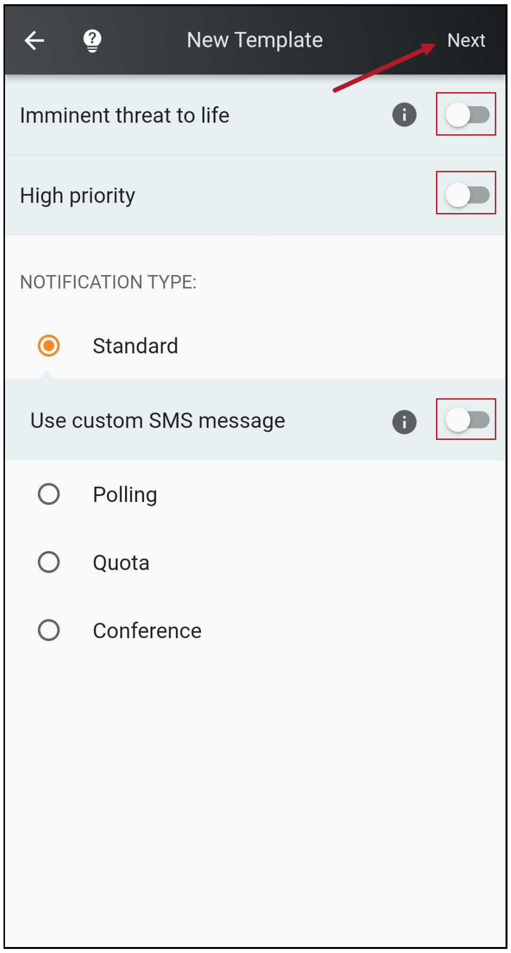
**To create a Notification Template:**

1. Tap the hamburger menu in the top-right corner and select **New Template**.



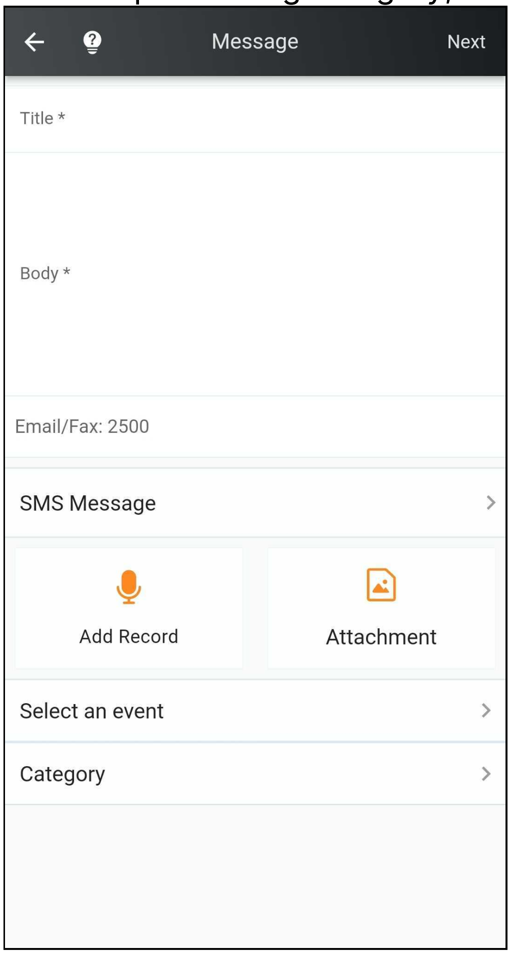

2. The first page of the **New Template** flow appears. Tap **Next** to continue after filling in the following details:
   - Imminent threat to life (Yes/No)
   - High Priority (Yes/No)
   - Notification Type:
     - Standard
       - Use Custom SMS Message (Yes/No)
     - Polling
     - Quota

- Conference

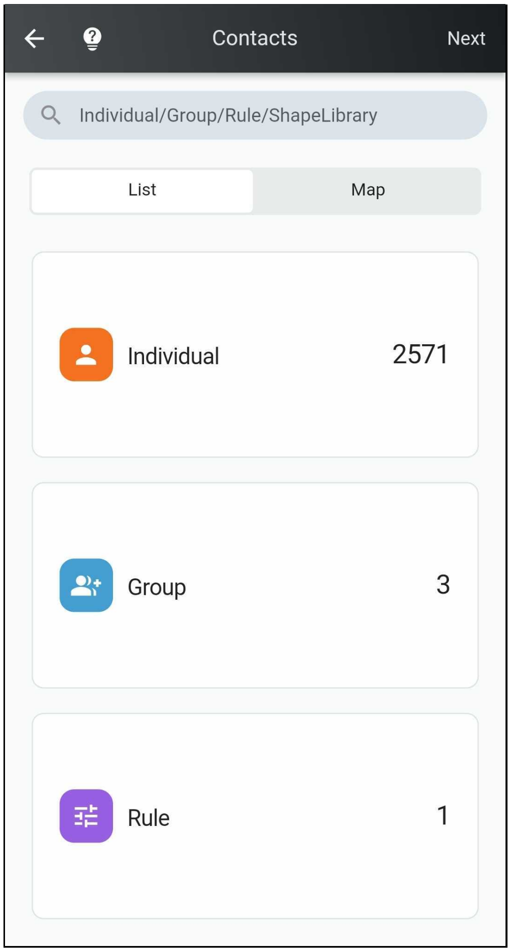


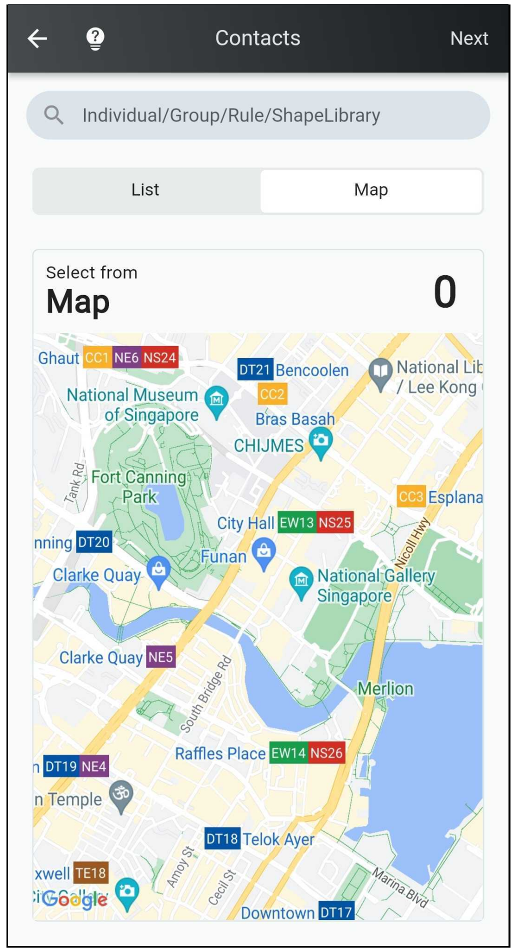

3. On the next page, complete the following details before tapping **Next**:
    - Message Title
    - Message Body
    - SMS Message (if the **Use Custom SMS Message** option was selected on the previous screen)
    - Attach a recording or attachment as desired
    - Select a related Event, if applicable

- Select a preexisting category, or create a new one




4. Next, select the intended contact recipients by searching for individuals, groups, or rules. Tapping the **Map** tab will open the **Map View** if you'd prefer to select contacts by area, instead.

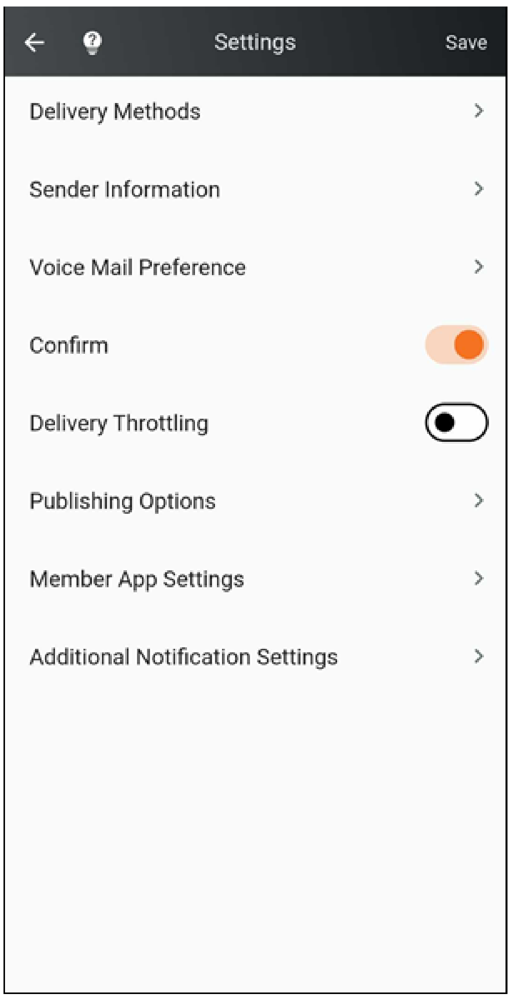



Once the contacts have been chosen, tap **Next**.

5. The Settings page will appear. Configure the following options for your message:
    - **Delivery Methods**
        - All Contact Paths
        - Text Paths
        - Voice Paths
        - Primary SMS
        - Primary EMS
        - Primary Email
        - Primary Mobile
        - Everbridge Mobile App
    - **Sender Information**
        - Sender Email
        - Sender Caller ID
    - **Voice Mail Preference**
        - Message Only
        - No Message
        - Message with Confirmation
    - **Confirm (Yes/No)**

- **Delivery Throttling (Yes/No)**
- **Publishing Options**
  - Everbridge Network
- **Member App Settings**
  - Request Location (Yes/No)
  - Request Image (Yes/No)
  - Request Additional Info (Yes/No)
  - Enable Sharing Options (Yes/No)
- **Additional Notification Settings**
  - Language
  - Duration
  - Contact Cycles
  - Cycle Interval
  - Path Interval



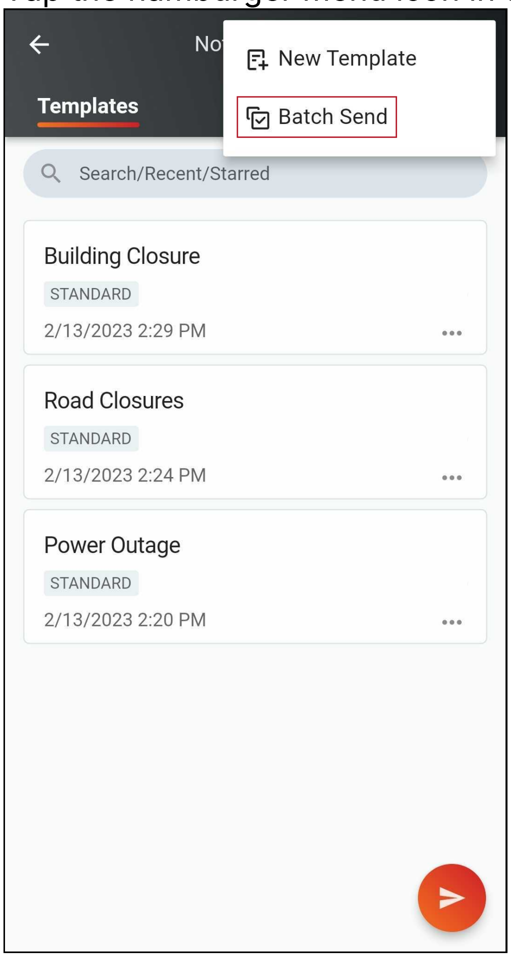

6. Tap **Save** to complete your template. It can now be seen in the **Templates** tab in-app.

# Batch Send Templates

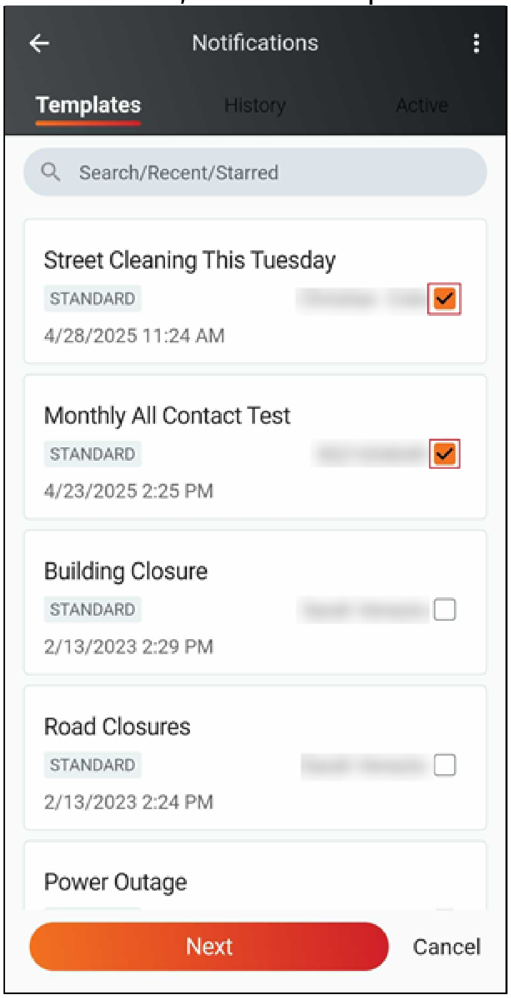
Multiple Notification templates can be sent simultaneously from ManageBridge by utilizing the **Batch Send** option under **Notifications** > **Templates**.

To send a batch of templates:

1. Tap the hamburger menu icon in the top-right corner, and select **Batch Send**.

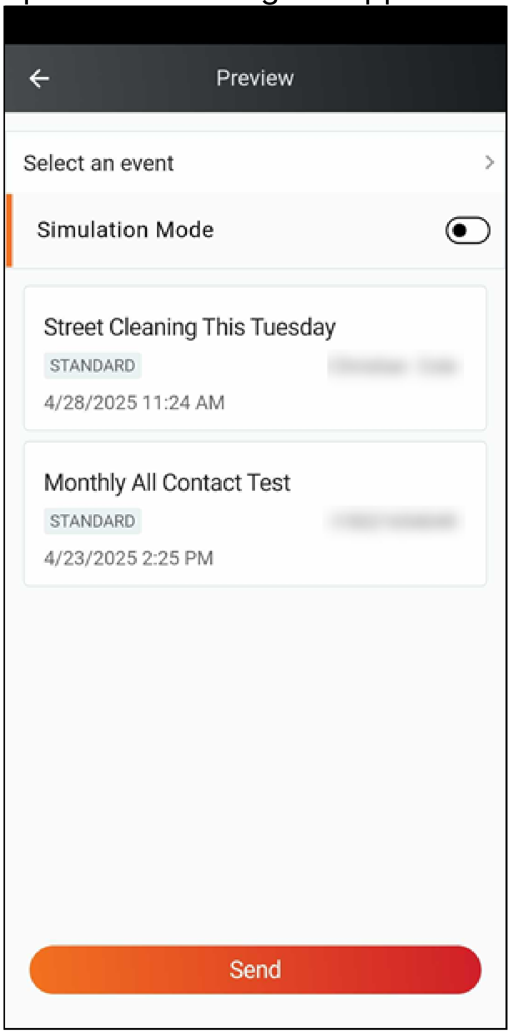


2. Tap the checkmarks next to the templates that should be sent as a batch to select them, and then tap **Next**.




3. You'll land on the **Preview** page, where the selected templates are displayed. If applicable, tap **Select an Event** to associate this batch with a specific event.

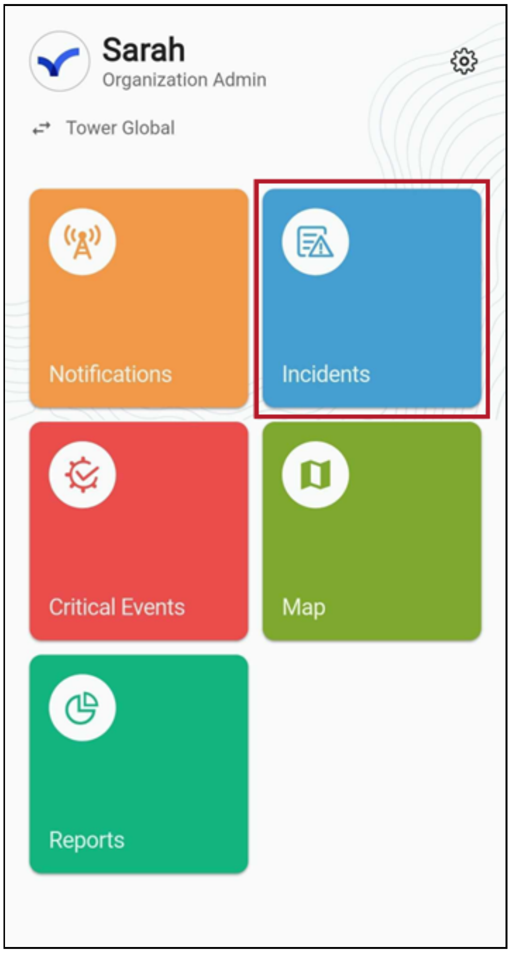
   The batch can also be sent in **Simulation Mode** to provide practice for operators learning the app without sending a batch of real Notifications.




4. Tap **Send** when finished to send the batch of templates.

# Incidents

Tap the **Incidents** tile from the home page to view all Incidents within an Organization, and launch new ones.



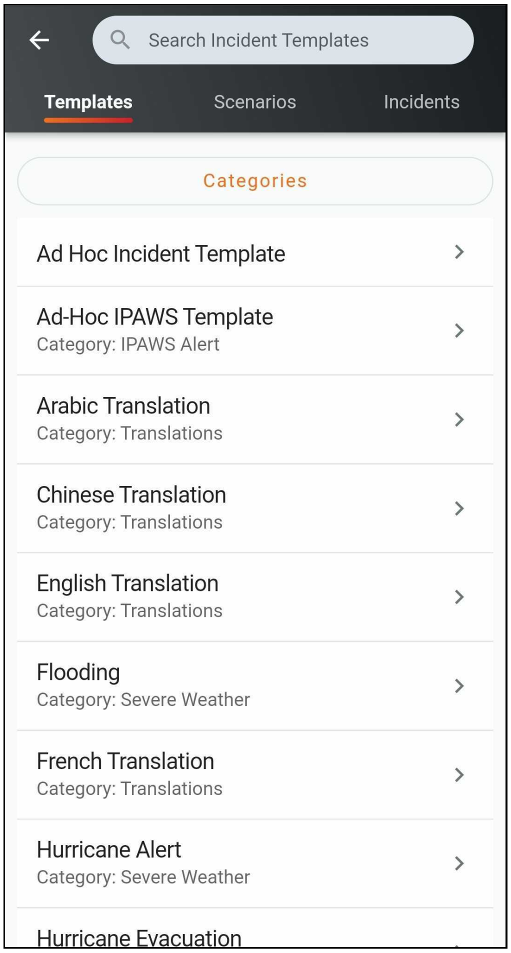

**NOTE:** For in-depth information on Incidents, templates, and scenarios, see the Incident Communications User Guide.

You'll be taken to the **Incidents** menu, which is broken down into three tabs:

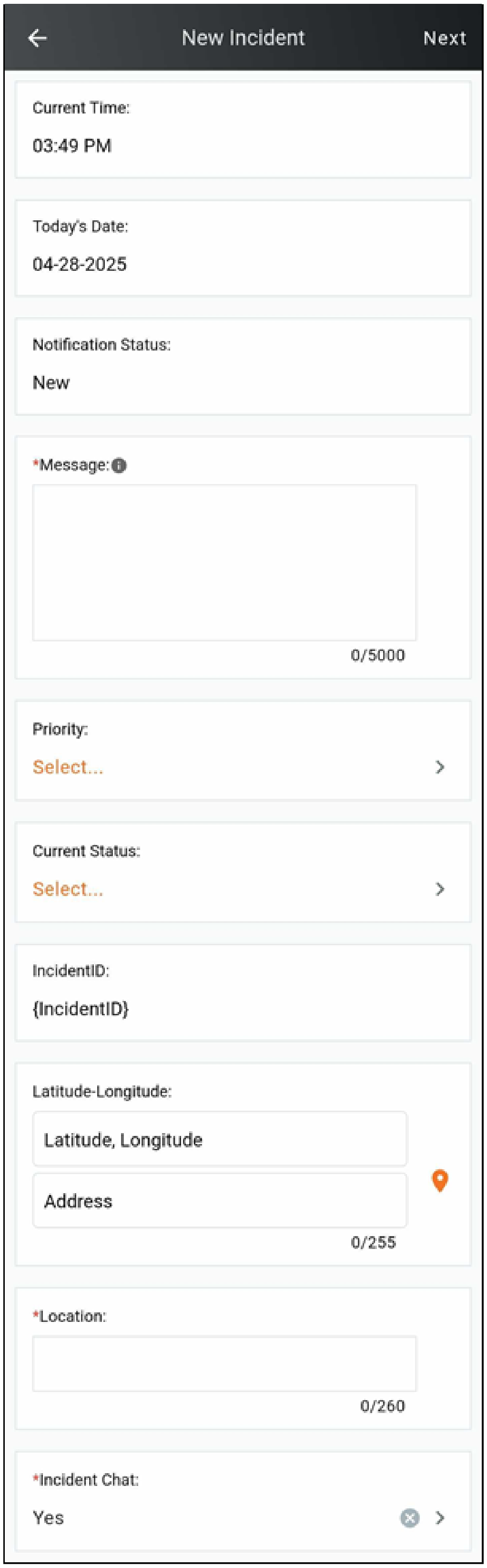
1. **Templates**
2. **Scenarios**
3. **Incidents**

# Templates

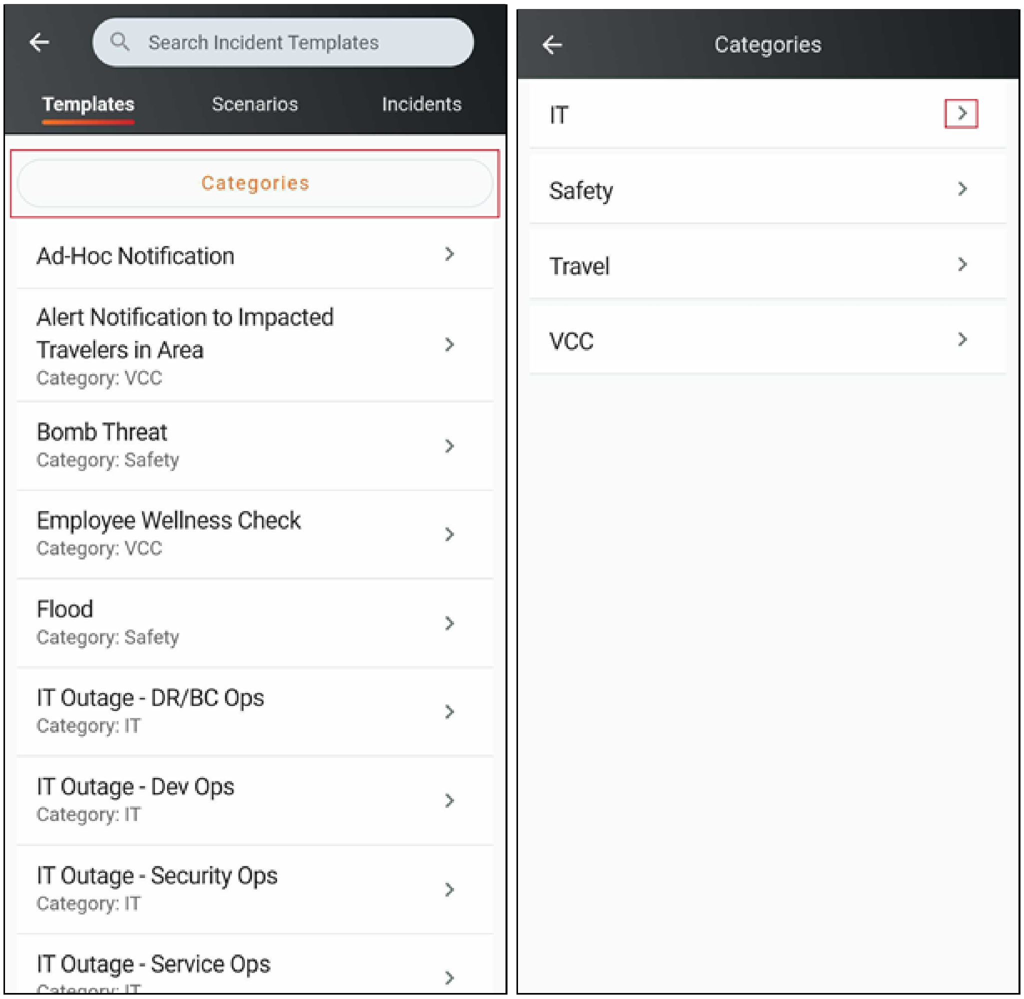
Incident Templates used by an Organization can be found under the **Templates** tab.




Tap on any of them to open the **New Incident** page, customized based on the selected template.

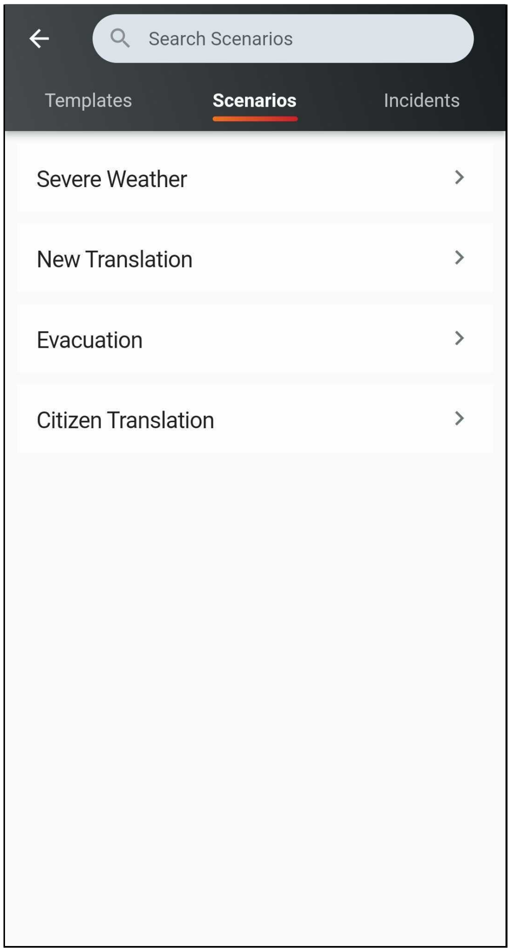

New Incident
Next
Current Time:
03:49 PM
Today's Date:
04-28-2025
Notification Status:
New
*Message:
0/5000
Priority:
Select...
Current Status:
Select...
IncidentID:
{IncidentID}
Latitude-Longitude:
Latitude, Longitude
Address
0/255
*Location:
0/260
*Incident Chat:
Yes

Tapping the **Categories** button at the top of the page will display any categories these templates may fall into. Tap on a category to see which templates apply.



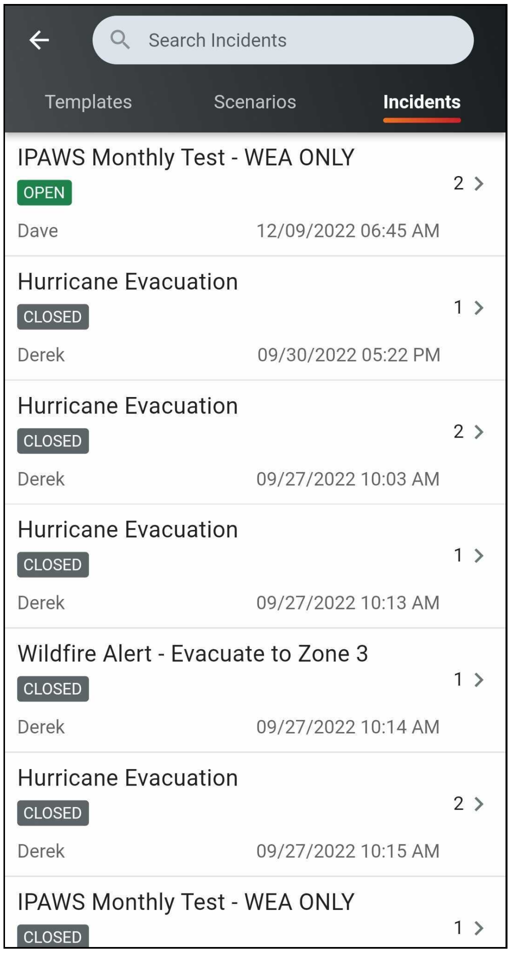

# Scenarios

An Organization's Scenarios can be found and launched from the **Scenarios** tab.

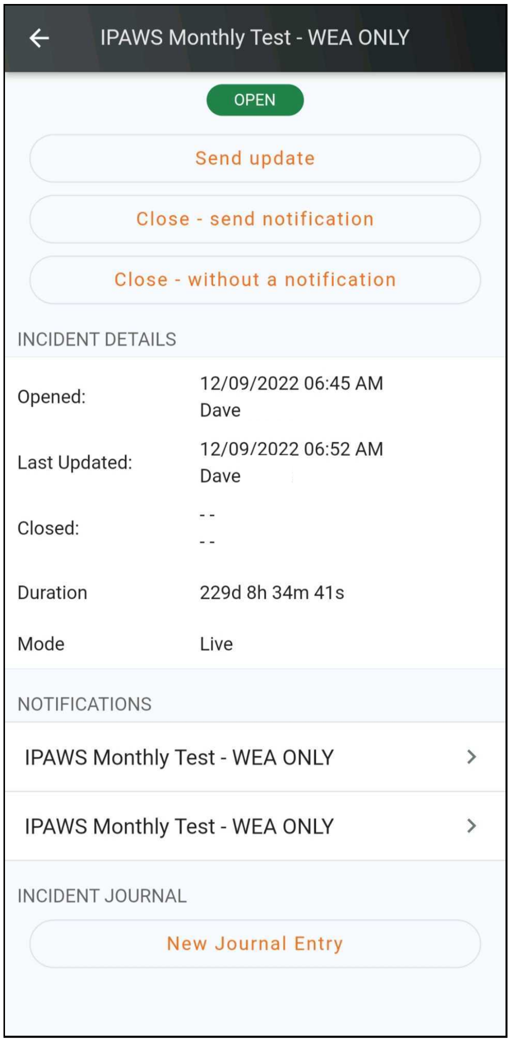



# Incidents

Any Incidents that have been launched by an Organization can be found under the **Incidents** tab.




Tapping an Incident from the list will take you to the **Incident Details** page, which displays critical information about the Incident. An Incident update can be sent from here, and Incidents can be closed with or without communication, as well.

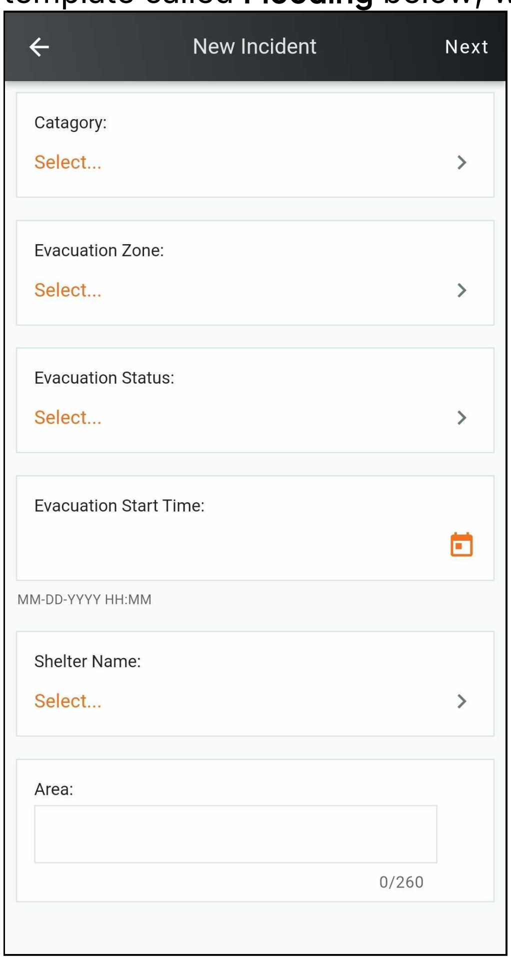

IPAWS Monthly Test - WEA ONLY
OPEN
Send update
Close - send notification
Close - without a notification
INCIDENT DETAILS
Opened:
12/09/2022 06:45 AM
Dave
Last Updated:
12/09/2022 06:52 AM
Dave
Closed:
- -
- -
Duration
229d 8h 34m 41s
Mode
Live
NOTIFICATIONS
IPAWS Monthly Test - WEA ONLY
IPAWS Monthly Test - WEA ONLY
INCIDENT JOURNAL
New Journal Entry

# Launching a New Incident From ManageBridge

Users can perform all of the tasks surrounding the sending and monitoring of Incidents from ManageBridge that they would within the desktop Manager Portal.

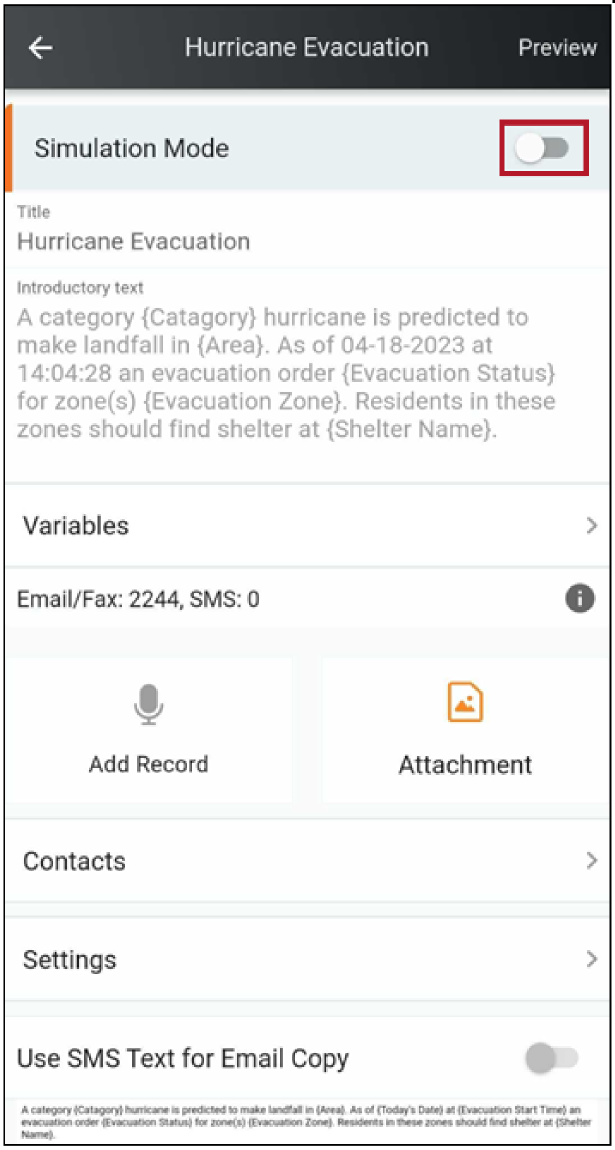
To launch a new Incident from ManageBridge App:

1. Tap the **Incidents** tile from the home menu. You'll arrive in the **Incidents** section.
2. Select an **Incident Template** under the **Templates** tab. Note that this differs from the desktop version of the Manager Portal in that a template **must** be selected when sending an Incident from ManageBridge.
    - Organizations may want to consider creating a basic ad hoc Incident template to be quickly used in ManageBridge when preexisting templates don't apply to a specific situation.
3. Fill in the variable fields of the selected Incident template. We used a template called **Flooding** below, which calls for local evacuations.




4. Tap **Next** to proceed to the next page, where more details and settings can be configured. If needed, when enabled to send this Incident as a test, toggle

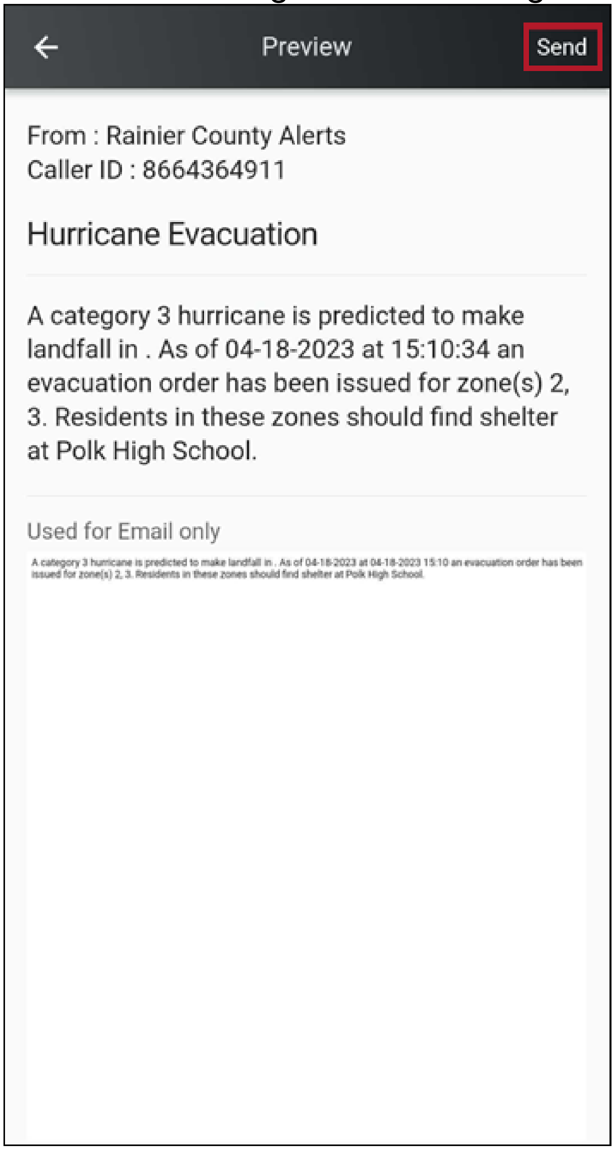
the **Simulation Mode** button **ON** at the top of the page.




5. Tap **Variables** to review the variables established on the previous page and make any adjustments as needed.
6. If desired, tap **Add Record** to record a voice message, or tap **Attachment** to add a file.
7. Tap **Contacts** to review the recipients of this Incident.
8. Adjust the Incident's settings by tapping **Settings** and specifying the following options:
    - Imminent threat to life (Yes/No)
    - Priority Notification (Yes/No)
    - Hide list of variables (Yes/No)
    - Close after sending (Yes/No)
    - Use custom SMS Message (Yes/No)
    - Delivery Methods
        - All Contact Paths

    - Text Paths
    - Voice Paths
    - Everbridge Mobile App
    - Primary SMS
    - Primary Email
    - Primary Mobile Phone
- Sender Information
    - Sender Email
    - Sender Caller ID
- Voicemail Preference
    - Message Only
    - No Message
    - Message with Confirmation
- Confirm (Yes/No)
- Delivery Throttling (Yes/No)
- Member App Settings
    - Request Location (Yes/No)
    - Request Image (Yes/No)
    - Request Additional Info (Yes/No)
    - Enable Sharing Options (Yes/No)
- Additional Notification Settings
    - Language
    - Duration
    - Contact Cycles
    - Cycle Interval
    - Path Interval

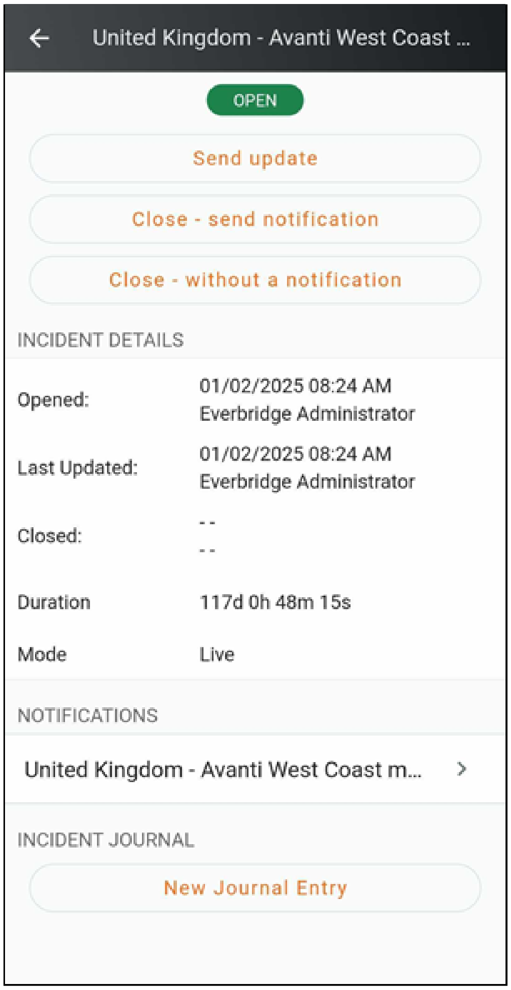
9. Once the settings have been specified, tap **Preview** in the top-right corner to review the message before sending it.




10. If everything looks correct in the Preview, tap **Send**.

# Reviewing Incident Details in the ManageBridge App

After tapping **Send**, the **Incident Details** screen is displayed. This offers a communication history for a particular Incident.



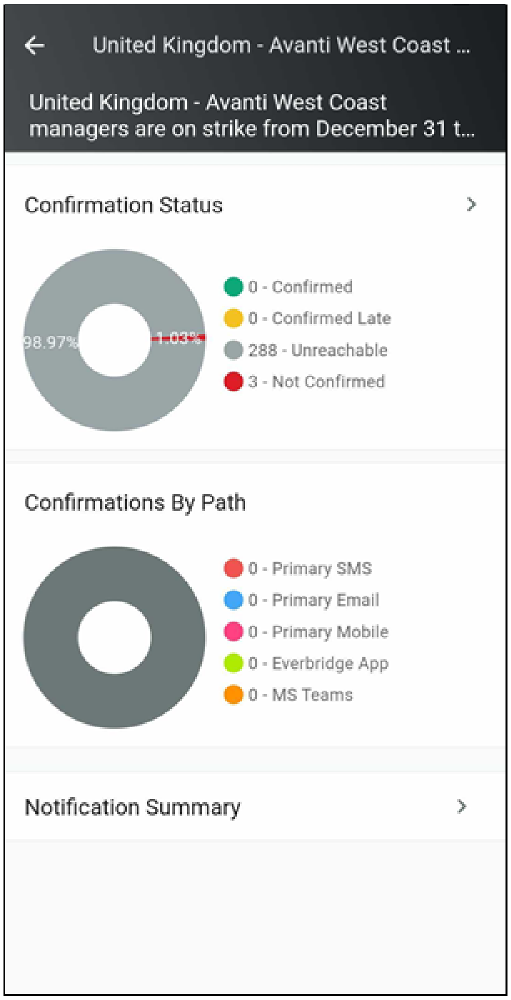

The table describes the sections, from top to bottom, of the **Incident Details** screen.

| Field Name or Area | Description |
|---|---|
| Incident Name | The Incident name appears in the title bar at the top of the screen just above the Status (OPEN or CLOSED) button. The Incident Name is copied from the title of the first Notification. |
| Status | An Incident is either OPEN (green background) or CLOSED (gray background). |
| Send Update | Select one of these buttons to send an update or close the Incident. See: |

| | |
|---|---|
| Close - send Notification<br>Close - without a Notification | • Sending an Update Notification in ManageBridge<br>• Closing an Incident in ManageBridge |
| Opened | Displays the time stamp of the first Notification, including the full name of the person who sent that first message. |
| Last Updated | Displays the time stamp of the last modification and the full name of the user who made that modification. Modifications include: sending subsequent Notifications, changing the name of the Incident, closing the Incident, and adding entries to the Incident Journal. |
| Closed | Displays the time stamp of when the Incident was closed and the full name of the user who closed the Incident. |
| Notifications | Under **Notifications**, all Notifications are listed in reverse chronological order, sorted by the **Sent On** time stamp. |
| Incident Journal | To record notes about the Incident that are not sent with the Notification. You might want to record the reason for sending the Notification, peripheral information about the Incident, management of the Incident, or any communication issues or communication with external parties such as utilities, vendors, or regulators.<br>You can post any number of journal entries, even when the Incident is closed. You could post follow-up information denoting conversations or anything to ensure that it is documented on the Incident Report where the entire life cycle is recorded. (All Incident information is recorded up to the instant the Incident Report link is selected.)<br>Journal entries are displayed on the Incident Details page in reverse chronological order. However, journal entries for an Incident are listed on the Incident Report in chronological order.<br>1. Tap **New Journal Entry**. The **New Journal Entry** screen appears. Type your journal entry in the text box (maximum 500 characters).<br>2. Tap **Save**. The journal entries are displayed in **Incident Details** and also individually when you tap an Incident journal entry name. |

## Notification Details

Tap the included Notification to see the Notification details.




Details include:

a. **Confirmation Status** - For each of the confirmation states (Confirmed, Not Confirmed, Confirmed Late, and Unreachable), a list of the contact names appears.

b. **Confirmation Status by Path** - The **Confirmation Status by Path** chart shows the number of contacts that have confirmed by delivery method.

c. Tap **Notification Summary** to see the following details:
   - Notification ID
   - Message Title
   - Message Text
   - Initiated By
   - Start Date
   - End Date
   - Throttling (Yes/No)
   - Emergency (Yes/No)
   - Notification Mode
   - Imminent Threat to Life (Yes/No)
   - Sender Email

- Sender Caller ID
- Delivery Methods
- Duration
- Contact Cycles
- Voicemail Preferences
- Confirm (Yes/No)

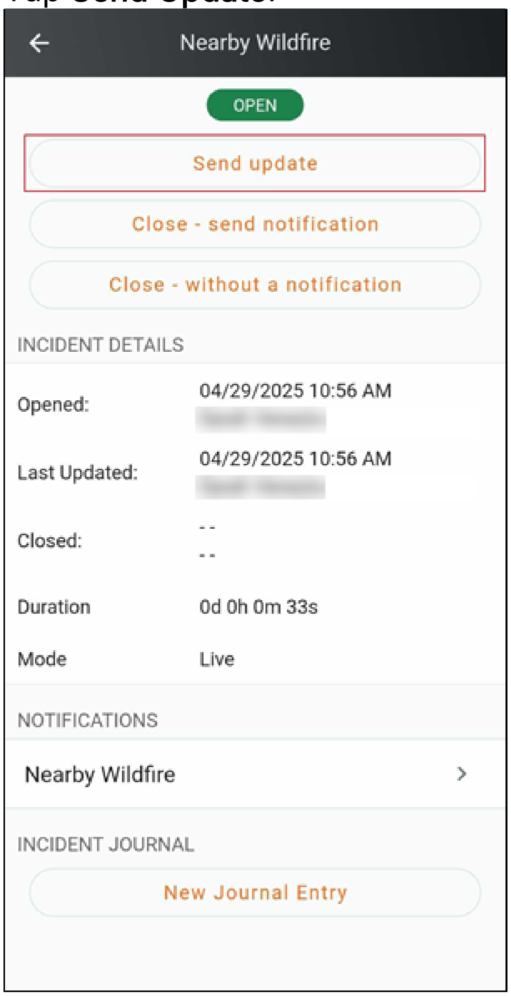
Tap **Back** to return to the **Incident Details** page.

# Sending an Incident Update Notification

Recently opened Incidents are located at the top of the **Incidents** tab. While an Incident is active (Open), you can send update messages.

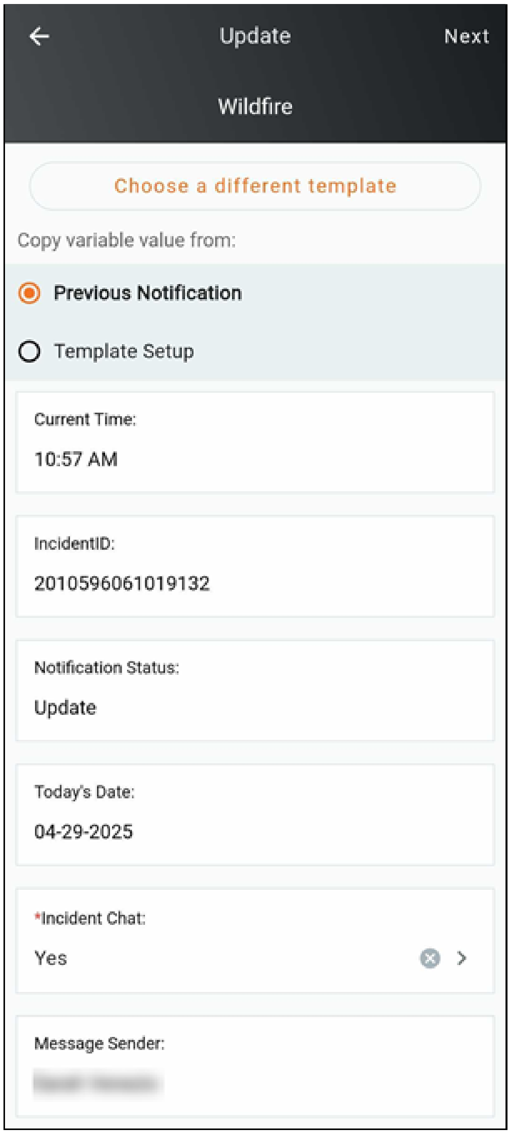
To send update messages via ManageBridge:

1. From **Incidents,** tap on the name of the Incident in question.
2. Tap **Send Update**.



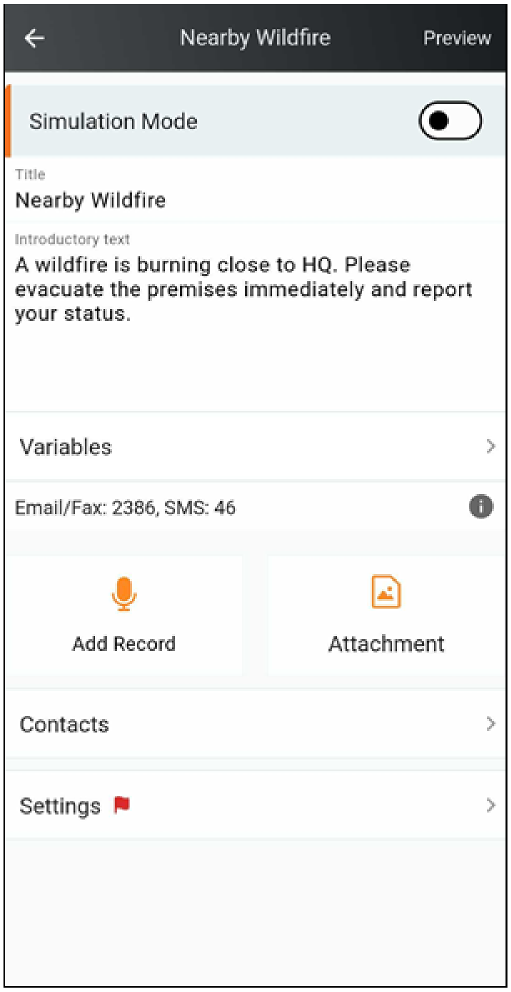

3. The **Update Incident** screen appears. If needed, you can select a different Incident Template for the follow-up than what was used for the original

Incident.



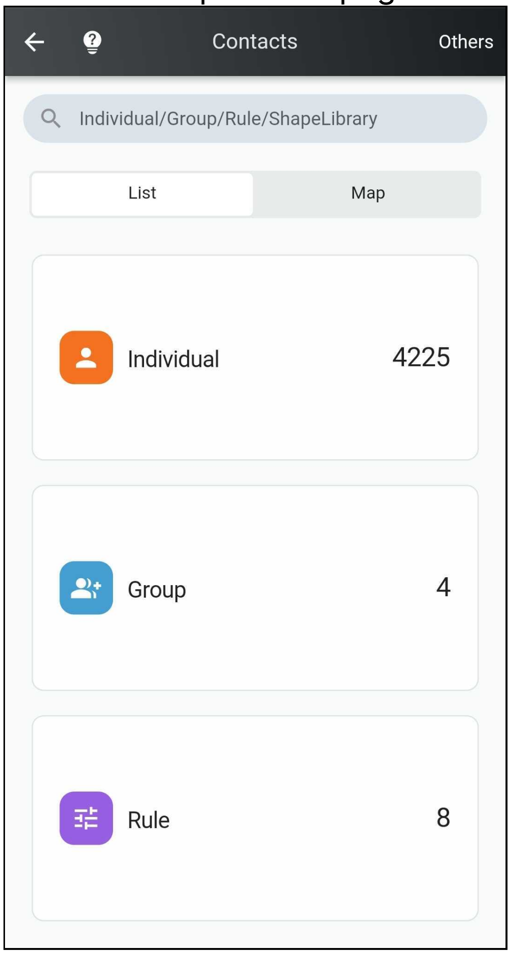

4. Under **Copy variable value from...** select either **Previous Notification** to retain the information entered in these variable fields from the original Incident, or choose **Template Setup** to clear them entirely.
5. Change the value of any fields as needed.
    - You can fill in the fields in any order.
    - Editable fields are white. The values in the gray fields cannot be changed.
    - Required fields are indicated with *.
    - There might be spinner lists offering solutions from which you select a value. The values and their order are defined by your administrators. Select the desired value and tap **Confirm**.
6. After you have finished configuring your information variables, tap **Next**. Here, you can:
    - Enable Simulation Mode.

- Edit the Title and Introductory Text.
- Double-check the variables.
- Review the remaining available character count.
- Add a voice recording.
- Add an attachment.

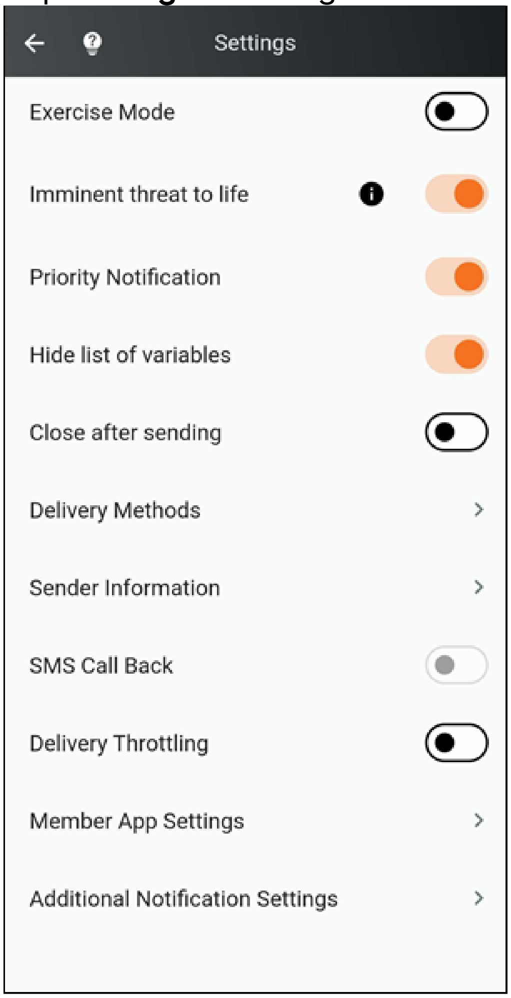



7. Tap **Contacts** to specify who should receive the follow-up by Individuals, Groups, Rules, or the Map. Once they've been chosen, tap the back arrow to

return to the previous page.



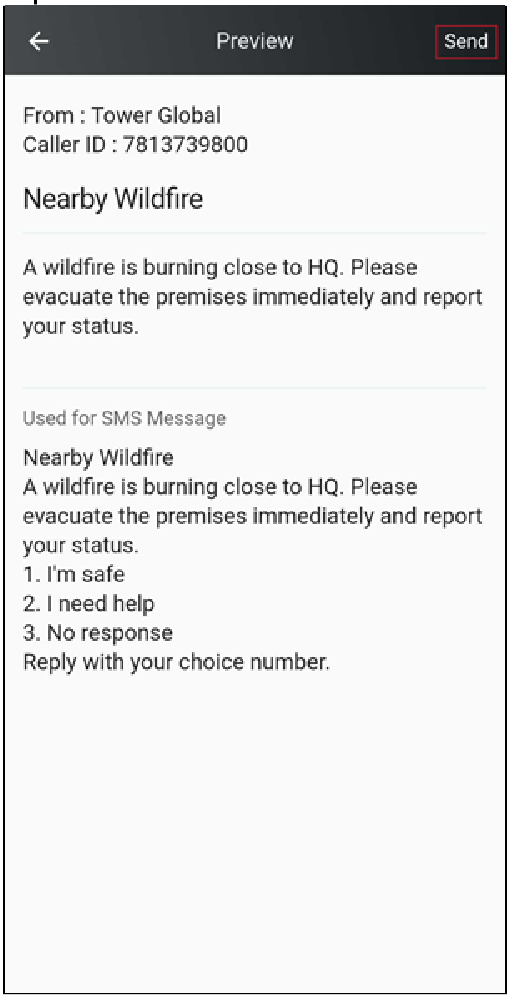
8. Tap **Settings** to configure the following preferences:




- Imminent threat to life (Yes/No)
- Priority Notification (Yes/No)
- Hide list of variables (Yes/No)
- Close after sending (Yes/No)
- Use custom SMS message (Yes/No)
- Delivery Methods
    - All Contact Paths
    - Text Paths
    - Voice Paths
    - Everbridge Mobile App
    - Primary SMS
    - Primary Email
    - Primary Mobile Phone
- Sender Information
    - Sender Email
    - Sender Caller ID
- Voice Mail Preference
    - Message Only

        - No Message
        - Message with Confirmation
    - Confirm (Yes/No)
    - Delivery Throttling (Yes/No)
    - Member App Settings
        - Request Location (Yes/No)
        - Request Image (Yes/No)
        - Request Additional Info (Yes/No)
        - Enable Sharing Options (Yes/No)
    - Additional Notification Settings
        - Language
        - Duration
        - Contact Cycles
        - Cycle Interval
        - Path Interval
9. Review the information from the Incident.
10. Tap **Back** at any time to return to the previous screen when you need to modify any information variables.

11. Tap **Preview** to review the details of the follow-up message. Once satisfied, tap **Send**.

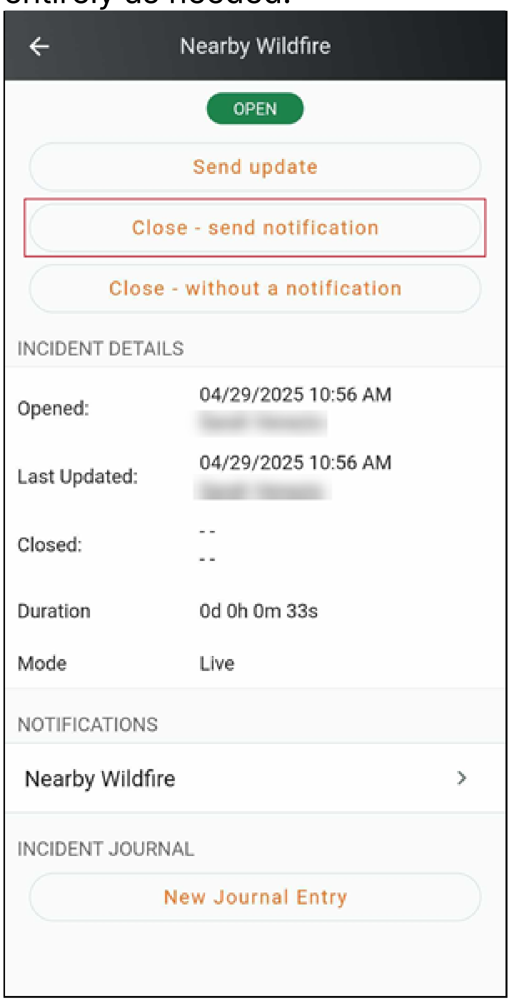


# Closing an Incident in ManageBridge

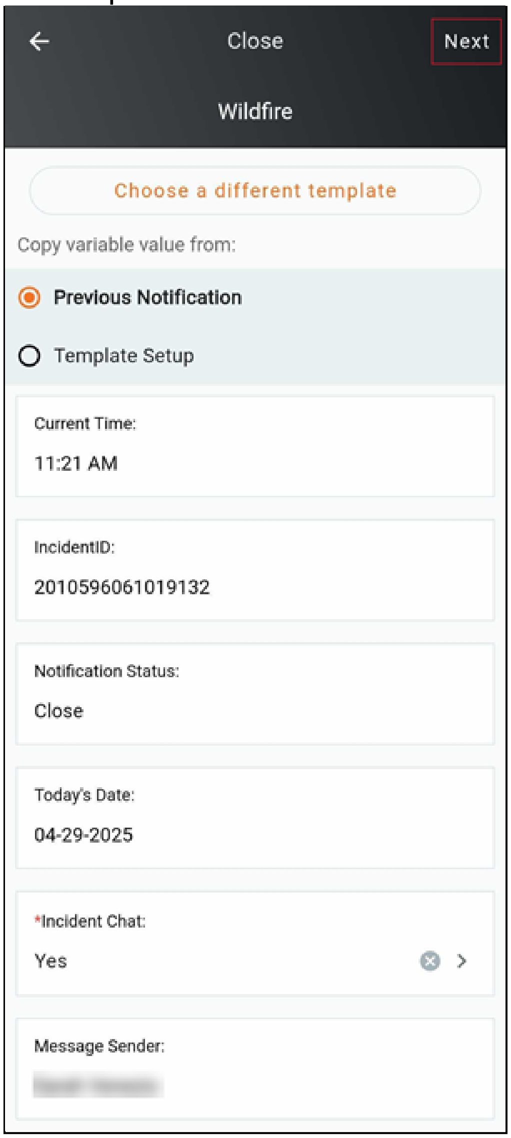
There are two ways to close an Incident in ManageBridge: Closing with or without a Notification.

## Closing With a Notification

1. Tap on the desired Incident from the **Incidents** tab. You'll land on the **Incident Details** page.
2. Tap **Close - send notification.** The **Close Incident** screen is displayed, where you can choose to import variables from either the Previous Notification or from the Template Setup. You can also use a different Incident template entirely as needed.



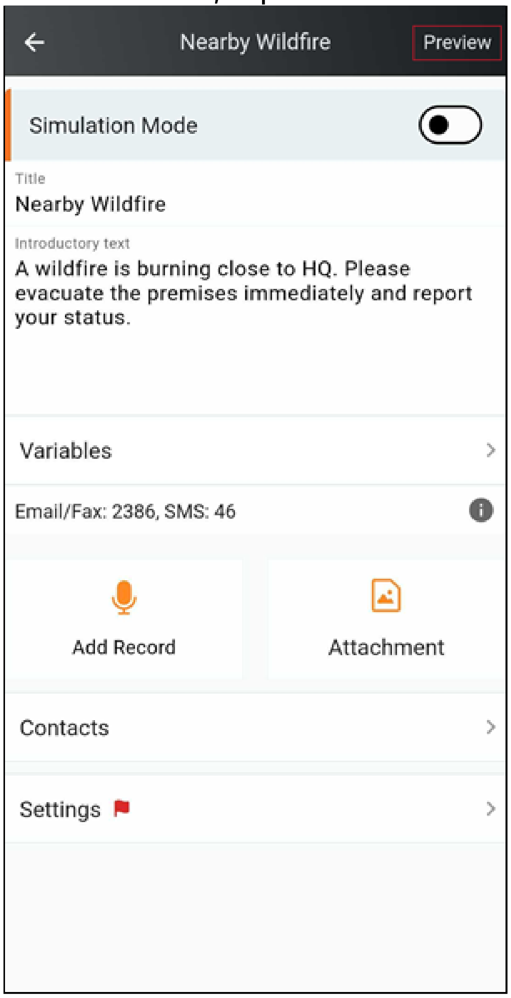
3. Fill out the status, time frames, and other data points included on this page, then tap **Next**.



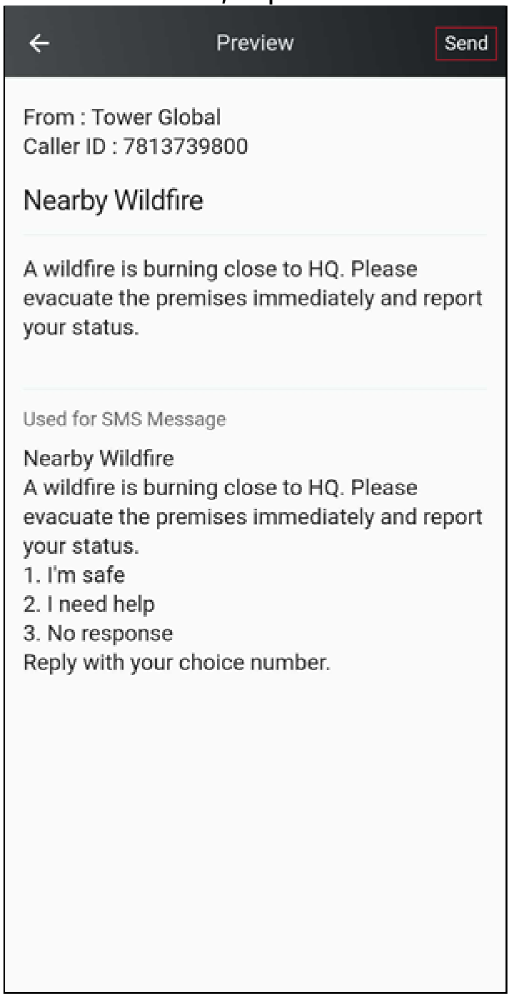

4. On the next page, you can:
    - Enable Simulation Mode
    - Review used variables
    - Add a voice recording
    - Add an attachment
5. Tap **Contacts** to review the Notification's recipients.
6. Review other crucial configurations by tapping on **Settings**. Here you can specify:
    - Exercise Mode (Yes/No)
    - Imminent threat to life (Yes/No)
    - Priority Notification (Yes/No)
    - Hide list of variables (Yes/No)
    - Use Custom SMS Message (Yes/No)

- Delivery methods
    - All Contact Paths
    - Text Paths
    - Voice Paths
    - Primary SMS
    - Primary Email
    - Primary Mobile
    - Everbridge Mobile App
- Sender Information
    - Sender Email
    - Sender Caller ID
- Voicemail Preference
    - Message Only
    - No Message
    - Message with Confirmation
- Confirm (Yes/No)
- Delivery Throttling (Yes/No)
- Member App Settings
    - Request Location (Yes/No)
    - Request Image (Yes/No)
    - Request Additional Info (Yes/No)
    - Enable Sharing Options (Yes/No)
- Additional Settings
    - Language
    - Duration
    - Contact Cycles
    - Cycle Interval
    - Path Interval

7. Once finished, tap **Preview** to review the Notification.

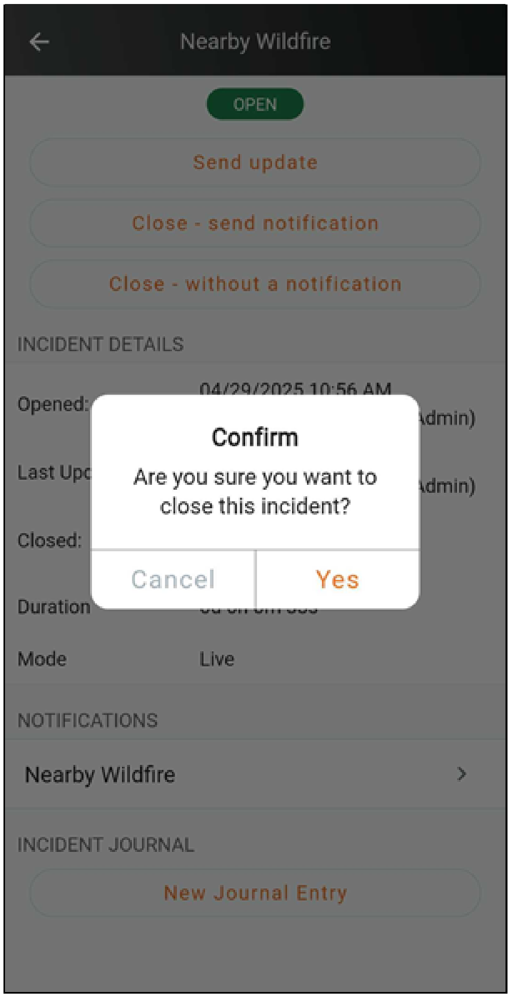


8. Once satisfied, tap **Send**.



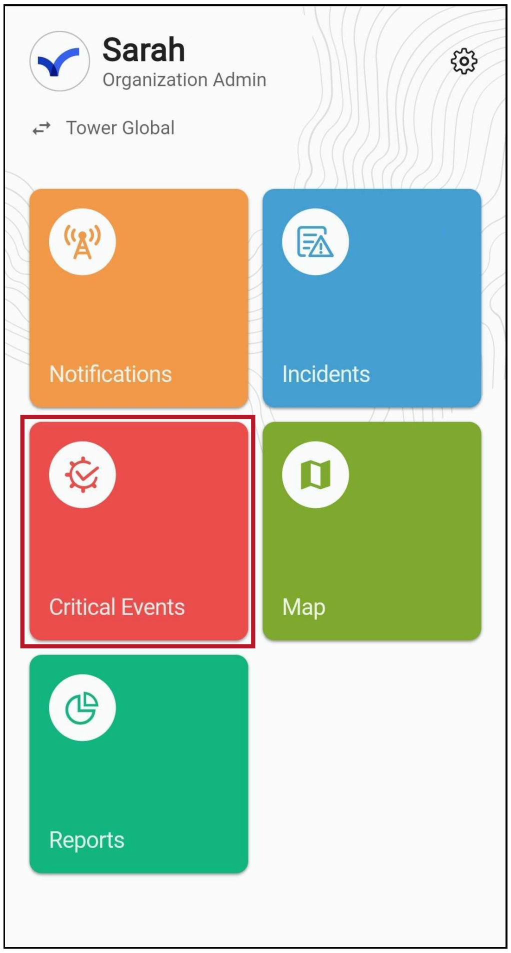

## Closing Without a Notification

To close an Incident without sending a Notification, simply tap **Close - without a Notification**. A confirmation message will appear. Tap **Yes**, and the Incident will be closed without any further communication.


Nearby Wildfire
OPEN
Send update
Close - send notification
Close - without a notification
INCIDENT DETAILS
Opened:
Last Upd
Closed:
Duration
Mode
Live
Confirm
Are you sure you want to close this incident?
Cancel
Yes
NOTIFICATIONS
Nearby Wildfire
INCIDENT JOURNAL
New Journal Entry

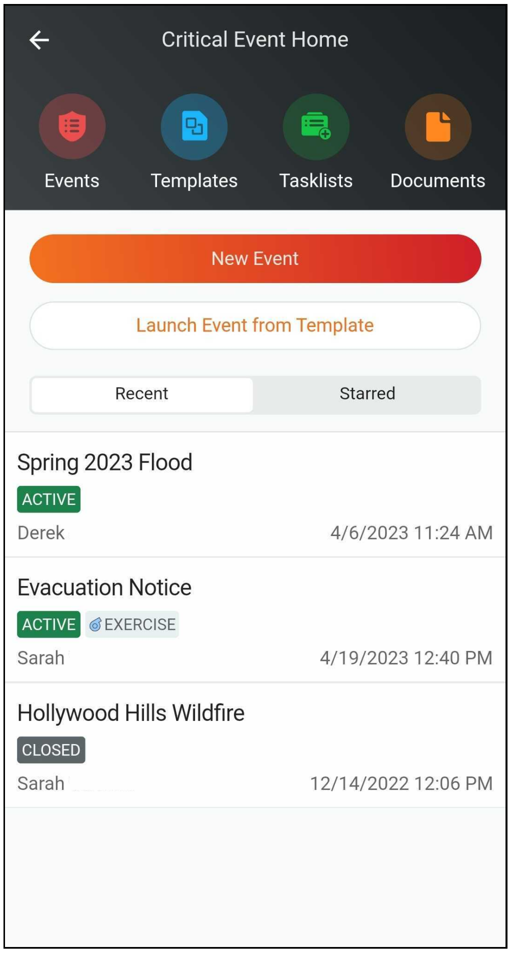
# Critical Events

The **Critical Events Home** page can be reached by tapping the **Critical Events tile** on the home page.




From there, it's divided into four tabs:

1. Events
2. Templates
3. Task Lists
4. Documents




You can launch a new Critical Event directly from the Home Page, as well as view recent and starred events.

**NOTE:** This section is only available for **Crisis Management** customers. For an in-depth overview of Critical Events, see the Crisis Management User Guide.

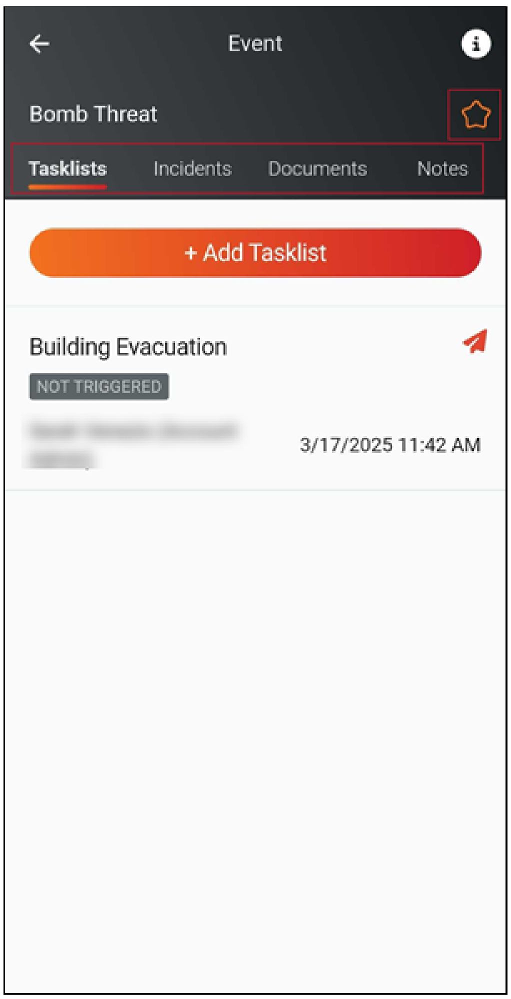
# Events

The **Events** tab is broken into three subtabs:

- **Active** - Displays any Active Critical Events.
- **All** - Displays all Critical Events regardless of status.
- **Closed** - Displays any Closed Critical events.

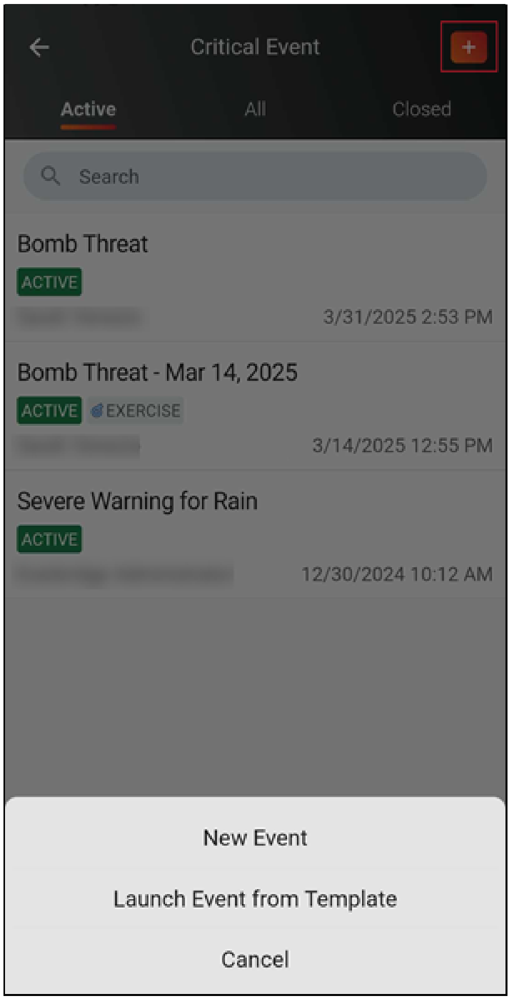
## Viewing Critical Events

Tapping on an Event on the Events tab will show a breakdown of its Tasklists, Incidents, Documents, and Notes as separate subtabs.

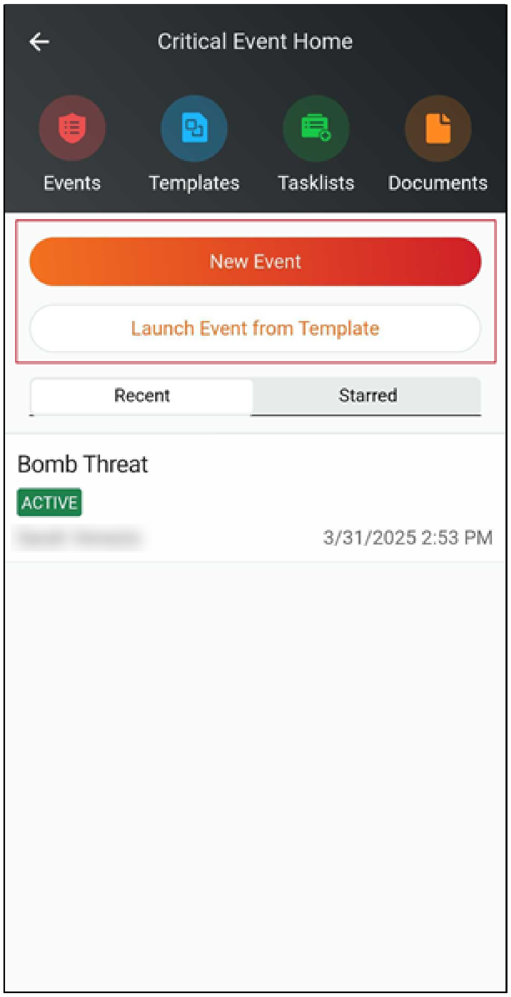



## Creating a New Critical Event

A new Critical Event can be created by tapping the **+** icon at the top of each of these subtabs, then selecting either **New Event** or **Launch Event from Template**.


Critical Event
Active
All
Closed
Search
Bomb Threat
ACTIVE
3/31/2025 2:53 PM
Bomb Threat - Mar 14, 2025
ACTIVE
EXERCISE
3/14/2025 12:55 PM
Severe Warning for Rain
ACTIVE
12/30/2024 10:12 AM
New Event
Launch Event from Template
Cancel

It can also be performed by tapping **New Event** or **Launch Event from Template** on the **Critical Event Home Screen**.

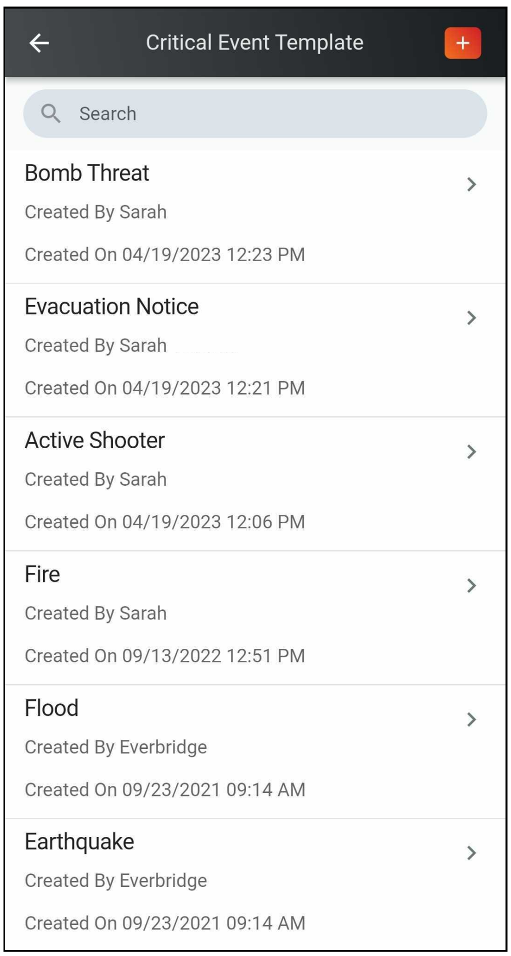


# Templates

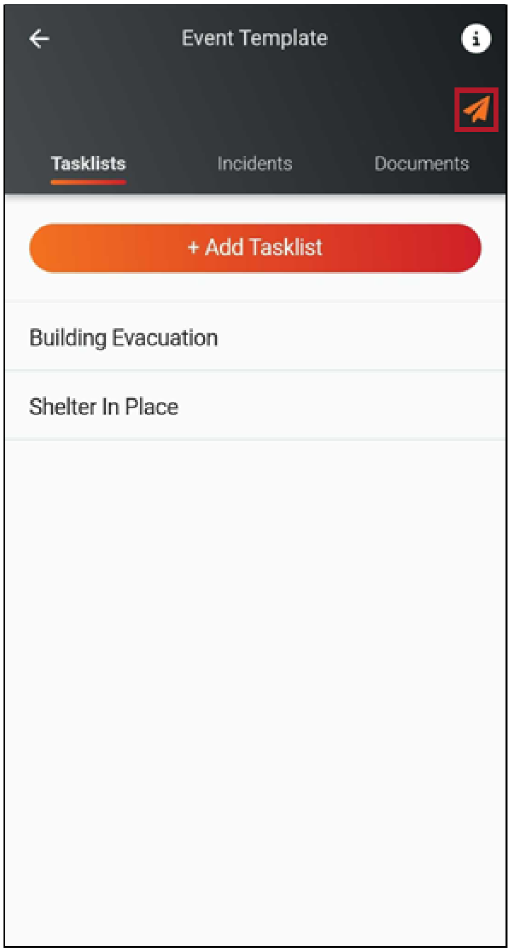
Any available Critical Events template can be found under the **Templates** tab.

**NOTE:** For more on Critical Event Templates, see the Crisis Management User Guide.

The Search Bar helps users quickly locate the template they need, while the **+** button in the top-right corner allows them to create a new template on the fly.




Tap on any template to view or add to its details, including its Tasklists, Incidents, and Documents. Tap the **Create Event** button in the top-right corner to create a new Critical Event using the selected template.


Event Template
Tasklists
Incidents
Documents
+ Add Tasklist
Building Evacuation
Shelter In Place

# Tasklists

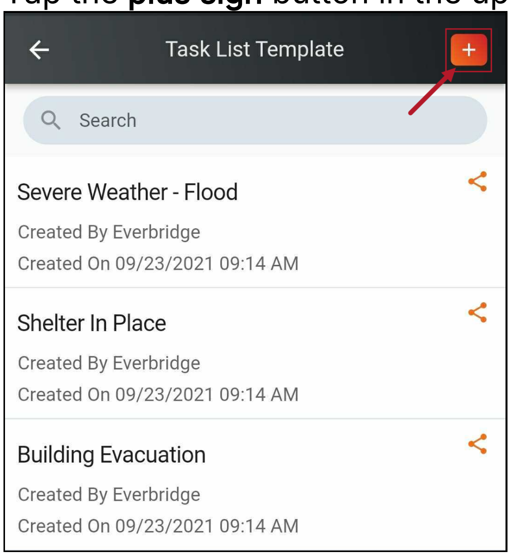
Task Lists can be created, edited, shared, and deleted in ManageBridge under the **Task Lists** tab.

**NOTE:** For a detailed explanation of Tasks and Task Lists, refer to the Crisis Management User Guide.

## Creating a Task List

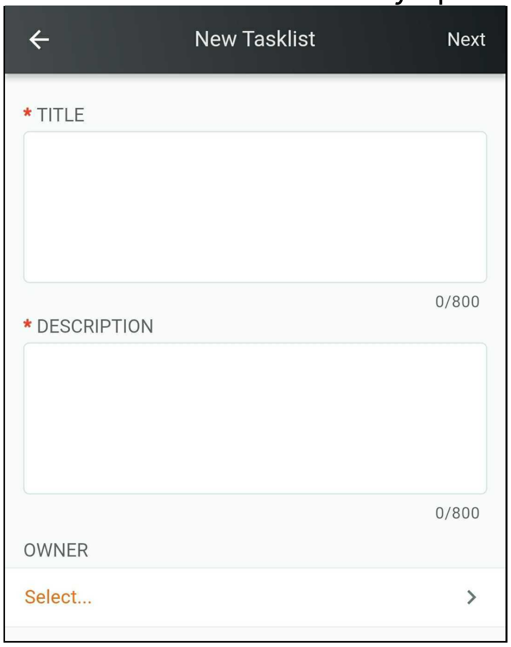
To create a Task List within ManageBridge:

1. Tap **Task Lists** at the top of the **Critical Event Home** page to be routed to the **Task List Template** page.
2. Tap the **plus sign** button in the upper right corner.




The **New Task List** page appears.

3. Add a title, description, and if desired, an owner of the Task List. Multiple owners can be selected by specifying an individual, group, or rule.



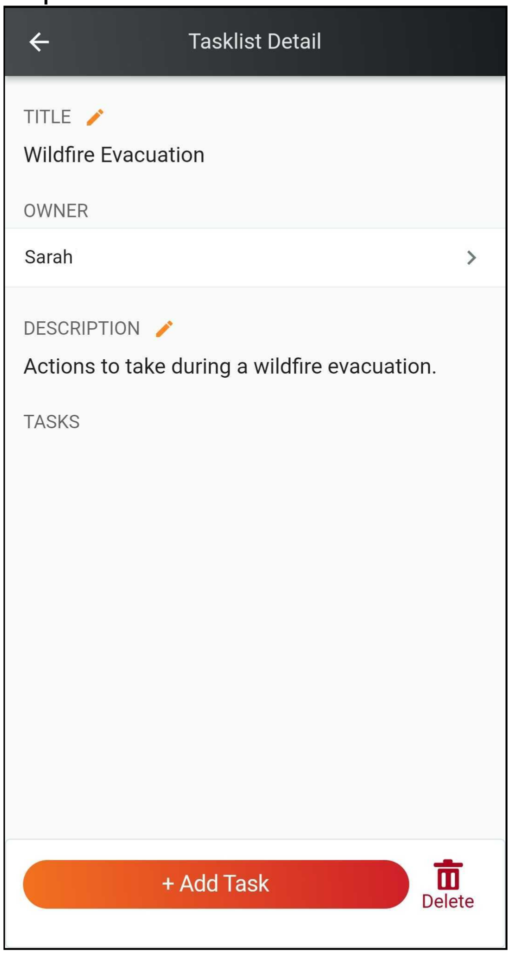

4. Tap **Next** to finish creating the Task List.
5. The **Task List Detail** page for the new Task List appears. The addition will also appear on the **Task List Template** page.

## Adding a Task to a Task List Template

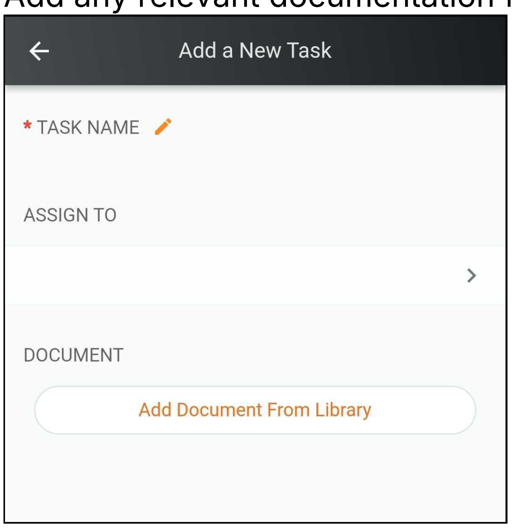
Now that there's a new Task List, it's time to add the first task. To do so:

1. Select the desired Task List from the **Task List Template** page.

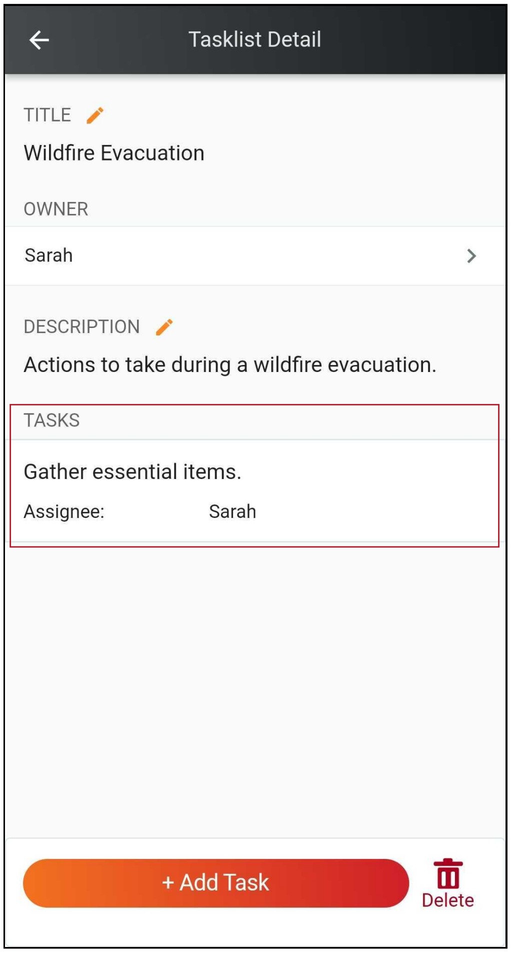
2. Tap **Add Task** at the bottom of the screen.




3. Fill in the task details.
    - Add a name, which is the only required data point to proceed.
    - If desired, specify an assignee by selecting individuals, groups, or rules.
    - Add any relevant documentation from the **Document Library**.



4. Tap the **Back** button at the top to return to the Task List. The new task can now be seen in the **Tasks** section.




5. Repeat this process for as many tasks as needed.

## Edit Task List

To edit a Task List:

1. Tap on it from the **Task List Template** page.
2. From the **Task List Detail** page, tap on the **Pencil** icons near the title or description to edit them, or on the **Owner** field to change Task List ownership.
3. Tap the **Back** button to save the changes and return to the **Task List Template** page.

## Edit Task

To edit an individual task:

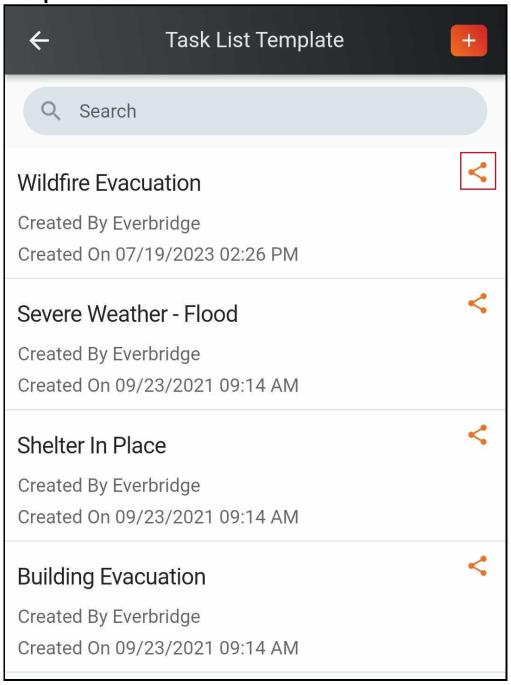
1. Select its parent Task List from the **Task List Template** page.
2. Tap on the task that needs to be edited.

3. Tap the **Pencil** icon next to the **Task Name** to edit it, or on the **Assign To** field to change the assignees. Documents can be added and removed from the task here, as well.
4. Tap the **Back** button to save your changes and return to the parent Task List.

## Share Task List

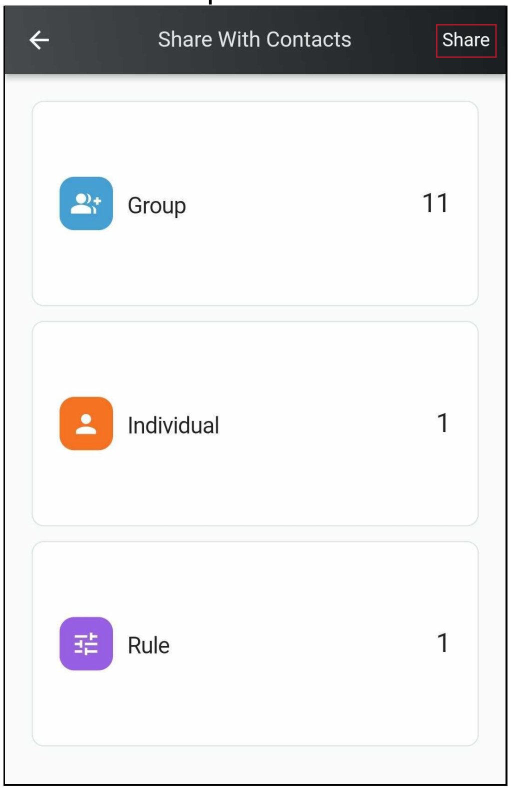
To share a Task List:

1. Tap the **Share** icon for the Task List that should be shared.

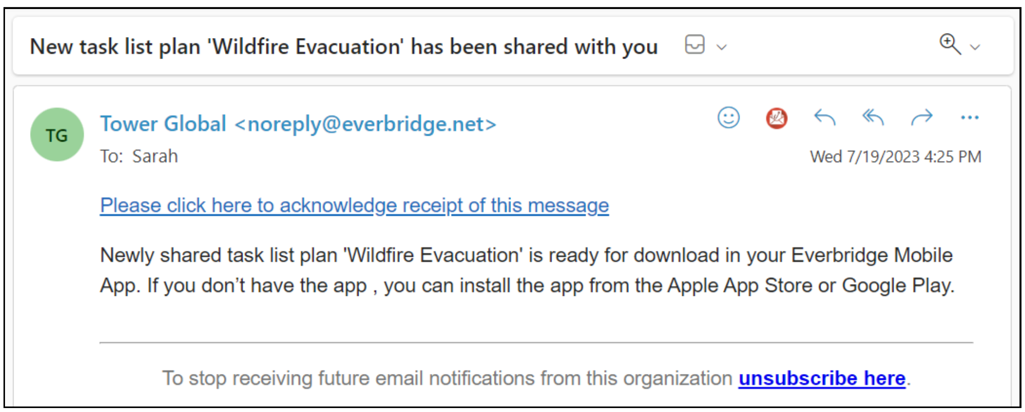



2. Choose the recipients from individuals, groups, or rules.

3. Once the recipients have been selected, tap **Share**.




4. The recipients will receive an emailed notification about the newly-shared Task List.



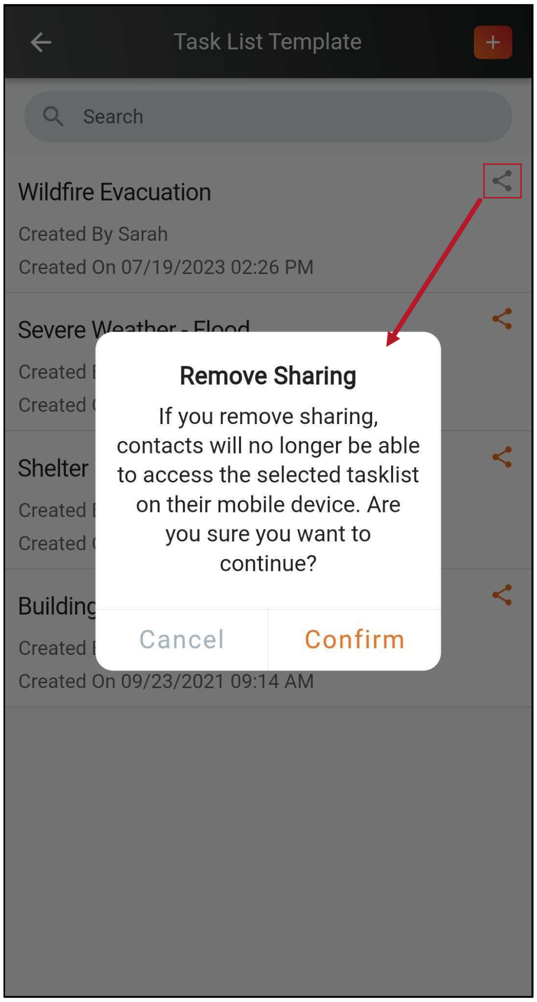

5. When returning to the **Task List Template** page, you'll see that the **Share** icon next to the previously-shared Task List has turned from orange to grey, indicating that sharing has been enabled.

## Remove Sharing from Task List

If needed, sharing can be removed from a shared Task List, rendering it inaccessible to the previous recipients via the Everbridge Mobile App.

To do this:

1. Tap on the grey **Share** icon next to the desired Task List. A warning message will appear that informs the user that the recipients will no longer be able to access this Task List from the Everbridge Mobile App if sharing is removed.




2. Tap **Confirm** to proceed with removing sharing from the specified Task List.
3. The **Share** icon on the **Task List Template** page for the unshared Task List has returned from grey to orange, indicating that it's no longer being shared.

## Delete Task List

To delete a Task List:

1. Select the desired Task List from the **Task List Template** page.
2. Tap the **Delete** button at the bottom.

## Delete Task

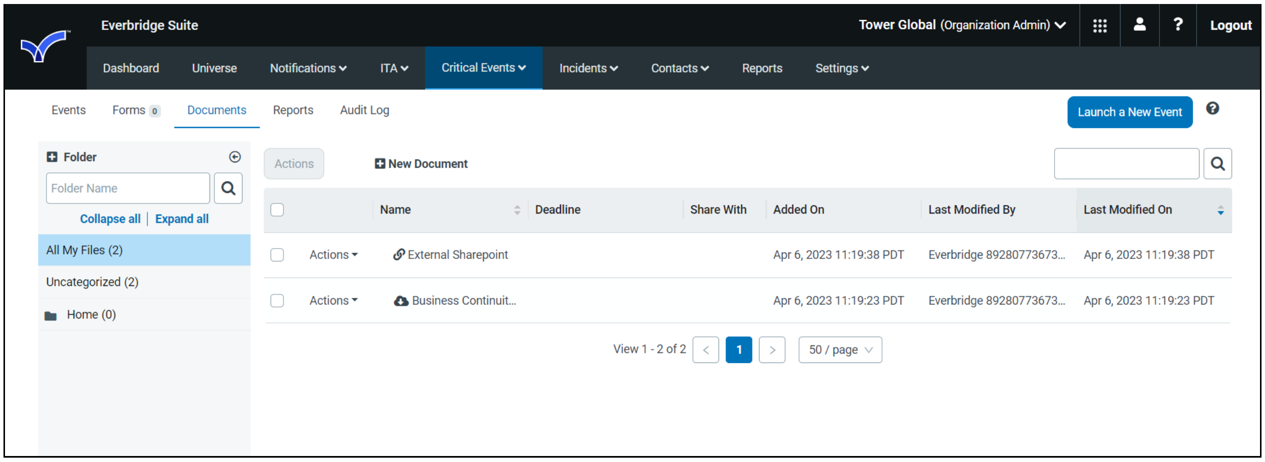
To delete a task from a Task List:

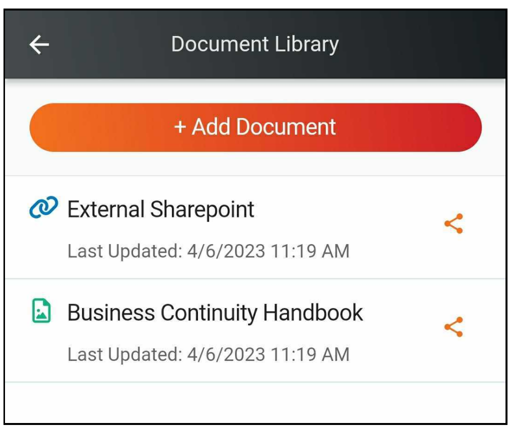
1. Select the parent Task List from the Task List Template page.
2. Tap on the task that needs to be deleted.

3. Tap **Delete Task**.
4. A confirmation message will appear. Tap **OK** to proceed with deleting the task.

# Documents

Files that have been uploaded to the Manager Portal from **Critical Events** > **Documents Library** can also be found within ManageBridge under the **Critical Events** > **Documents** tab.



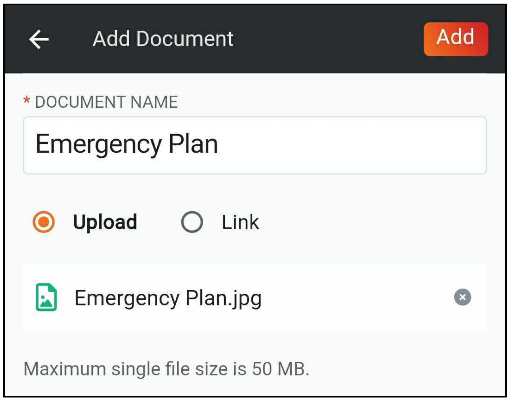

**NOTE:** For more on Documents, see the [Crisis Management User Guide](Crisis Management User Guide).

## Adding a Document

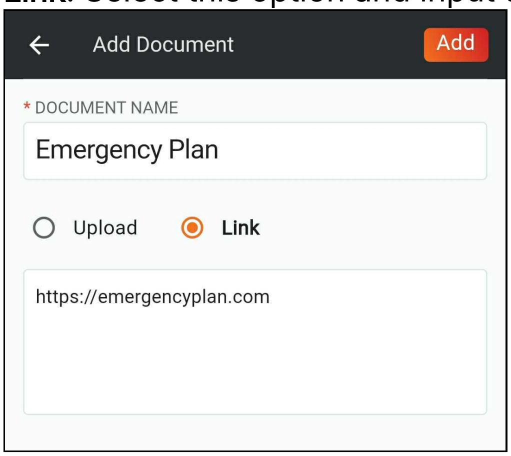
Documents can also be added within ManageBridge. To do so:

1. Tap the **Add Document** button. The **Add Document** page appears.
2. Give the document a name.
3. There are two ways to find a document: Via **Upload** or **Link**.
   - **Upload**: Select this option and tap **Browser...** to open the file manager on your device. Note that you may need to grant additional device

permissions to ManageBridge. Find the desired file to prepend it to the form.




- **Link**: Select this option and input the desired URL.

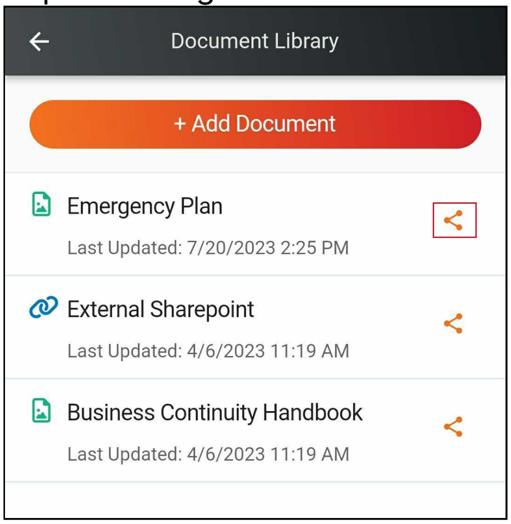



4. Once the file is included in the form, tap **Add** to create the document.

## Sharing a Document

To share a document:

1. Tap the orange **Share** button for the document that should be shared.




2. Select the recipients by specifying individuals, groups, or rules.
3. Tap **Share**. When returning to the **Document Library**, the newly-shared document will now have a grey **Share** button to indicate that it's been shared.

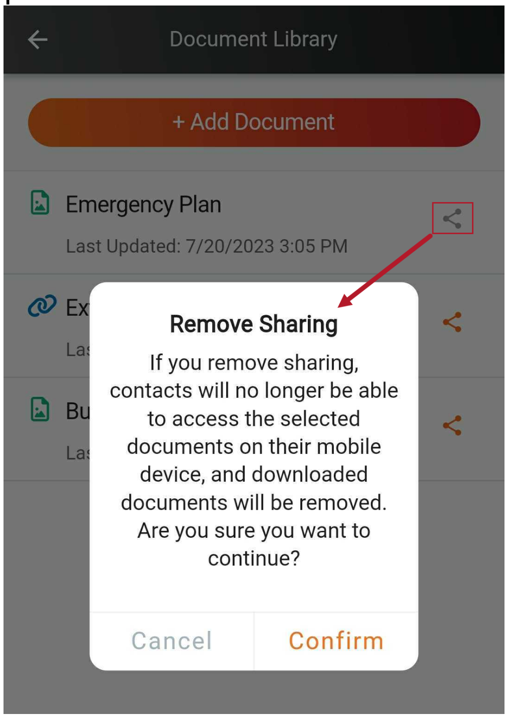
## Removing Sharing from a Document

Sharing can be disabled once you no longer want the recipients to have access to a document.

To remove sharing:

1. Tap the grey **Share** button for the document that should no longer be shared.
2. A popup message will appear with a warning that removing sharing will disable access to that document for the previous recipients. Tap **Confirm** to

proceed.




3. The **Share** icon next to the specified document has returned from grey to orange.

# Reports

The **Reports** tab serves as a quick report for Notifications, Safety Events, and Incidents by combining the data points available for selection in the **Reports** section in the desktop version of the **Manager Portal**.

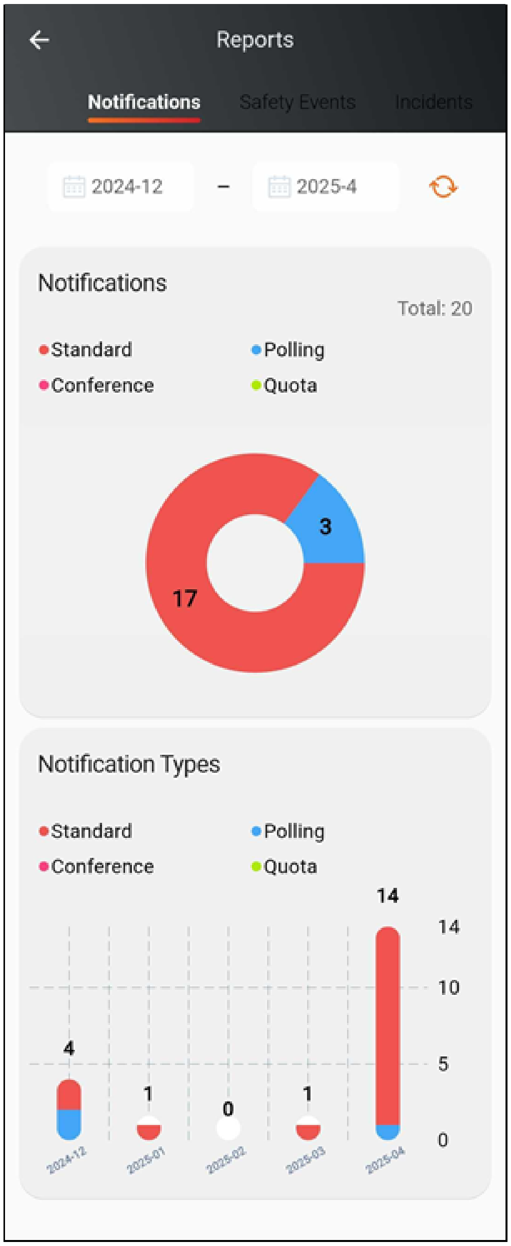
Notifications from the past seven days are displayed by default, but each section of the Reports tab comes with a **date range picker** at the top to specify the desired report time period. Once the time period has been entered, tap the **Refresh** button to pull the updated results.

**NOTE:** For more details on Reports, see the Everbridge Suite User Guide

## Notifications

Provides details on the following Notification Types:

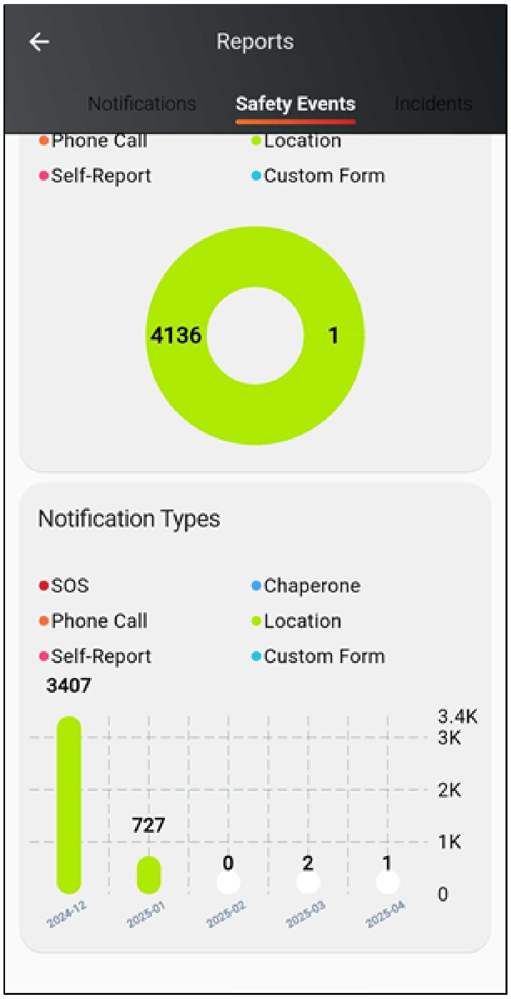
- Standard
- Conference
- Polling
- Quota




# Safety Events

Provides the numbers of the following events:

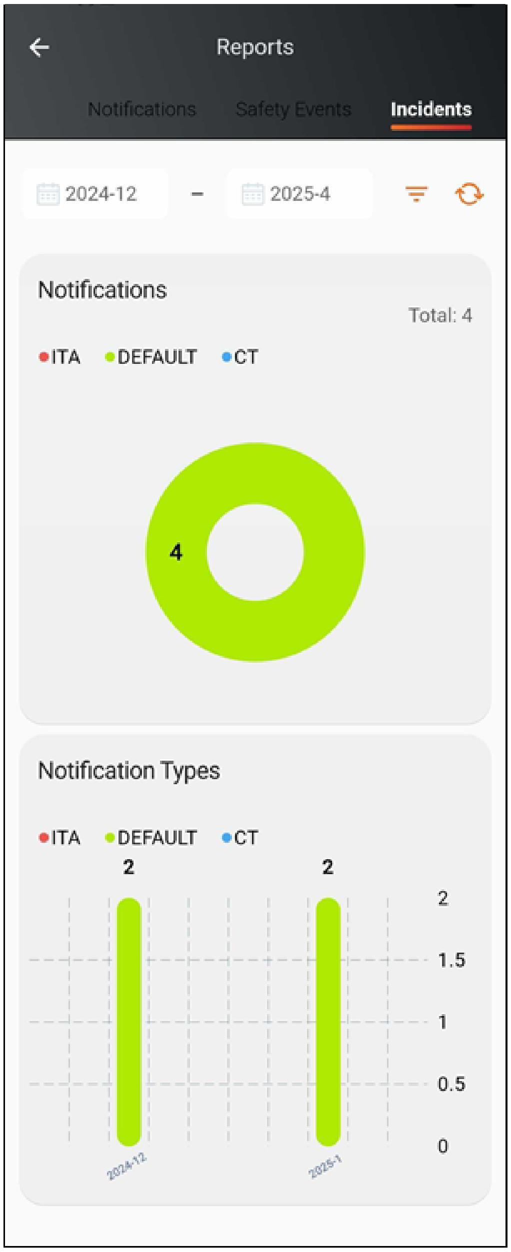
- SOS
- Phone Call
- Self-Report
- Chaperone
- Location
- Custom Form




# Incidents

Includes data on the following Incident types:

- ITA
- Default
- CT

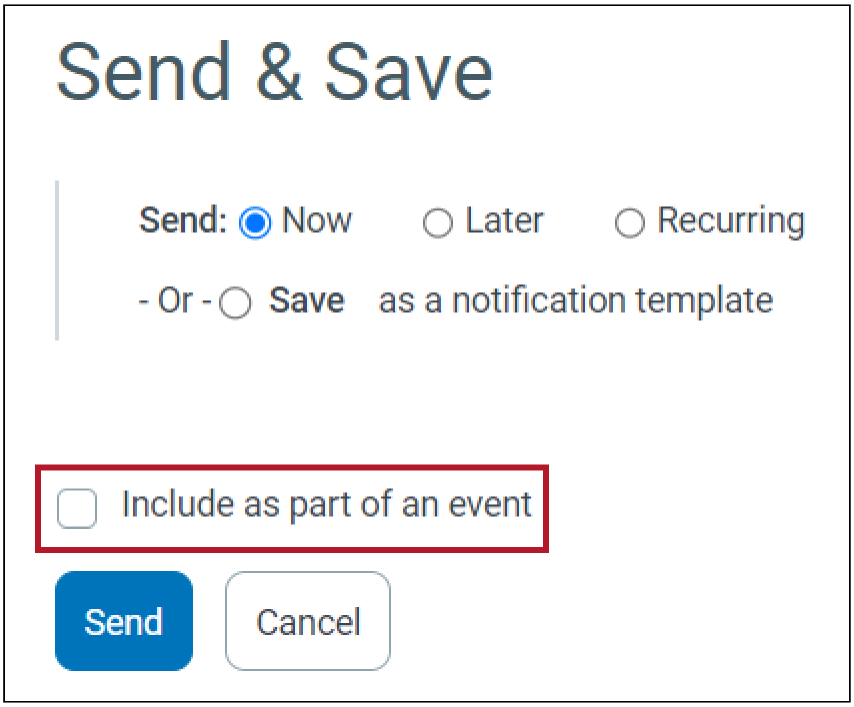

Reports
Notifications
Safety Events
Incidents
2024-12
–
2025-4
Notifications
Total: 4
ITA
DEFAULT
CT
4
Notification Types
ITA
DEFAULT
CT
2
2
2
1.5
1
0.5
0
2024-12
2025-1

# Notification Events

There may be several Notifications launched as the result of a single event. For example, a storm may require warning notices and specific evacuation or preparation Notifications. A chemical spill might require an evacuation message, a Notification to Hazardous Materials responders, a status update, and an all-clear message. By using an event name, you can group the Notifications for the same event in your Organization.

When Notifications are assigned to an event, it makes it possible to track multiple Notifications that were all part of the same event or Incident, follow the progression over time, and analyze the results of an event in a single report.

To add a Notification to an event, while you are configuring the Notification, select the **Include as part of an event** check box at the bottom of the **Add Notification** or **Edit Notification** page, then either select a previously used event name from the menu or type a new event name in the text box.




To add a Notification to an event, click **Yes, send Notification(s) under the event name** in the **Include as part of an event** dialogue. Then, select a previously used event name from the menu.

From the **Active/History** subtab, you can see the Notifications that are part of a specific event. Click the Event Name from the **Active/History** subtab to launch the Event Analysis page.

To view an event report, see Event Analysis.

# Communications Overview

When responding to a situation, you need to choose the action that represents the best way to handle the situation. For example, a hurricane is approaching one of your main warehouses and a watch has been called. The storm has already reached Category 2, and 20 employees and contractors work in the warehouse.

With **Communications**, you can use quick, template-based, automated messaging or ad-hoc messaging for responding to events within a company, organization, or government office. In the example above, you can launch a Communication to inform your Contacts that they should go to a place of safety.

Alternatively, you may have a situation that does not immediately have a high impact but has the potential to develop a higher severity. For example, a tropical storm is approaching your offices in Australia. It is projected to make landfall within the next three to four days. In this case, you may want to inform your Contacts, but no immediate action is required.

# Notification Quick Reports

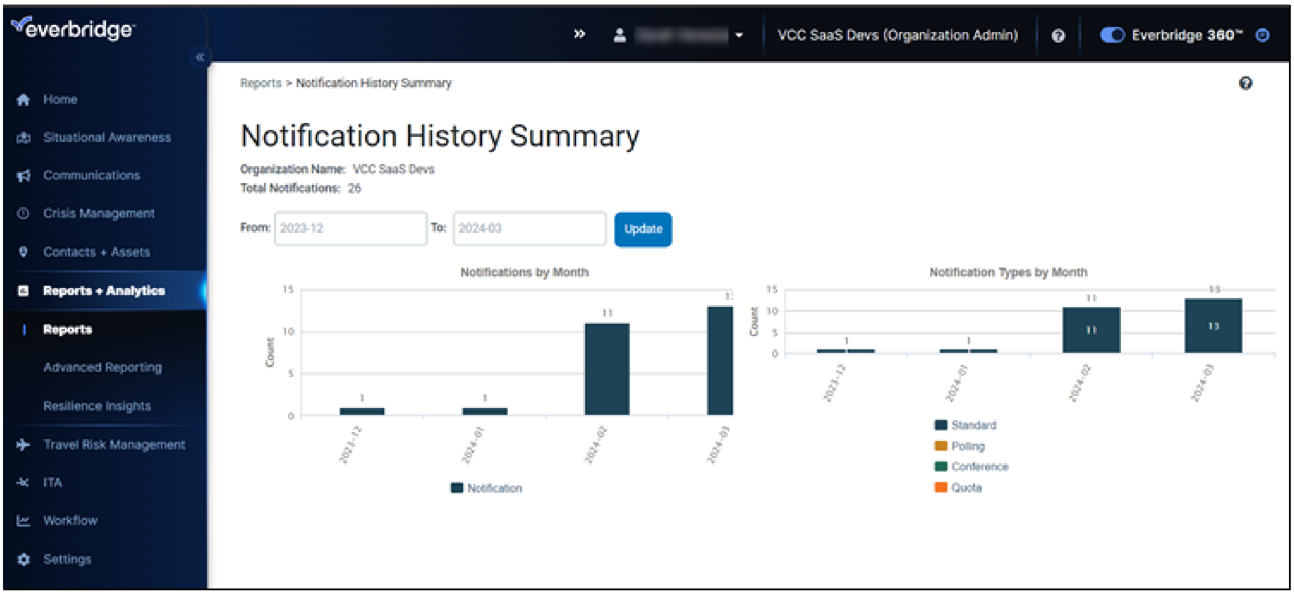
With the appropriate permissions, you can generate Quick Reports with the click of a button, or create and generate custom Notification reports.

If permitted, users can can create Notification reports as Quick Reports. The following quick reports are discussed:

- Notification Summary
- Event Analysis
- Detailed Notification Analysis
- Escalation Summary

## Notification Summary

Notification Summary shows the count and type of Notifications sent during a time period. Select the **Notification Summary** link and the **Notification History Summary** page appears. Select the date range (YYYY-MM format) and click **Update**. You see the number of Notifications sent by month and by type.




## Event Analysis

Event Analysis shows a summary of information across the Notifications that are part of an event. Click **Event Analysis**. Select an event from the menu and click **View Report**.

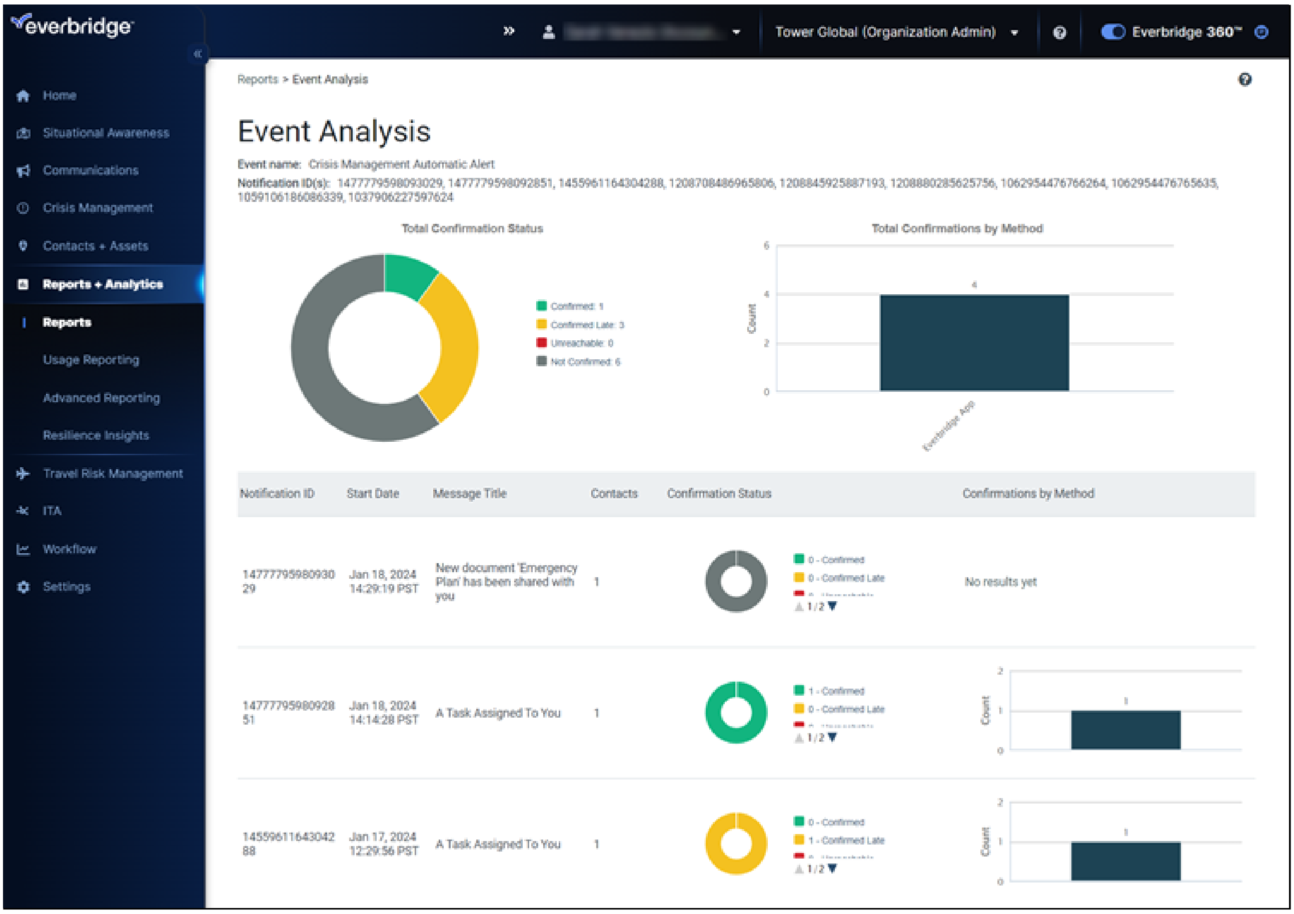
> **NOTE:** All events created for the Organization are populated in the menu. The most recent events are at the top of the list and the oldest events are at the bottom of the list.
>
> If you select an event where related Notifications are older than 18 months (or

540 days), the report returns with no results because Notifications older than 18 months have already been purged from the system. However, Incident Notification reports will be available for 19 months (or 568 days).

On the **Event Analysis** report, you see the Event name and all the IDs of all the Notifications that are part of the event. The charts show the total confirmation status and total confirmation by path across all the Notifications in the events.

- The **Total Confirmation Status** chart shows the sum of recipients in each of the confirmation categories.
- The **Total Confirmations by Method** chart shows the delivery methods that reached the contacts who confirmed.

Hover the mouse over a pie chart to see the percentage in a segment. Hover the mouse over a bar chart to see the total in a bar.




Below the totals, there is a row for each Notification that is part of this event. You can see the summary results for each Notification. The Notifications are in order with the oldest one at the bottom of the list, so you can trace the history of the event. Hover the mouse over the **Confirmation Status** chart or **Total Confirmations by Method** to see totals per Notification. Also, if the confirmation status shows **1/2**, click the down arrow to see the second part of the confirmations. Likewise, if it shows **2/2**, click the up arrow to see the first part of the confirmations.

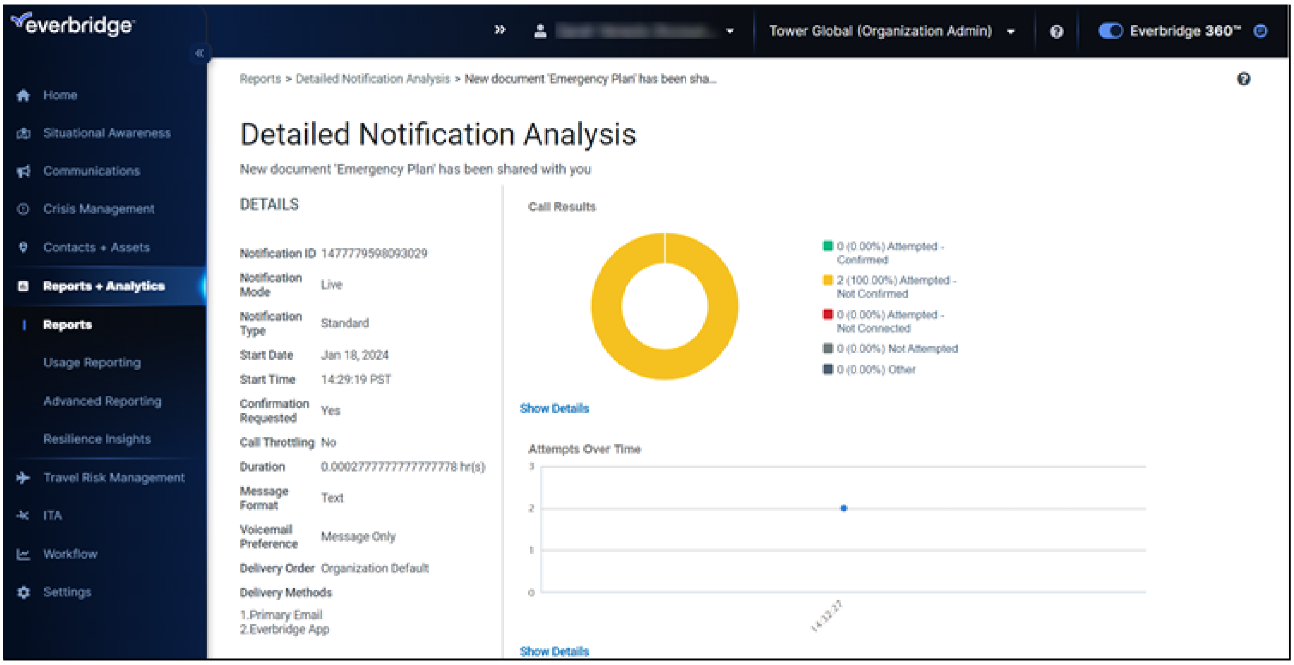
## Detailed Notification Analysis

The Detailed Notification Analysis report shows a summary of information for a Notification selected from the Detailed Notification Analysis list.

> **NOTE:** You can also generate the Detailed Notification Analysis report directly from the Notification Details. Select the title of any Notification, and the Notification Details page is displayed. Select the icon next to the Notification name. The report is generated.

### Call Results Details

Click **Show Details** to view the details of the call results summarized in the pie chart and the percentage of total calls.



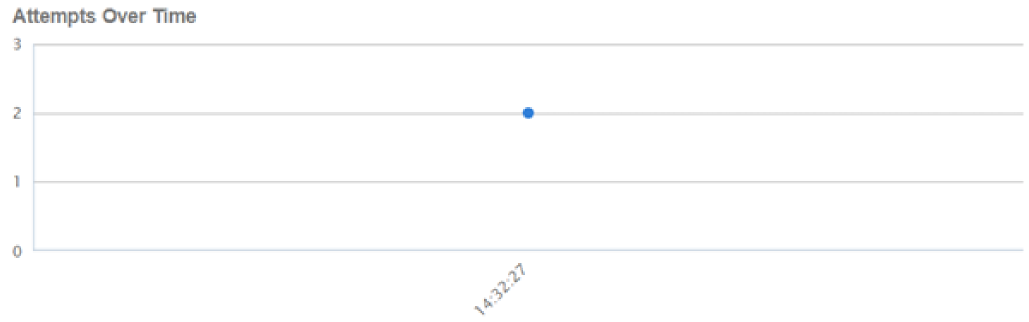

After a Notification is sent, you can view the information regarding the status of each contact attempt for all delivery method types. This is known as the call result on the Detailed Notification Analysis report. If the contact confirms receipt of the message, then the call result displays the date when the Notification was confirmed.

### Attempts Over Time

The **Attempts Over Time** section shows, in 5-minute intervals, the number of attempts per delivery path for all delivery paths used in the Notification.

### Attempts Over Time Details

Select **Show Details** to view the details in 5-minute intervals per path type.




Hide Details

| Attempt Time | Delivery Method | Attempt 1 | Attempt 2 | Totals |
|---|---|---|---|---|
| Jan 18, 2024 14:32:27 PST | Primary Email | 1 | 0 | 1 |
| | Everbridge App | 0 | 1 | 1 |
| Jan 18, 2024 14:32:27 PST Subtotals | | 1 | 1 | 2 |
| Totals | | 1 | 1 | 2 |

## Escalation Summary

**Escalation Summary** reports show the escalations used in a Notification. Select the Notification from the menu and click **View Report**.

When viewing the report, click the **Escalation Summary** link to print or save the report as a PDF file. In the report, you can see a list of contact attempts in ascending, chronological order.