



# Safety Connection User Guide

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Everbridge Suite

Everbridge Suite  
2026  
Printed in the USA

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# Safety Connection Overview

Everbridge Safety Connection allows an Organization to notify its contacts based on their **Last Known Location** in case of a location-based emergency.

The Last Known Location can be updated based on information from Badging and Access Control systems, Network Access (Wi-Fi), and Room Reservation tools. This enables decision-makers to simultaneously monitor events and communicate efficiently to designated recipients using insight gathered from multiple sources.

Using Everbridge-defined templates, administrators upload two types of CSV (Comma-Separated Values) files:

- **Buildings** - Administrators upload the templates from **Settings > Map > Manage Buildings**.
- **Last Known Locations** - Administrators upload the templates from **Contacts > Upload Dynamic Locations**.

Designated operators can see the contacts' buildings and last known locations on the Universe map. Users can draw a polygon around contacts who were last known to be in an affected area, or draw a polygon around contacts who are expected to be in an affected area, and notify them of emergencies.

## Buildings

Organizations upload an Everbridge-defined list of the locations that are important to them.

**NOTE:** You can upload the Domestic and International Airport locations via the Building upload.

See [Managing Buildings](#) for more details.

## Last Known Locations

There are two options to update the Last Known Location on Contact profiles:

- **Upload** - Organizations can upload an Everbridge-defined template every 5-10 minutes to Everbridge via Secure FTP upload, independent of the Contact upload. This upload updates the Last Known Locations of contacts.
- **/dynamicLocations API** - Organizations can use the /dynamicLocations API to update the Last Known Locations of contacts.

See [Uploading Last Known Locations](#) for more details.

## Managing Buildings

You can create and manage a list of Buildings important to your Organization from **Settings > Map > Manage Buildings**. These locations typically contain Assets, such as people or sensitive equipment. For example, you may have employees working in a series of Buildings that you want to be able to communicate with at the same time.

The **Manage Buildings** section is split into two pages:

- **Buildings** - Individual Buildings can be viewed and updated from **Manage Buildings > Buildings**.
- **Uploads** - Buildings can be uploaded from **Manage Buildings > Buildings** by downloading the provided template, filling it out, and then uploading it from this page.

**NOTE:** The **Manage Buildings** section is only available for customers who have not migrated their Safety Connection Buildings to Asset Management. Those who have migrated their Buildings can upload and manage them from **Contacts+Assets > Assets > Asset List**.

After you have added your Buildings, you can see them as icons on the Universe map. See [Finding Contacts on the Map](#).

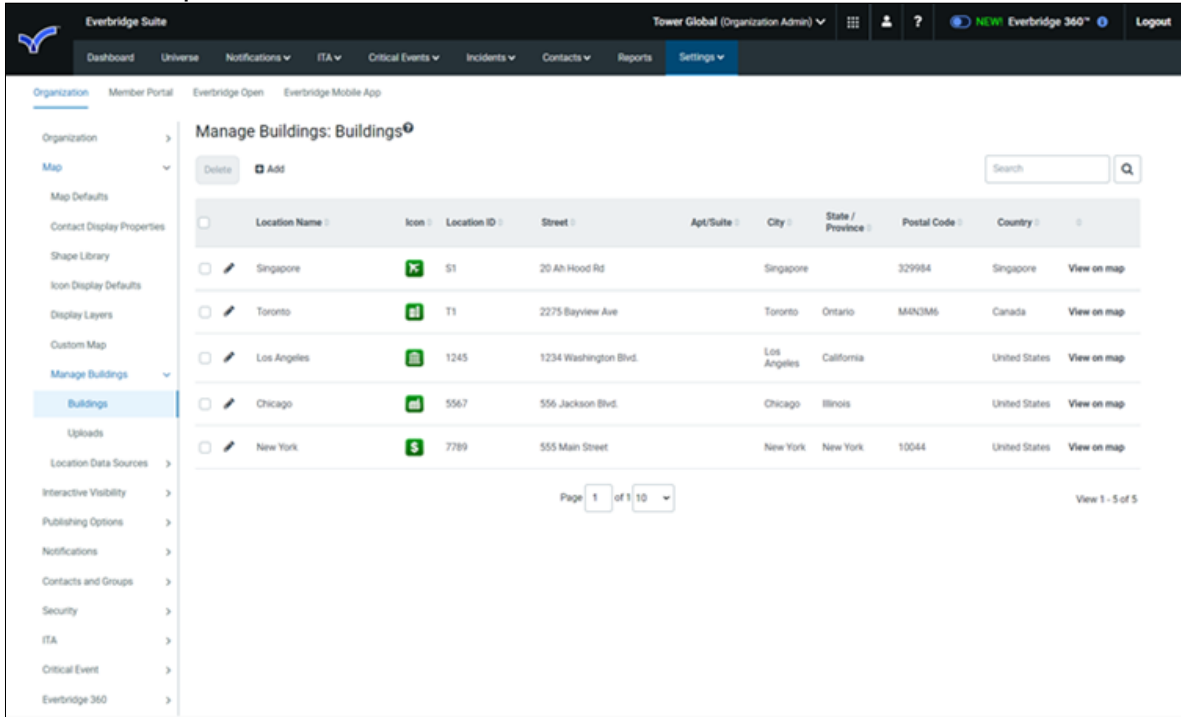
## Buildings

To leverage this feature, you must upload a master list of Assets. Your master list of Buildings can contain any number of address records.

Your Buildings are displayed on the **Manage Buildings > Buildings** page. The application displays the following information for each Building:

- Location Name (as submitted by the user)
- Icon
- Location ID (as submitted by the user)
- Street
- Apt/Suite
- City
- State/Province
- Postal Code
- Country

- View on Map



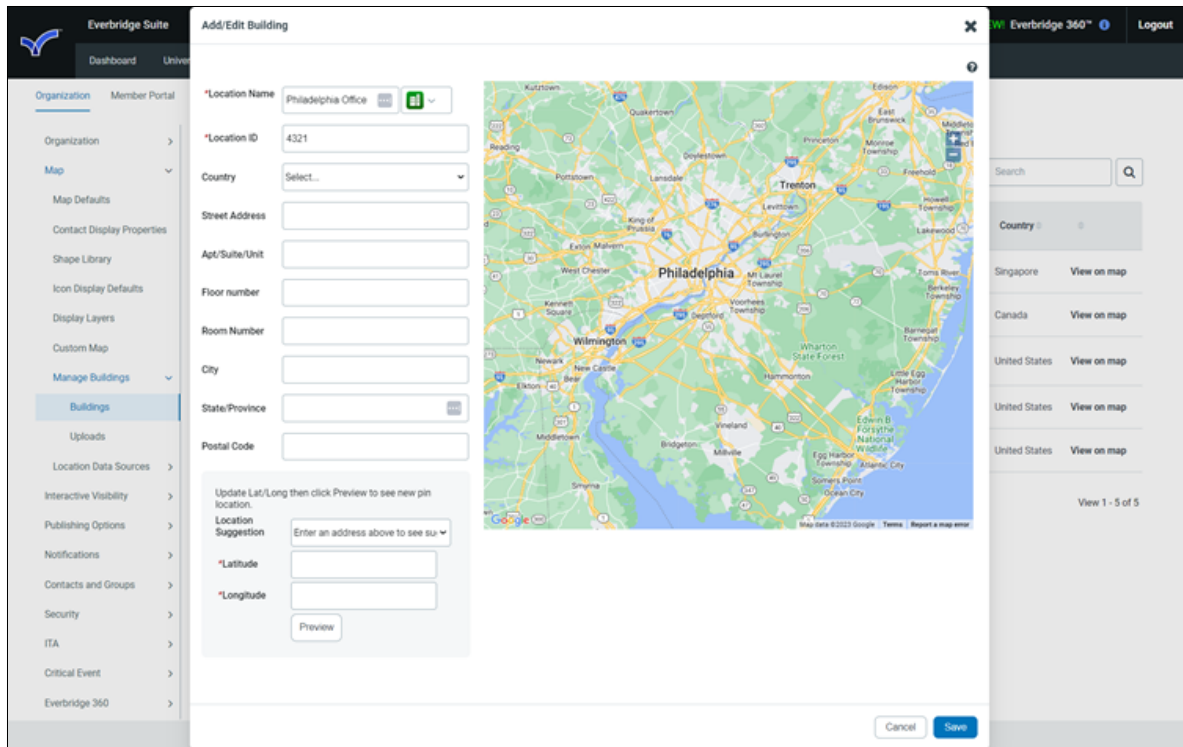
You can perform the following tasks on this page:

- View your current master list of Buildings
- Delete a Building or selection of Buildings
- Add a Building
- View the address location on the map using the geo-point in the record
- Search for an asset record or group of asset records

### Add a Building

To add a Building:

1. Select **Add**. The **Add/Edit Building** dialog is displayed.



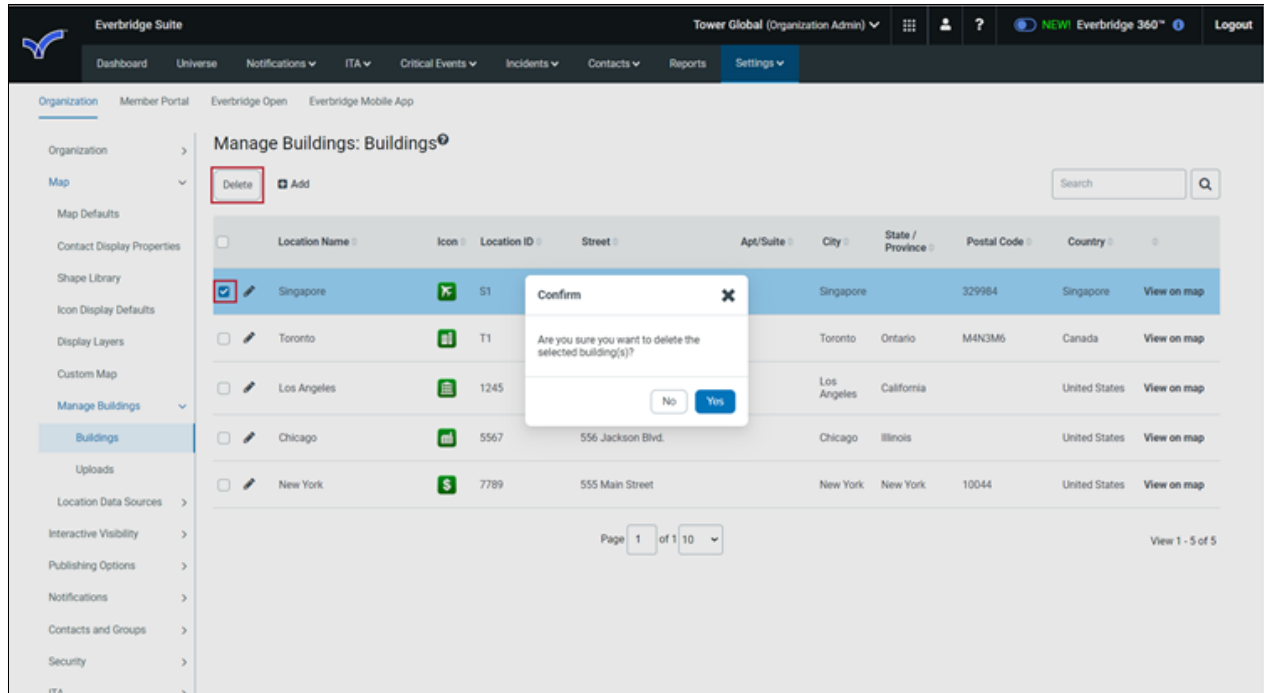
2. Fill in the fields and click **Save** when done. The new Building will appear in the list view.

## Delete Buildings

You can delete Buildings from your Organization's master list. However, Everbridge recommends also removing the desired records from your system of record to ensure your next upload does not overwrite your changes.

To delete a Building:

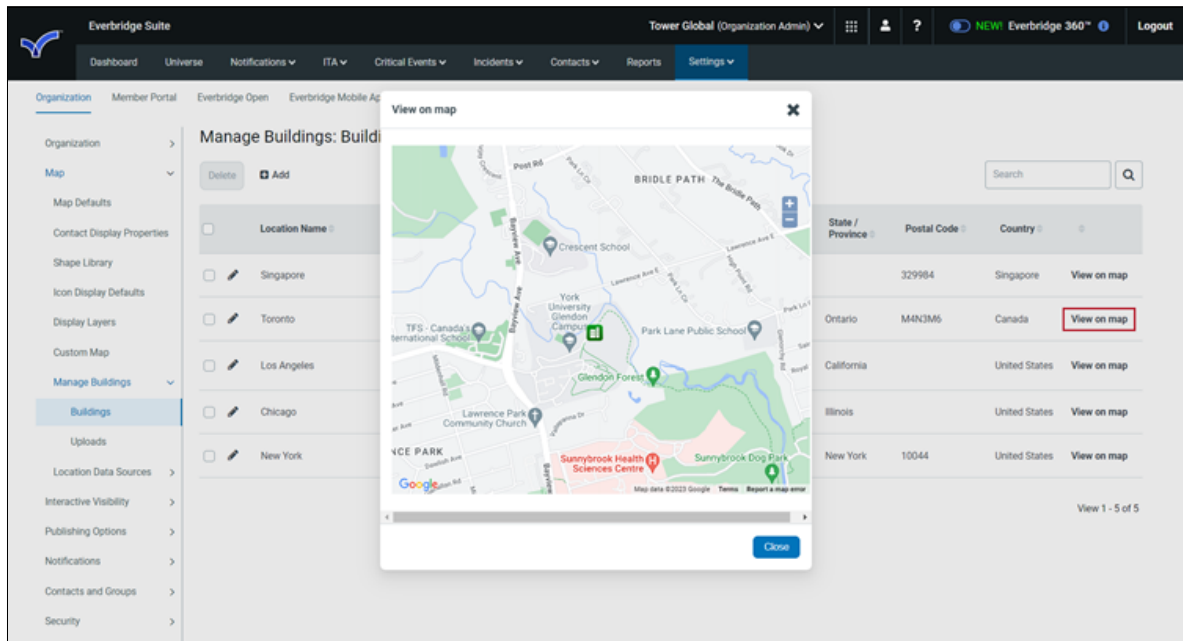
1. Select the checkbox for the applicable Building.
2. Click **Delete**.
3. Click **Yes** to confirm the request to delete the record(s).



## View Address Location on Map

To view an address location on the Map:

1. Locate the desired Building, then select **View on map**. The Map View displays the location.

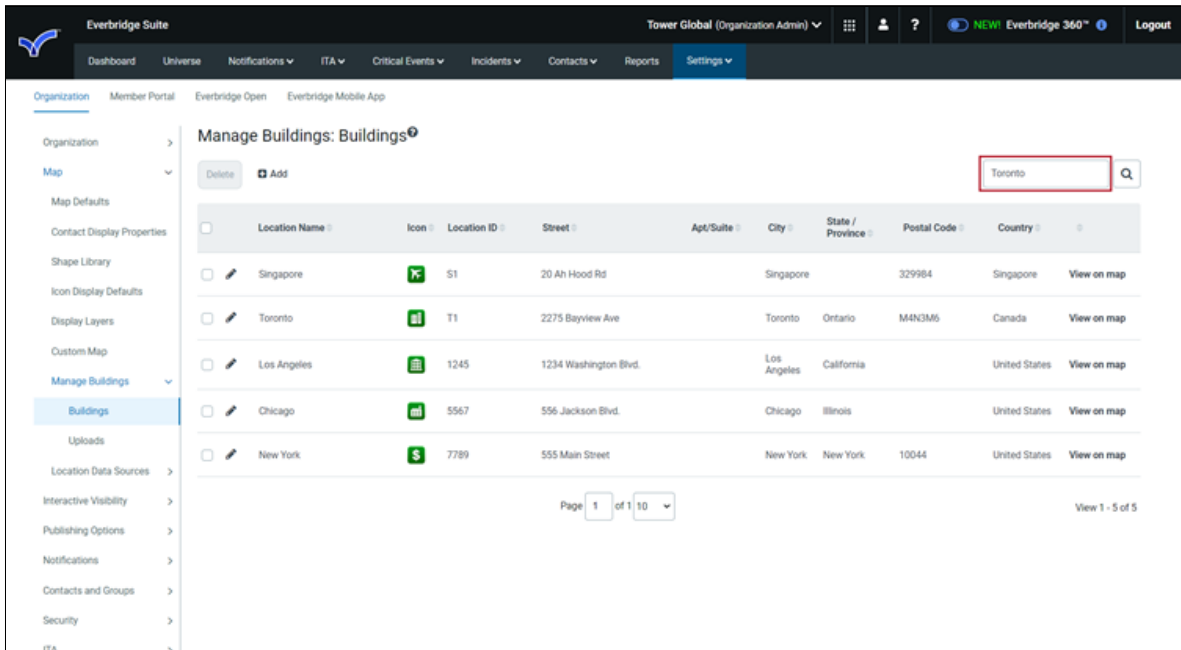


2. Click **Close** when you're done.

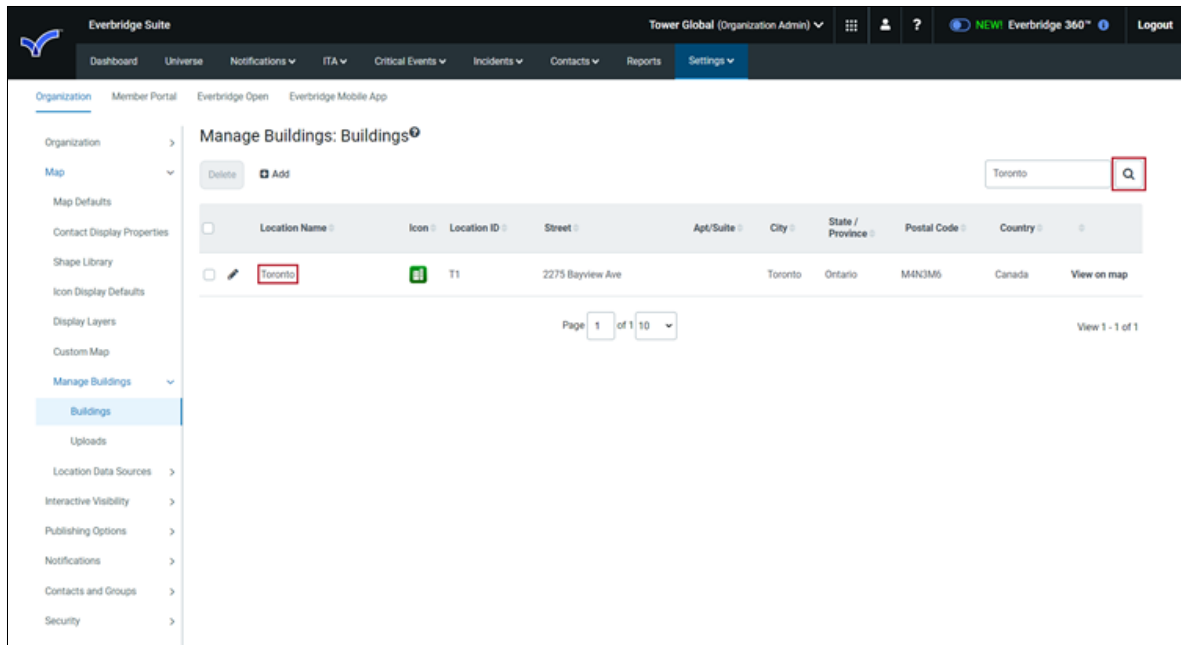
## Using the Quick Search Field

To search for a Building using the quick search field:

1. Enter the desired search string in the **Search** field. You can search by any of the following:
  - Location Name
  - Location ID



2. Click the **Search** icon. The application will search the Location Name or Location ID fields for Building asset records that contain the search string in any of those fields.



## Uploads

You can upload your master list of Buildings by means of a CSV file. You can download the template from the **Settings > Map > Manage Buildings > Uploads** page that contains the required column headers for your file.

## Asset Data Elements


The following table provides details about the column headings, from left to right, in the Asset-Template.csv file. The column headings must not be changed! If you use your own spreadsheet, then ensure your column headings use the exact case-sensitive spelling and spaces.

This feature is designed to enable you to achieve the level of precision you need for your Notifications. The Everbridge application will not verify the address records that you submit are actual address locations. Since you define the Latitude and Longitude for an address, you can determine the precision of the geo-point and the actual location of the geo-point.

Field	Required	Comments
Location ID	Yes	Client-defined unique identifier for the location record. Maximum Length: 50 Data Type: String Cell cannot be empty

		<p>Value must be unique in file</p> <p>NOTE: If two records have the same Location ID, both records are uploaded without error, but only the latest record is inserted in the Building list if the upload batch records are less than or equal to 1000.</p>
Location Name	Yes	<p>Client-defined unique identifier for the location.</p> <p>Maximum Length: 120</p> <p>Data Type: String</p> <p>Cell cannot be empty</p>
Street	<p>No (If Latitude/Longitude are provided)</p> <p>NOTE: You can provide either a full address and the latitude/longitude is automatically geo-coded, or you can provide the latitude/longitude.</p>	<p>Maximum Length: 100</p> <p>Data Type: String</p>
Apt/Suite	No	<p>Apartment or Suite (or Unit)</p> <p>Maximum Length: 75</p> <p>Data Type: String</p>
City	No	<p>City name</p> <p>Maximum Length: 40</p> <p>Data Type: String</p> <p>For US addresses, jurisdiction name below county level</p>
State/Province	No	<p>Administrative level below the county level</p> <p>Maximum Length: 40</p> <p>Data Type: String</p> <p>For US addresses, Everbridge recommends full State name, e.g., "California"</p>

Postal/ZIP Code	<p>No (If Latitude/Longitude are provided)</p> <p>NOTE: You can provide either a full address and the latitude/longitude is automatically geo-coded, or you can provide the latitude/longitude.</p>	<p>If Country = "United States", then:</p> <p>Minimum Length: 5 digits</p> <p>Maximum Length: 9 digits plus a hyphen</p> <p>Data Type: String</p> <p>Formats: 99999 or 99999-9999 or 999999999 if Country is "United States"</p>
Country	<p>No (If Latitude/Longitude are provided)</p> <p>NOTE: You can provide either a full address and the latitude/longitude is automatically geo-coded, or you can provide the latitude/longitude.</p>	<p>Full ISO country name</p> <p>Maximum Length: 40</p> <p>Data Type: String</p> <p>Country name is in the ISO country list</p>
Floor number	No	<p>Floor number</p> <p>Maximum Length:20</p> <p>Data Type: String</p>
Room number	No	<p>Room number</p> <p>Maximum Length: 20</p> <p>Data Type: String</p>
Latitude	<p>No (If Address fields are provided)</p> <p>NOTE: You can provide either a full address and the latitude/longitude is automatically geo-coded, or you can provide the latitude/longitude.</p>	<p>Latitude value</p> <p>Data Type: Precision</p> <p>Not validated for client jurisdiction</p> <p>Only Decimal Degrees (DD) are supported</p> <p>Minimum Value: -90.0000000000</p> <p>Maximum Value: 90.0000000000</p> <p>Recommend Spherical Mercator projection</p>
Longitude	<p>No (Address fields are provided)</p> <p>NOTE: You can provide either a full address and</p>	<p>Longitude value, including negative sign</p> <p>Data Type: Precision</p>

	<p>the latitude/longitude is automatically geo-coded, or you can provide the latitude/longitude.</p>	<p>Only Decimal Degrees (DD) are supported                  Not validated for client jurisdiction                  Minimum Value: -180.0000000000                  Maximum Value: 180.0000000000                  Recommend Spherical Mercator projection</p>
<p>Location Icon</p>	<p>No</p> 	<p>NOTE: If you do not enter a Location icon number, or you enter an invalid value, Location icon 1, Office, is used.</p> <p>The following types of Building locations are, from top to bottom, correspond with the icons to the left.</p> <ol style="list-style-type: none"> <li>1. Office</li> <li>2. Airport</li> <li>3. Hospital</li> <li>4. Police/Sheriff Station</li> <li>5. Fire Station</li> <li>6. Power Plant</li> <li>7. Your location of Interest (generic)</li> <li>8. Bank</li> <li>9. Data Center</li> <li>10. Manufacturing Plant</li> <li>11. Prison/Jail</li> <li>12. Retail Store/Restaurant</li> <li>13. Meeting Room</li> </ol>

The following is an example CSV file, using the "asset-template.csv" and renaming the filename to "Glendale\_Assets.csv". It contains 10 Buildings (in lines 2-11).

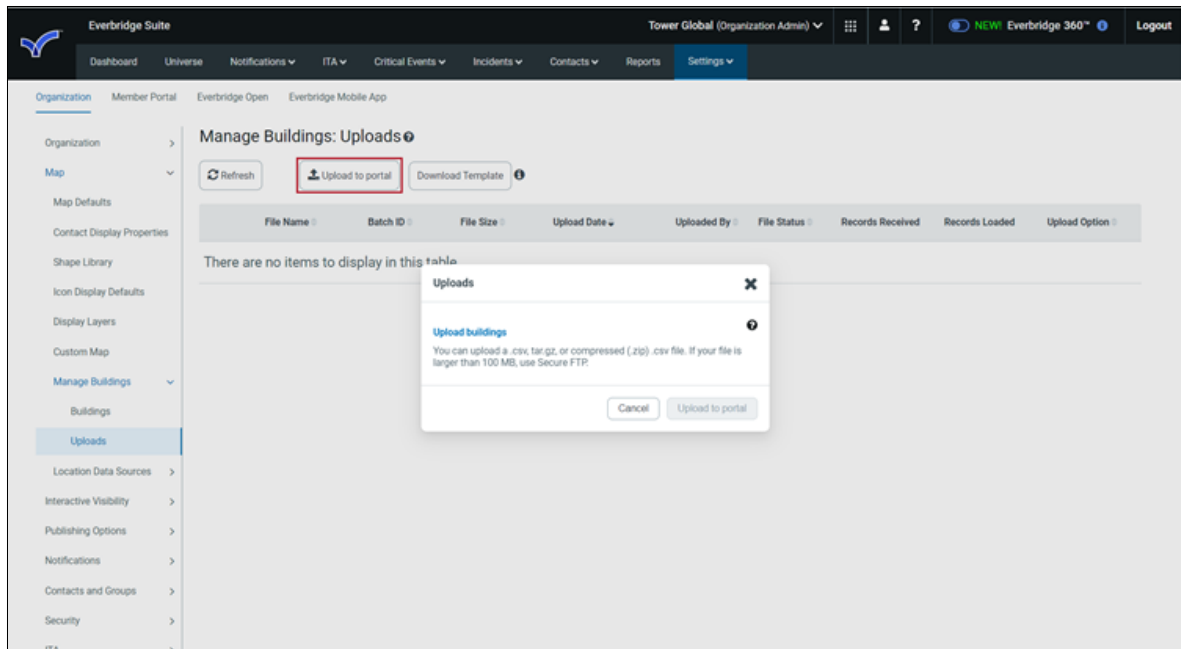
Location ID	Location Name	Street	Apt/Suite City	State/Province	Postal/Zipcode	Country	Floor number	Room number	Latitude	Longitude	Location icon
Work	Glendale	500 N Brand Blvd	1000 Glendale	California	91203 US		10				1
Restaurant01	Din Tai Fung	177 Canuso Ave	Glendale	California	91210 US						12
BUR	Bob Hope Airport	2627 N Hollywood Way	Burbank	California	91505 US						2
Hospital3	USC Verdugo Hills Hospital	1812 Verdugo Blvd	Glendale	California	91208 US						3
Police1	Glendale Police Department	131 N Isabel St	Glendale	California	91206 US						4
Fire21	Glendale Fire Station 21	421 Oak St	Glendale	California	91204 US						5
UnionBank	Glendale Union Bank	330 N Brand Blvd	100 Glendale	California	91203 US						8
Restaurant02	Porto's Bakery	315 N Brand Blvd	Glendale	California	91203 US						12
Jail1	Glendale City Jail	131 N Isabel St	Glendale	California	91206 US						11
Jail2	Burbank PD Jail	200 N 3rd St	Burbank	California	91502 US						11

## Uploading Your Assets CSV File

After you have prepared your CSV file using the "asset-template.csv," you can use it to upload or delete Buildings using the steps outlined below.

To upload your Buildings:

1. From the **Manage Buildings > Uploads** page, select the **Upload to Portal** button. The Uploads dialog is displayed.



2. Click **Upload Buildings**. The Open dialog is displayed.
3. Select the desired CSV file and click **OK**. Make sure it is a CSV file that used "asset-template.csv".
4. Select one of the following radio buttons:
  - **Uploads (Only insert new Building records and update existing Building records)** - You have selected the option to only insert new Building records and to update existing Building records. This option does not delete Building records from your Organization.
  - **Delete (Only delete existing Building records)** - You have selected the option to delete all Building records for your Organization with the records in this file.
5. Click **Upload to Portal** at the bottom of the overlay.
6. Click **Refresh** to see the change in the File Status, Records Received, and Records Loaded.
7. Click the Binoculars icon to see the upload results.
8. If your CSV **loaded with error(s)** or was **not loaded - critical error(s)**, select the corresponding tab and click Download to download a zip file containing the CSV with the error(s).
9. Refer to [Buildings](#) for details.

# Uploading Last Known Locations

Your contacts can have two types of locations:

- **Static** - Each contact can have up to five fixed addresses in his or her profile. These fixed locations do not typically change, such as a work address, home address, and so on.
- **Dynamic** - Via the /dynamicLocation API (Application Programming Interface) or Secure FTP, each contact can have a temporary **Last known location** or **Expected location**, such as a restaurant address for lunch, a hospital address to visit someone, and so forth. Although the Last Known Locations are read-only in the user interface. They can be updated via Secure FTP or REST API.

**NOTE:** Visit the [Developers Hub](#) for information about the /dynamicLocation API.

To leverage this feature, you must upload a master list of Last Known Locations. Your master list can contain any number of records.

From the **Contacts > Contact List**, when you open a contact's profile, you can see the static locations (up to five fixed addresses) under Static Location(s) and any Dynamic Locations. The dynamic locations display Last Known Location(s) or Expected Location(s).

Each time Everbridge receives geo-location data from the Everbridge Mobile App (from Solicited Messages, Unsolicited Messages, SOS, Safe Corridor, Check-In, and Emergency Call), the contact's Last Known Location for the Everbridge Mobile source is updated.

When you click an existing Location Name, its details are displayed. The Source can be empty, or a customized name in **Settings > Location Source**, **Everbridge Mobile App**, or **International SOS Mobile Check-In**.

Dynamic Location(s) - Last Known <span>?</span>	
Location Name	Last Updated Date
> Location via unknown source	Sep 30, 2021 10:58:20 EDT <span>📍</span>

Dynamic Location(s) - Expected	
Location Name	Date Range <span>⌵</span> <span>⌶</span>
>	Nov 05, 2023 18:00:00 EST - Nov 09, 2023 08:00:00 EST <span>📍</span>
> Detroit Metropolitan Wayne County Apt	Sep 01, 2021 00:00:00 EDT - Sep 01, 2026 00:00:00 EDT <span>📍</span>

View 1 - 2 of 2 < 1 > 10 ⌵

**NOTE:** To link a static address to a building, the building must have a Street and Country entered in the CSV file.

If there is no Expiration Date and Time in the Dynamic Locations Upload, Source Wait Timespan is used for the Last Known Location records.

## Link to a static address to a building

1. From the **Contacts > Contact List**, click the **Pencil** icon of the desired contact name to view the contact profile.
2. Scroll to the desired static location (in the Address Information pane) that you want to link.
3. Select **Link to existing building** to link the static location to an existing building address. The Link to Existing Building dialog is displayed.

**NOTE:** In order to link a static address with a building, the Street and Country must not be empty.

Link to existing building
X

Select a Building ?

Search

Q

Reset

Location Name	Icon	Location ID	Street	Apt/Suite/Unit	City	State / Provin...	Postal Code	Country
<input type="radio"/> Singapore		S1	20 Ah Hood...		Singapore		329984	Singapore
<input type="radio"/> Toronto		T1	2275 Bayvie...		Toronto	Ontario	M4N3M6	Canada
<input type="radio"/> Los Angeles		1245	1234 Washi...		Los Angeles	California		United States
<input type="radio"/> Chicago		5567	556 Jackso...		Chicago	Illinois		United States
<input type="radio"/> New York		7789	555 Main St...		New York	New York	10044	United States

View 1 - 5 of 5
<
1
>

10

Cancel

OK

4. Select the radio button corresponding to the building you want to link and click **OK**.

## Preparing to Upload Last Known Locations

To manage your dynamic locations, upload a CSV file from an Everbridge-defined template called "dynamicLocation-template.csv" from **Contacts > Upload Dynamic Locations**.

After you have uploaded your dynamic locations, you can see your contacts' last known locations on the Universe map. See [Finding Contacts on the Map](#).

### Dynamic Location Data Elements

The following table provides details about the column headings, from left to right, in the dynamiclocation-Template.csv file. The column headings must not be changed! If you use your own spreadsheet, then ensure your column headings use the exact case-sensitive spelling and spaces.

This feature is designed to enable you to achieve the level of precision you need for your notifications. The Everbridge application will not verify the address records that you submit are actual address locations. Since you define the Latitude and Longitude for an address, you can determine the precision of the geo-point and the actual location of the geo-point.

Field	Required	Comments
Arrive Date and Time	No, but "Arrive date and time" and/or "Expiration date and time" is required. Neither of these fields can be empty at the same time.	<p>Date and Time Format with a Time Zone Designator (TZD).</p> <p>Example: March 14, 2016 at 10:07:30AM Pacific Daylight Time is 2016-03-14T10:07:30.000-08:00.</p> <ul style="list-style-type: none"> <li>• The Date format is: YYYY-MM-DD</li> <li>• The Time delimiter is: T (required)</li> <li>• The Time format can be one of the following:               <ul style="list-style-type: none"> <li>◦ hh:mm:ss (hours-minutes-seconds) Example: 10:07:30</li> <li>◦ hh:mm:ssZZ (hours-minutes-seconds-TZD) Example: 10:07:30+08:00. The TZD is the offset from UTC as + or - hours and minutes (HH:MM) (required).</li> </ul> </li> </ul>

		<ul style="list-style-type: none"> <li>hh:mm:ss.SSSZZ (hours-minutes-seconds-TZD) Example: 10:07:30.000+08:00 or 10:07:30.000Z. If the time element is in UTC time, then the TZD can be expressed as Z. Either the UTC ± or the Z is required.</li> </ul> <p>Data Type: String</p>
Location ID	<p>No, but at least one of the following three parts must be provided in the CSV file:</p> <ol style="list-style-type: none"> <li>Location ID (if provided, the other two parts are ignored)</li> <li>Street, City, State/Province, Postal.Zipcode, Country</li> <li>Latitude/Longitude</li> </ol>	<p>Client-defined unique identifier for the location record.</p> <p>Maximum Length: 50</p> <p>Data Type: String</p> <p>For Latitude/Longitude, only Decimal Degrees (DD) are supported</p>
External ID	Yes.	<p>Client-defined unique identifier of the contact record.</p> <p>Maximum Length: 50</p> <p>Data Type: String</p> <p>Cell cannot be empty</p> <p>Must be unique in the organization</p> <p>If the External ID does not exist in the organization, then the record is not loaded with critical errors.</p> <p>If more than one record in your file has the same External ID, then only one record is loaded to the database.</p>
Expiration Date and Time	No, but "Arrive date and time" and/or "Expiration date and time" is required. Neither of these	Date and Time Format with a Time Zone Designator (TZD).

	fields can be empty at the same time.	<p>Example: March 14, 2016 at 10:07:30AM Pacific Daylight Time is 2016-03-14T10:07:30.000-08:00.</p> <ul style="list-style-type: none"> <li>• The Date format is: YYYY-MM-DD</li> <li>• The Time delimiter is: T (required)</li> <li>• The Time format can be one of the following:                             <ul style="list-style-type: none"> <li>◦ hh:mm:ss (hours-minutes-seconds) Example: 10:07:30</li> <li>◦ hh:mm:ssZZ (hours-minutes-seconds-TZD) Example: 10:07:30+08:00. The TZD is the offset from UTC as + or - hours and minutes (HH:MM) (required).</li> <li>◦ hh:mm:ss.SSSZZ (hours-minutes-seconds-TZD) Example: 10:07:30.000+08:00 or 10:07:30.000Z. If the time element is in UTC time, then the TZD can be expressed as Z. Either the UTC ± or the Z is required.</li> </ul> </li> </ul> <p>Data Type: String</p>
Street	<p>No, but at least one of the following three parts must be provided in the CSV file:</p> <ol style="list-style-type: none"> <li>1. Location ID (if provided, the other two parts are ignored)</li> <li>2. Street, City, State/Province, Postal.Zipcode, Country</li> <li>3. Latitude/Longitude</li> </ol>	<p>Maximum Length: 100</p> <p>Data Type: String</p> <p>For Latitude/Longitude, only Decimal Degrees (DD) are supported</p>
Apt/Suite	No.	<p>Apartment or Suite (or Unit)</p> <p>Maximum Length: 75</p> <p>Data Type: String</p>

City	<p>No, but at least one of the following three parts must be provided in the CSV file:</p> <ol style="list-style-type: none"> <li>1. Location ID (if provided, the other two parts are ignored)</li> <li>2. Street, City, State/Province, Postal.Zipcode, Country</li> <li>3. Latitude/Longitude</li> </ol>	<p>City name  Maximum Length: 40  Data Type: String  For US addresses, jurisdiction name below county level  For Latitude/Longitude, only Decimal Degrees (DD) are supported</p>
State/Province	No.	<p>Administrative level below county level  Maximum Length: 40  Data Type: String  For US addresses, Everbridge recommends full State name, e.g., "California"</p>
Postal/ZIP Code	<p>No, but at least one of the following three parts must be provided in the CSV file:</p> <ol style="list-style-type: none"> <li>1. Location ID (if provided, the other two parts are ignored)</li> <li>2. Street, City, State/Province, Postal.Zipcode, Country</li> <li>3. Latitude/Longitude</li> </ol>	<p>For US Addresses, ZIP Code or ZIP Code + 4  Maximum Length: 10  Data Type: String  Length 99999 or 99999-9999 or 999999999 if Country is "United States"  For Latitude/Longitude, only Decimal Degrees (DD) are supported</p>
Country	<p>No, but at least one of the following three parts must be provided in the CSV file:</p> <ul style="list-style-type: none"> <li>• Location ID (if provided, the other two parts are ignored)</li> </ul>	<p>Full ISO country name  Maximum Length: 40  Data Type: String  Country name is in the ISO country list  For Latitude/Longitude, only Decimal Degrees (DD) are supported</p>

	<ul style="list-style-type: none"> <li>• Street, City, State/ Province, Postal.Zipcode, Country</li> <li>• Latitude/Longitude</li> </ul>	
Floor Number	No.	Floor number Maximum Length: 20 Data Type: String
Room Number	No.	Room number Maximum Length: 20 Data Type: String
Latitude	No, but at least one of the following three parts must be provided in the CSV file: <ol style="list-style-type: none"> <li>1. Location ID (if provided, the other two parts are ignored)</li> <li>2. Street, City, State/ Province, Postal.Zipcode, Country</li> <li>3. Latitude/Longitude</li> </ol>	Latitude value Data Type: Precision Not validated for client jurisdiction Only Decimal Degrees (DD) are supported Minimum Value: -90.0000000000 Maximum Value: 90.0000000000 Recommend Spherical Mercator projection
Longitude	No, but at least one of the following three parts must be provided in the CSV file: <ol style="list-style-type: none"> <li>1. Location ID (if provided, the other two parts are ignored)</li> <li>2. Street, City, State/ Province, Postal.Zipcode, Country</li> <li>3. Latitude/Longitude</li> </ol>	Longitude value, including negative sign Data Type: Precision Not validated for client jurisdiction Only Decimal Degrees (DD) are supported Minimum Value: -180.0000000000 Maximum Value: 180.0000000000 Recommend Spherical Mercator projection
Source	No.	Source Maximum Length: 20

Data Type: String

The following is an example CSV file, using the "dynamicLocation-template.csv" and renaming the filename to "OurContacts\_LastKnownLocations.csv". It contains seven contacts (in lines 2-7).

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P
	Arrive date and time	Location ID	External ID	Expiration	Street	Apt/Suite	City	State/Province	Postal/Zipcode	Country	Floor num	Room num	Latitude	Longitude	Source	END
2	2016-02-15T10:07:30.000-0800	BUR	8185772201		2627 N Hollywood Way		Burbank	California	91505	US						
3	2016-02-15T10:07:30.000-0800	UnionBan	8185772220		330 N Brand Blvd	160	Glendale	California	91203	US						
4	2016-02-15T10:07:30.000-0800	Restauran	8185772219		177 Caruso Ave		Glendale	California	91210	US						
5	2016-02-15T10:07:30.000-0800	Hospital3	8185772205		1812 Verdugo Blvd		Glendale	California	91208	US						
6	2016-02-15T10:07:30.000-0800	Fire21	8185772382		421 Oak St		Glendale	California	91204	US						
7	2016-02-15T10:07:30.000-0800	Jail2	8185772321		200 N 3rd St		Burbank	California	91502	US						
8	2016-02-15T10:07:30.000-0800	Work	3.22E+18		500 N Brand Blvd	1000	Glendale	California	91203	US		10				

In the following example, note that the External IDs are from a Contact data file ("All2\_CA.csv"), and the Location IDs are from an Asset data file ("Glendale\_Assets.csv").

The image displays three overlapping Excel spreadsheets. The top spreadsheet, titled 'AIG\_CA - Excel', shows a list of employees with columns for First Name, Middle Initial, Last Name, Suffix, External ID, Country, Business Record Type, Groups, Location 1, Street Address, Apt/Suite/U, City 1, State/Prov, Postal Code, Country 1, and Latitude. The middle spreadsheet, titled 'Glendale\_Assets - Excel', shows a list of locations with columns for Location ID, Location Name, Street, Apt/Suite, City, State/Prov, Postal/Zip, Country, Floor num, Room num, Latitude, and Longitude. The bottom spreadsheet, titled 'OurContacts\_LastKnownLocations - Excel', shows a list of contact locations with columns for Arrive date and time, Location / External ID, Expiration, Street, Apt/Suite, City, State/Province, Postal/Zipcode, Country, Floor num, Room num, Latitude, Longitude, Source, and END.

1	2	3	4	5	6	7	8	9	10
First Name	Middle Ini	Last Name	Suffix	External ID	Country	Business Record Ty	Groups	Location 1	Street Adk Apt/Suite/U City 1
Cindy	Kwok			8185772382	US	Employee Managers	Work	500 N Brand Blvd	Glendale CA
Sheila	Morgan			8185772219	US	Employee *	Newhal Work	500 N Brand Blvd	Glendale CA
Brad	Curner			8185772321	US	Employee *	Newhal Work	500 N Brand Blvd	Glendale CA
Scott	Colby			8185772220	US	Employee *	Newhal Work	500 N Brand Blvd	Glendale CA
Lori	Williams			8185772205	US	Opt-in	Work	500 N Brand Blvd	Glendale CA
Craig	Barrick			8185772201	US	Employee *	Work	500 N Brand Blvd	Glendale CA
Sharon	M	Bennett		3.22E+18	US	Employee *	Employ Work	500 N Brand Blvd	Glendale CA

1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21
Location ID	Location Name	Street	Apt/Suite	City	State/Prov	Postal/Zip	Country	Floor num	Room num	Latitude	Longitude	Location	Icon							
Work	Glendale	500 N Brand Blvd	1000	Glendale	California	91203	US		30				1							
Restaurant01	Din Tai Fung	177 Caruso Ave		Glendale	California	91210	US						12							
BUR	Bob Hope Airport	2627 N Hollywood Way		Burbank	California	91505	US						2							
Hospital3	USC Verdugo Hills	1812 Verdugo Blvd		Glendale	California	91208	US						3							
Police1	Glendale Police Dc	131 N Isabel St		Glendale	California	91206	US						4							
Fire21	Glendale Fire Stati	421 Oak St		Glendale	California	91204	US						5							
UnionBank	Glendale Union Ba	330 N Brand Blvd	100	Glendale	California	91203	US						8							
Restaurant02	Porto's Bakery	315 N Brand Blvd		Glendale	California	91203	US						12							
Jail1	Glendale City Jail	131 N Isabel St		Glendale	California	91206	US						11							
Jail2	Burbank PD Jail	200 N 3rd St		Burbank	California	91502	US						11							

1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21
Arrive date and time	Location / External ID	Expiration	Street	Apt/Suite	City	State/Province	Postal/Zipcode	Country	Floor num	Room num	Latitude	Longitude	Source	END						
2016-02-15T18:07:36.000-0800	BUR 8185772201		2627 N Hollywood Way		Burbank	California	91505	US												
2016-02-15T18:07:36.000-0800	UnionBan 8185772220		330 N Brand Blvd	100	Glendale	California	91203	US												
2016-02-15T18:07:36.000-0800	Restaurant 8185772219		177 Caruso Ave		Glendale	California	91210	US												
2016-02-15T18:07:36.000-0800	Hospital3 8185772205		1812 Verdugo Blvd		Glendale	California	91208	US												
2016-02-15T18:07:36.000-0800	Fire21 8185772382		421 Oak St		Glendale	California	91204	US												
2016-02-15T18:07:36.000-0800	Jail2 8185772321		200 N 3rd St		Burbank	California	91502	US												
2016-02-15T18:07:36.000-0800	Work 3.22E+18		500 N Brand Blvd	1000	Glendale	California	91203	US		30										

## Uploading Dynamic Locations Data File Via Secure FTP

By configuring your computer and Secure FTP (File Transfer Protocol) software to work together, you can programmatically submit the CSV file containing your Dynamic Location records. The computer system needs to add and place the data file in the location configured in the Secure FTP software. The Secure FTP software is scripted to perform the transfer.

### Submit a Dynamic Location data file via Secure FTP

1. From the **Settings** tab at the Organization level, select **Contacts and Groups > Security**.
2. With your IT department, use Secure FTP to upload contact data files (replacing the "contact data file" with your "dynamic location data file" generated by using the Everbridge-defined dynamicLocation-template.csv).

**NOTE:** The Access Instructions are intended to guide you in exploring and testing the Everbridge Secure FTP connectivity. They do not provide instructions for developers since Everbridge does not know which tool your organization uses to develop your FTP client. Contact your IT department regarding third-party tools and/or any source code for interfacing with an FTP server.

3. Prepare your Dynamic Location data file. (See [Preparing to Upload Last Known Locations](#).)
4. Ask your IT department to configure your computer system and Secure FTP software. The Secure FTP software is scripted to perform the transfer.

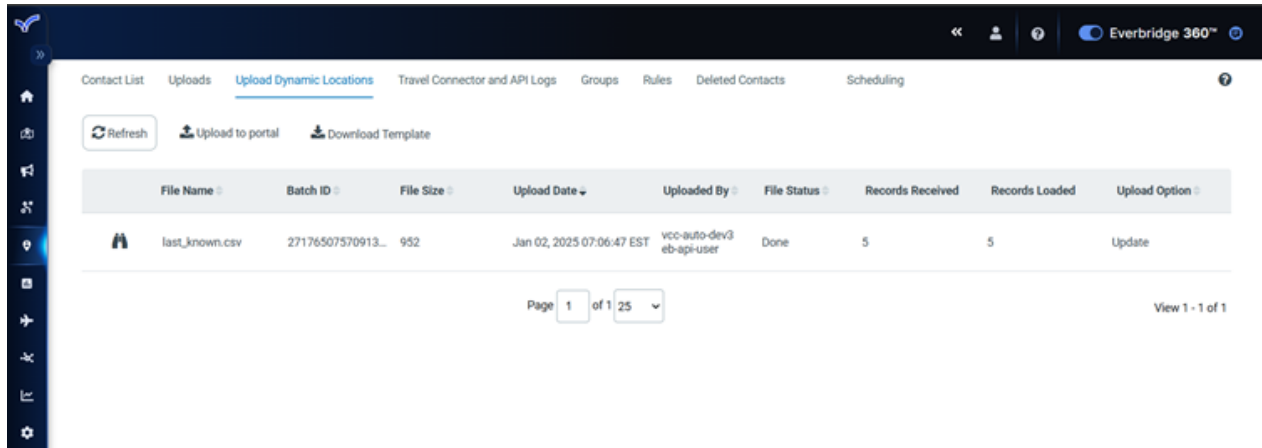
On the server, use the following folders as destinations for your contact data file:

- If you upload Dynamic Locations, drag your CSV file to **Dynamic Location > Update Folder**.
  - If you upload building "Update," drag your CSV file to **Asset > Update Folder**.
  - If you upload building "Delete," drag your CSV file to **Asset > Delete Folder**.
5. Click **OK**.

## Upload Dynamic Locations Page

The following tasks can be performed from the **Upload Dynamic Locations** tab:

- **View** - View the Upload Results by clicking the **View** icon.
- **Refresh** - Click **Refresh** to update the File Status.
- **Upload to Portal** - Upload your custom "dynamicLocation-template.csv".
- **Download Template** - Download the Everbridge-defined template called "dynamicLocation-template.csv".



File Name	Batch ID	File Size	Upload Date	Uploaded By	File Status	Records Received	Records Loaded	Upload Option
last_known.csv	27176507570913...	952	Jan 02, 2025 07:06:47 EST	vcc-auto-dev3 eb-api-user	Done	5	5	Update

Page 1 of 1 25 View 1 - 1 of 1

The page displays the following information for each upload:

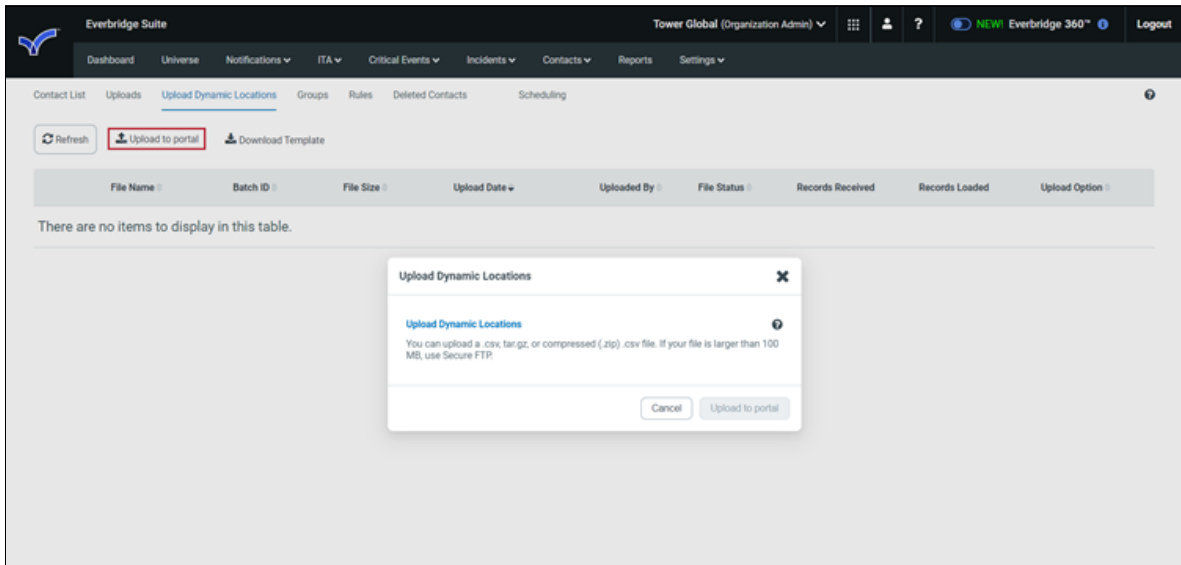
- File Name
- Batch ID
- File Size
- Upload Date
- Uploaded By
- File Status
- Records Received
- Records Loaded
- Upload Option

## Upload to Portal

Using your customized “dynamicLocation-template.csv”, you can upload the file to the portal from this page.

### Upload to Portal

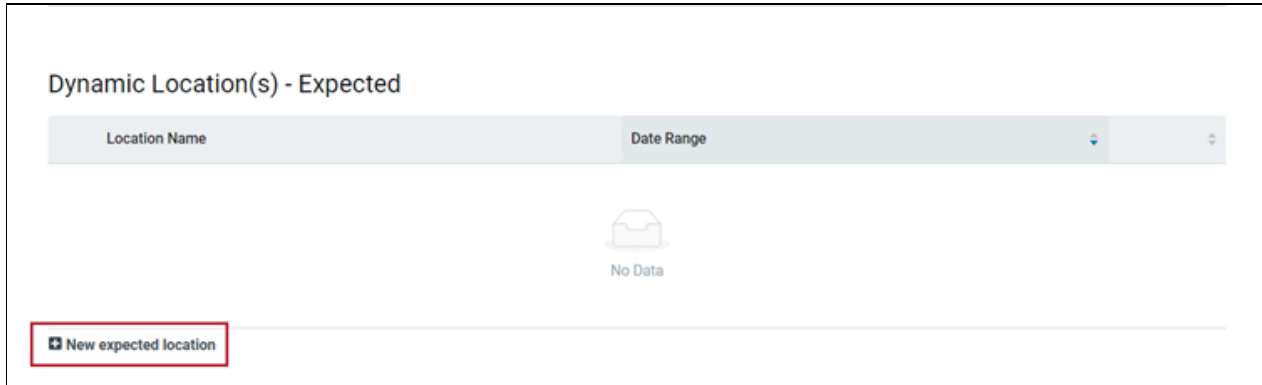
1. From the **Upload Dynamic Locations** sub-tab, select **Upload to Portal**. The Upload Dynamic Locations dialog is displayed.




2. Select **Upload Dynamic Locations** to choose a file to upload.
3. Navigate to your file and select it.
4. Click **Upload to Portal**.

## Dynamic Locations - Expected

The **Dynamic Location(s)** section of the contact record allows you to define dynamic locations for each contact. These locations can be used to include the contact in a notification sent using map addresses. When editing the contact, click **New expected location**.

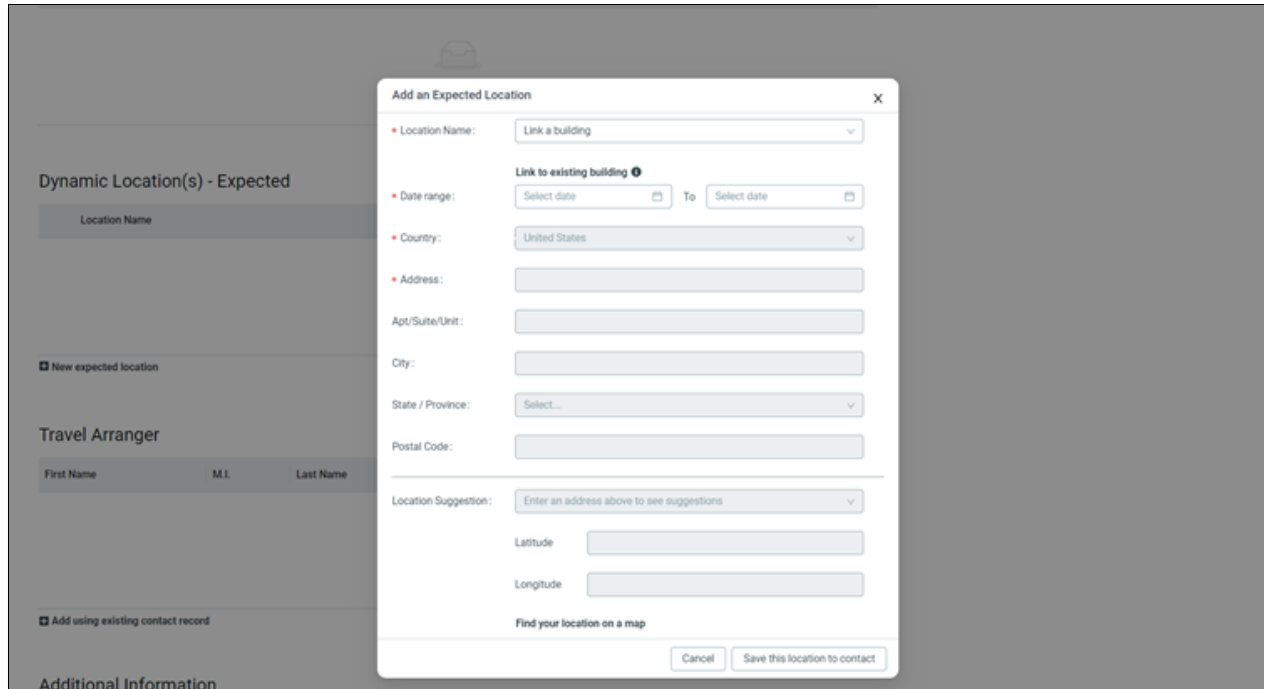


Dynamic Location(s) - Expected

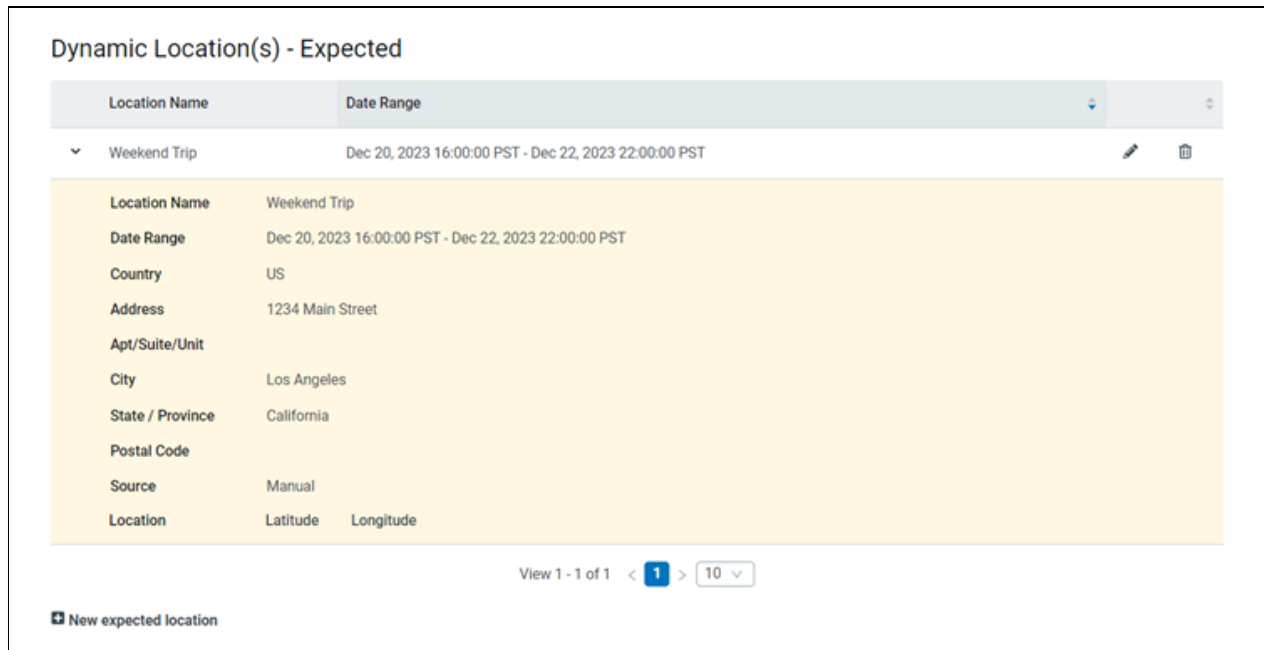
Location Name	Date Range
 No Data	

This can be used when you send a Notification to an airport or to a specific address, for example. Enter a Date Range (for example, dates the contact is expected to be at a hotel). Verify the correct Country is selected. Enter address information, up to the Postal Code field. The system tries to convert this address into a standardized format from the list.

**NOTE:** Expected Locations are kept up to 12 months in the past and 12 months into the future.



When you click an existing Location Name, its details are displayed. The Source could be MANUAL, International SOS icon, Concur, iJet, or API.



# Travel Arranger

To add an existing contact as a Travel Arranger for a contact:

### Travel Arranger

First Name	M.I.	Last Name	Suffix	External ID
 No Data				

+ Add using existing contact record

1. Click **Add using existing contact record** and select the name of the desired contact.

Country US
Address 1234 Main Street

Apt./Suite/Unit
City Los Angeles

State / Province California
Postal Code

Source Manual
Location Latitude Longitude

+ New expected location

#### Travel Arranger

First Name	M.I.	Last Name	External ID
No Data			

+ Add using existing contact record

#### Additional Information

Additional Information

Country US
Address 1234 Main Street

Apt./Suite/Unit
City Los Angeles

State / Province California
Postal Code

Source Manual
Location Latitude Longitude

+ New expected location

#### Travel Arranger

First Name	M.I.	Last Name	External ID
No Data			

+ Add using existing contact record

#### Additional Information

Additional Information

2. Click **OK** and the name is listed in the Travel Arranger pane. Add more travel arrangers as needed.

### Travel Arranger

First Name	M.I.	Last Name	Suffix	External ID
Cathi		Abele		PU356

+ Add using existing contact record

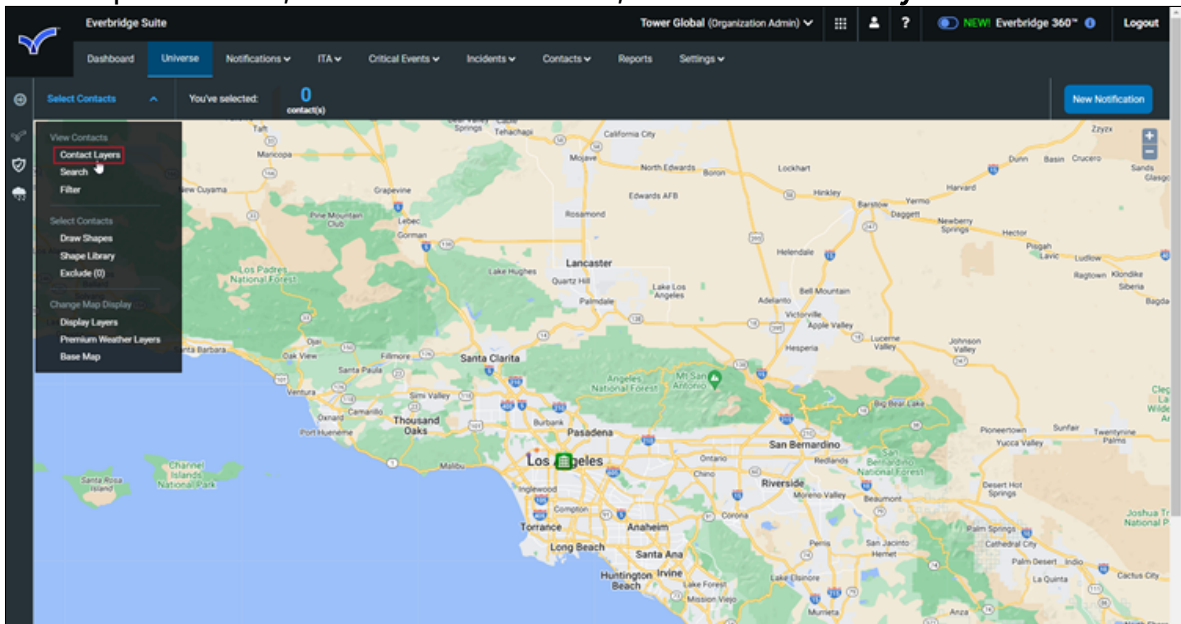


## Finding Your Contacts' Last Known Locations

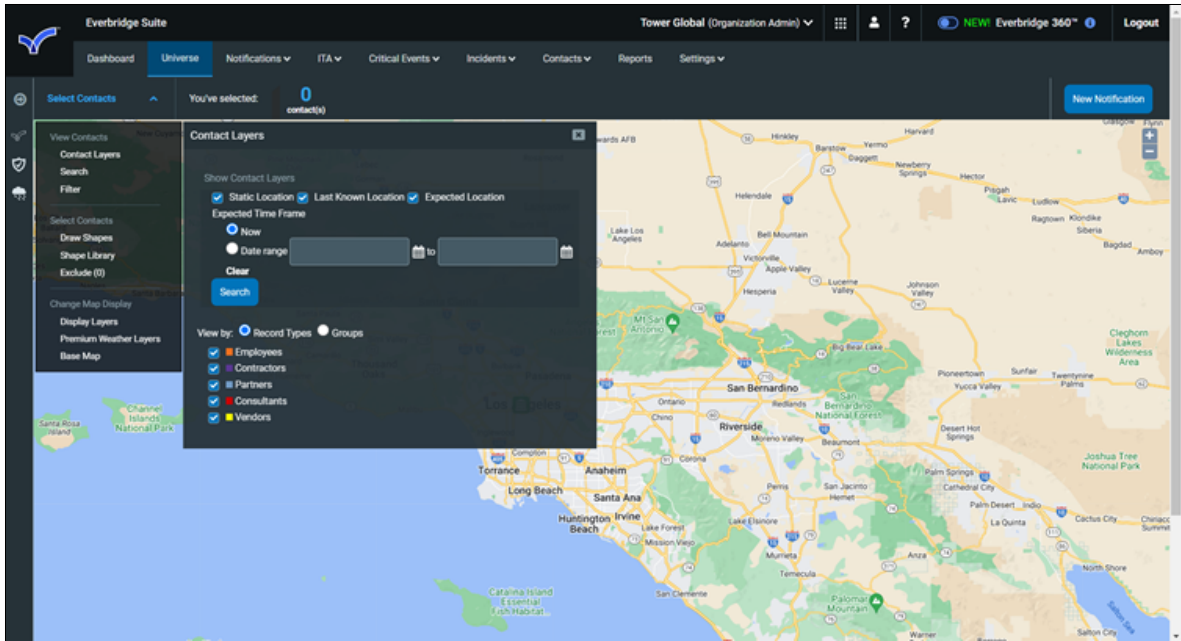
After you have uploaded the Buildings that are important to your Organization and uploaded the Last Known Locations of your contacts, you can see your contacts' whereabouts on the Universe map.

To find your contacts' Last Known Locations:

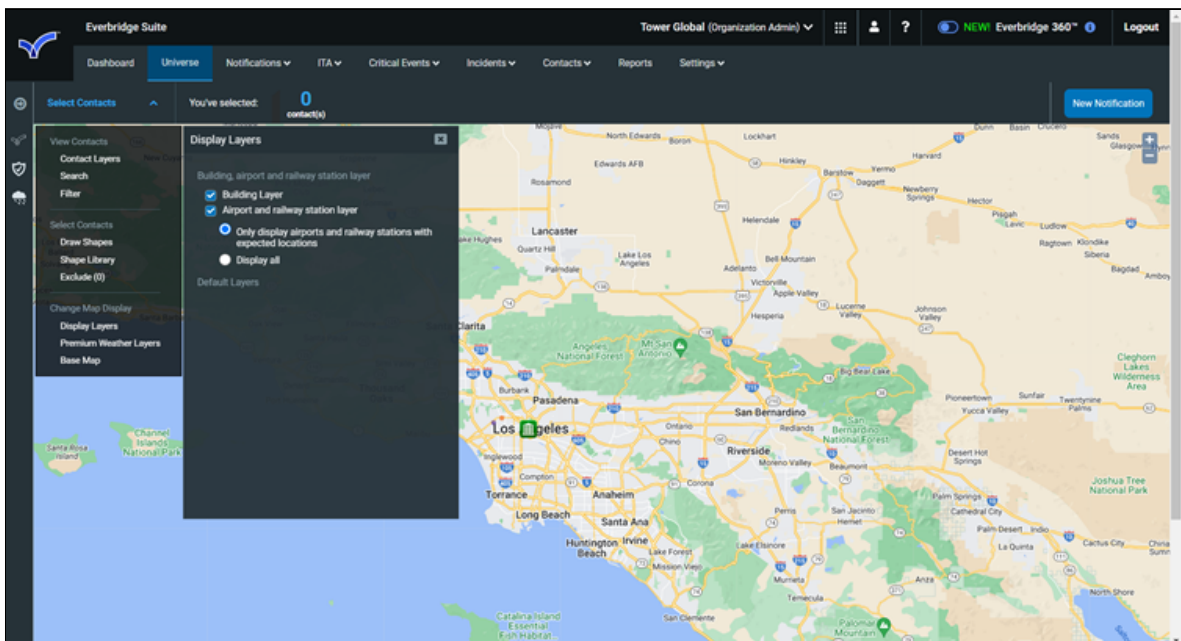
1. From the **Universe** tab, click **Select Contacts** on the map, and then from the drop-down list, under **View Contacts**, select **Contact Layers**.



2. From the **Contact Layers** pane, select/clear the desired checkboxes: **Static Location**, **Last Known Location**, and/or **Expected Location**. Colored dots indicate the location of your contacts by record types, or who are part of groups, displayed on the map.






3. Close the Contact Layers pane.
4. Under **Change Map Display**, click **Display Layers**.

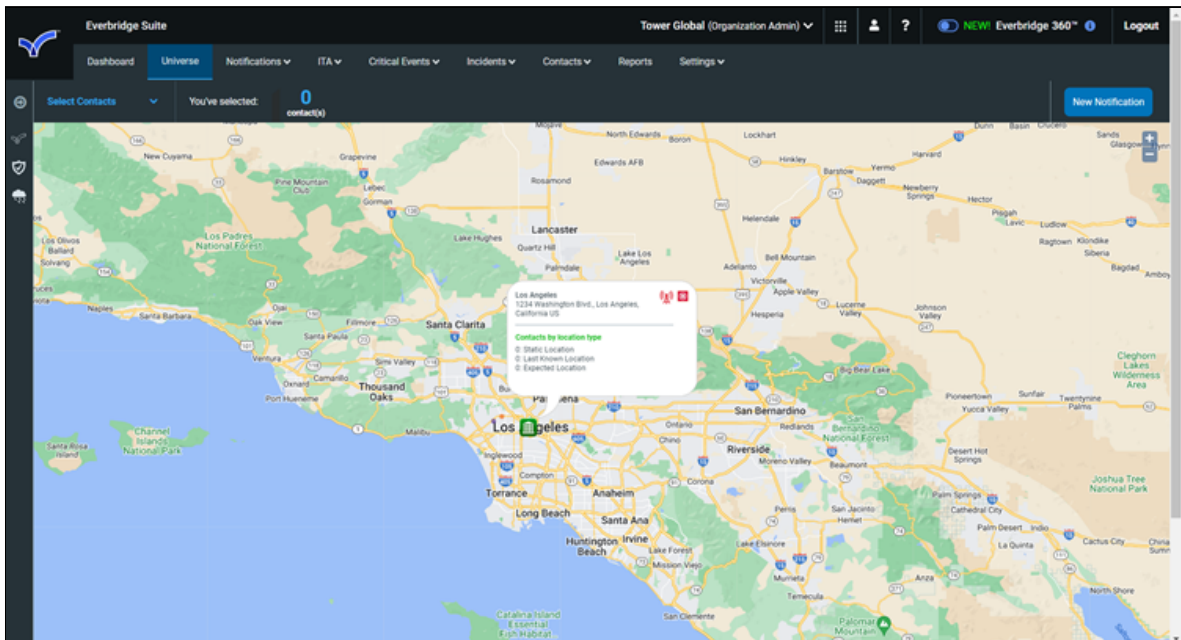


5. Click **Building Layer** and/or **Airport and Railway Station Layer**. The map icons are described next.

Map Icon	Description
	Building (green)
	Airport with no expected location (blue)

	Railway Station with no expected location (blue)
	Airport with expected location (orange)
	Railway Station with expected location (orange)

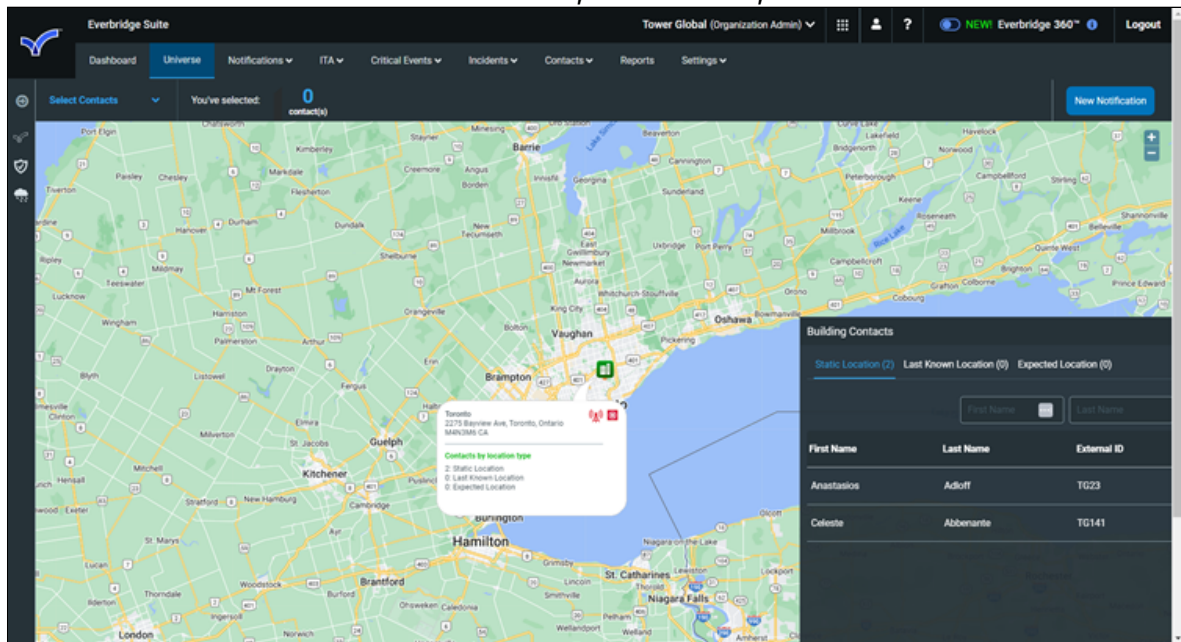
- For Building Layers:
    - The assets (buildings) that have been uploaded for your Organization are displayed as Location Icons on the map.
  - For Airport and Railway Station Layer:
    - Only display airports and railway stations with expected locations
    - Display all
6. Close both the Display Layers panel and the Select Contacts drop-down list so you can see the map.
  7. Hover the mouse over a Location icon to see its:
    - Building Name
    - Street Address, Apt, City, State, and Postal Code
    - Country
    - The number of contacts by location type



8. Click the **Location** icon to view contacts in their Static (fixed) location, Last Known Location, and/or Expected Location.

**NOTE:** Expected Locations are kept up to 12 months in the past and 12 months into the future.

You can see the contacts' first names, last names, and their external IDs.



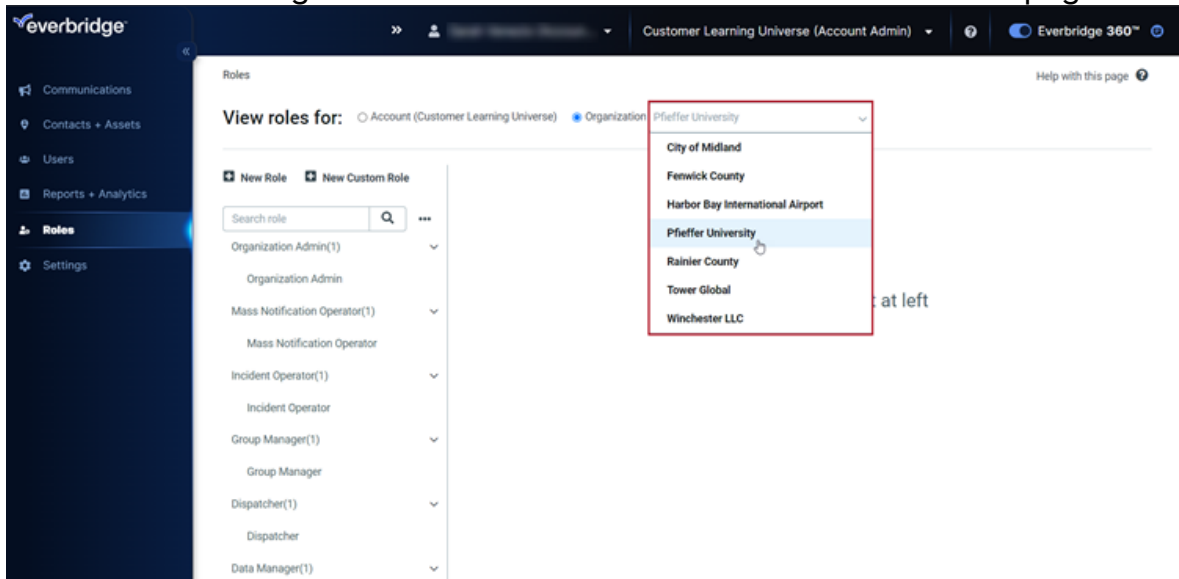
9. Select the desired sub-tab: **Static Location** or **Last Known Location**. Each sub-tab shows the number of contacts under that particular location.
  - **Static Location subtab**—A static location is a location from a contact's profile. Static locations are a home address and work address, as these do not typically change often and are more permanent in nature. A contact can have up to five static locations.
  - **Last Known Location subtab**—The last known location is a temporary location of a contact. Examples of these are any of the building types and any addresses you have uploaded to a contact.
10. Draw a polygon around the area and contacts to whom you want to send your Notification.
11. Create and send your Notification.

## Dynamic Groups

Account and Organization Administrators can assign Dynamic Groups to Group Managers and Dispatchers to allow them access to Contacts that might not be in a "Group". Dynamic Groups update while "Groups" stay static. Dynamic Groups do not display as a "Group" in Everbridge Suite. Rather, it allows the Group Managers and Dispatchers to view and/or select individuals who meet the criteria at the point of notification.

To manage Dynamic Groups:

1. At the Account level, click the **Access > Roles** tab. The **Roles** page is displayed. The default view is the Account Roles.
2. Select **Organization**.
3. Select the desired Organization from **View Roles for:** menu. The Role Types for the selected Organization are listed on the left-hand side of the page.

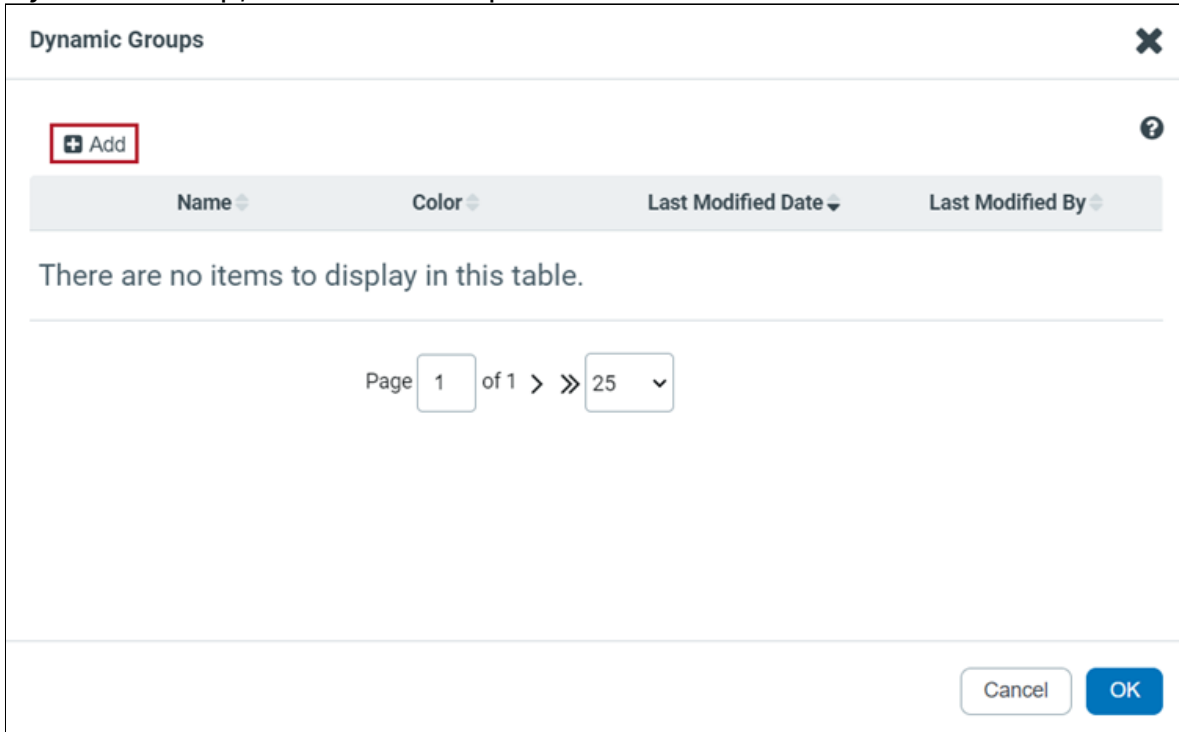


4. Select the **Role Type: Group Manager** and the newly-added Role under this Role type (for example, Group Leader). The right-hand side of the page shows subtabs:
  - a. **Permissions** - Scroll down the page to see the permissions of this particular Role. The permissions are locked because the new Role is based on a default Role. Permissions for default Roles are locked.
  - b. **Resources** - Displays the Groups to which the Users of this particular Role have access restrictions.
  - c. **Assigned Users** - Lists the Users assigned to this particular Role.
5. From the **Resources** subtab, under **Groups**, select the checkboxes of the Groups that the Group Manager (or Role under Group Manager) should be able to access.

6. From the **Resources** subtab, under **Dynamic Group**, click **Manage**.

The screenshot displays the Everbridge Roles management interface. On the left is a dark navigation sidebar with options: Communications, Contacts + Assets, Users, Reports + Analytics, Roles (highlighted), and Settings. The main content area is titled 'Roles' and shows 'View roles for:' with filters for 'Account (Customer Learning Universe)' and 'Organization: Pfeiffer University'. A list of roles is shown on the left, with 'Group Manager' selected. The 'Edit Role' panel for 'Group Manager' is open, showing 'Type: Group Manager' and 'Name: Group Manager'. Under 'Permissions', the 'Resources' subtab is active, showing 'Assigned Users'. A section titled 'What are users in this role allowed to use/access?' contains 'Contacts' and 'Limited access' options. Under 'DYNAMIC GROUP', the 'Manage' button is highlighted. A search box for 'Selected Groups' is present, showing 'All Contact Groups' and 'No data is available'. A 'Save' button is at the bottom.

- The **Dynamic Groups** dialog appears. Click **Add**, or to edit an existing Dynamic Group, select the Group name from the list and click the Pencil icon.



- The **Add Dynamic Group** dialog appears. Enter a name for the new Dynamic Group.
- From the **Color** field, click the round color icon and select a different color for this Dynamic Group. The color chosen here is used on the map of the Contacts in this Dynamic Group.

- In **Custom Filters**, select a Field name from the drop-down list. The full list can be found below in [Dynamic Group Fields](#).

- Select a **Condition** from the drop-down list and type a Value to meet the condition.
- Repeat Steps 11 and 12 to add more filters.
- Click **Save**.
- Click **OK** to see the new Dynamic Group in the **Limited Access** list.
- Click **Save**.
- Click **OK** to see the new Dynamic Group in the **Limited Access** list.
- For this particular Role, select up to 25 desired Dynamic Group names from the list and click **Save**. Preview Results display the Contacts who are a part of the Group.
- Communicate to the Organization's Group Managers that they will see Contacts from this Dynamic Group.

## Dynamic Group Fields

The following fields are supported by Dynamic Groups:

Field Type	Field Name
Contact Details	Linked User

Contact Details	Contact External ID
Contact Details	Contact First Name
Contact Details	Contact Middle Initial
Contact Details	Contact Last Name
Contact Details	Contact Suffix
Contact Details	Contact Country
Contact Details	VIP
Contact Details	Delivery Method
Contact Details	Delivery Method Value
Contact Details	Expatriate
Contact Details	Created On
Contact Details	Last Modified By
Contact Details	Last Modified On
Contact Details	Record Type
Contact Details	Registered
Contact Details	Registered Email
Contact Details	Registered On
Contact Details	Associated Group(s)
Contact Details	DeliveryMethod-pager Service
Location Details	Contact is Geocoded
Location Details	Geocode Source
Location Details	Location Name
Location Details	Location Street Address
Location Details	Location Apt/Suite/Unit
Location Details	Location City
Location Details	Location State/Province
Location Details	Location Country
Location Details	Location Postal Code
Location Details	Location Latitude
Location Details	Location Longitude
Location Details	Building Name
Location Details	Floor Number
Location Details	Last Known - Building Name
Location Details	Last Known - Floor Number
Additional Information	Additional Information

## Safety Settings

From the **Settings** tab, under **Interactive Visibility**, you can configure the following Safety settings:

- **Variables Mappings** - A Safety Alert is triggered and the Incident uses Incident information variables that match the Safety field names.
- **Thresholds** - To automatically receive alerts from unsolicited messages, configure your Safety Thresholds.

## Configuring Safety Variables Mappings

When a Safety Alert is triggered, the Incident will include the Incident variables selected on the **Safety Variable Mapping** page (**Settings > Interactive Visibility > Safety > Variables Mapping**):

- Date/Time
- Record Type
- Member Name
- Location
- SOS URL
- Phone Number
- Safety Device Temperature
- Safety Device Message
- Safety Device Battery Level

From the drop-down box of each field, select the Incident variable name to be included in the Safety Alert. Note that only Text Area and Text Box variable types are included in the drop-down lists.

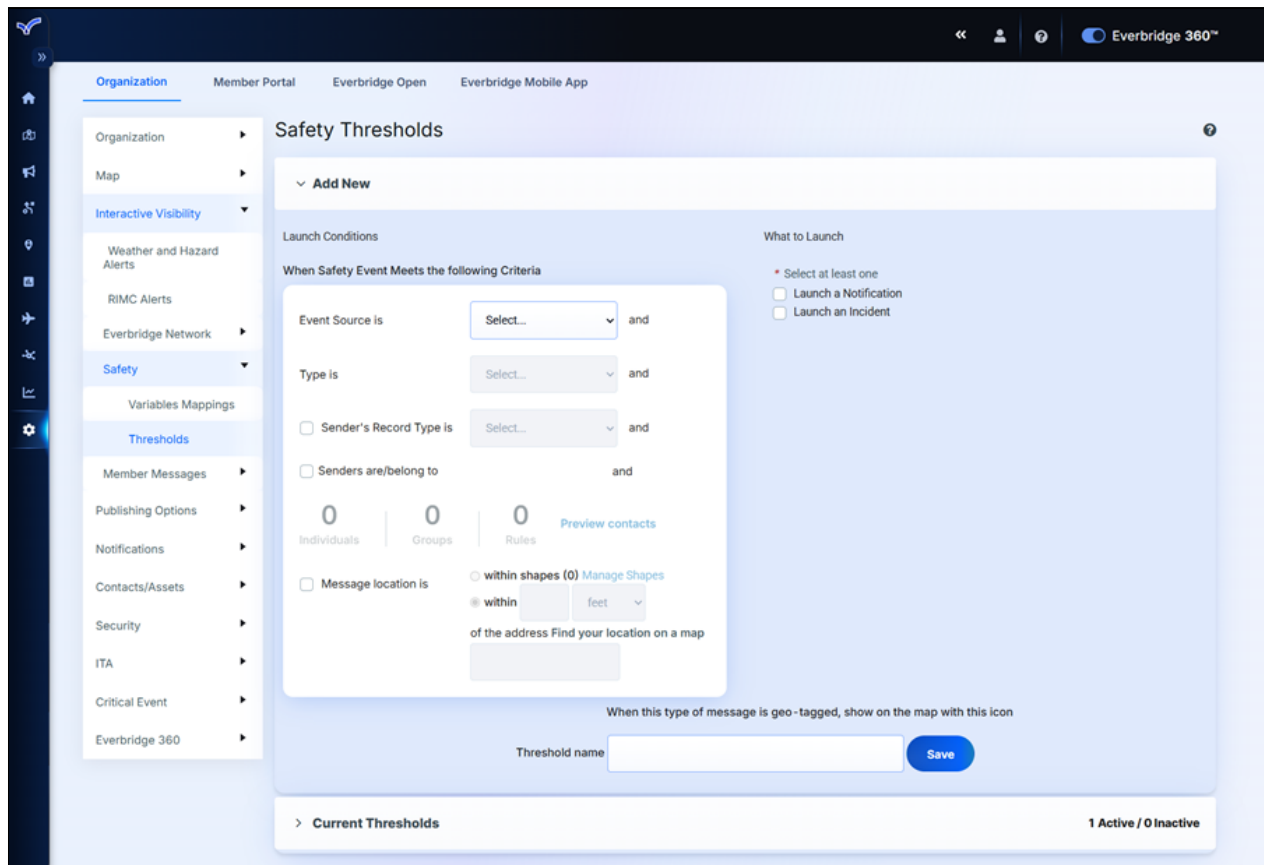
Safety Field Name	Incident Variable
Date Time	Current Time
Record Type	Select...
Member Name	Select...
Location	Select...
SOS URL	Select...
Phone Number	Select...
Safety Device Temperature	Select...
Safety Device Message	Select...
Safety Device Battery Level	Select...

The SOS Notification will include the phone number of the person who pressed “SOS” so that the security officer can quickly reach out to the individual.

## Configuring Safety Thresholds

**Safety Thresholds** define the conditions under which a Safety Event triggers a Notification or Incident.

The **Safety Thresholds** page (**Settings > Interactive Visibility > Safety Thresholds**) displays any **Current Thresholds** and their on/off status. Administrators can also add a new Safety Threshold from this page.



For each Threshold, you can see the name and criteria that will trigger an alert. If the alert will launch a Notification, the name of the template is shown. The **Status** shows whether the Threshold is currently active (ON). If it is inactive (OFF), it is still configured but is not currently monitoring selected Incidents. The number of Active and Inactive Thresholds is displayed at the top of the list (right-hand corner). You can activate/inactivate a Threshold by clicking the **ON/OFF toggle**.

Collapse the Current Thresholds list by clicking the Down arrow at the top left-

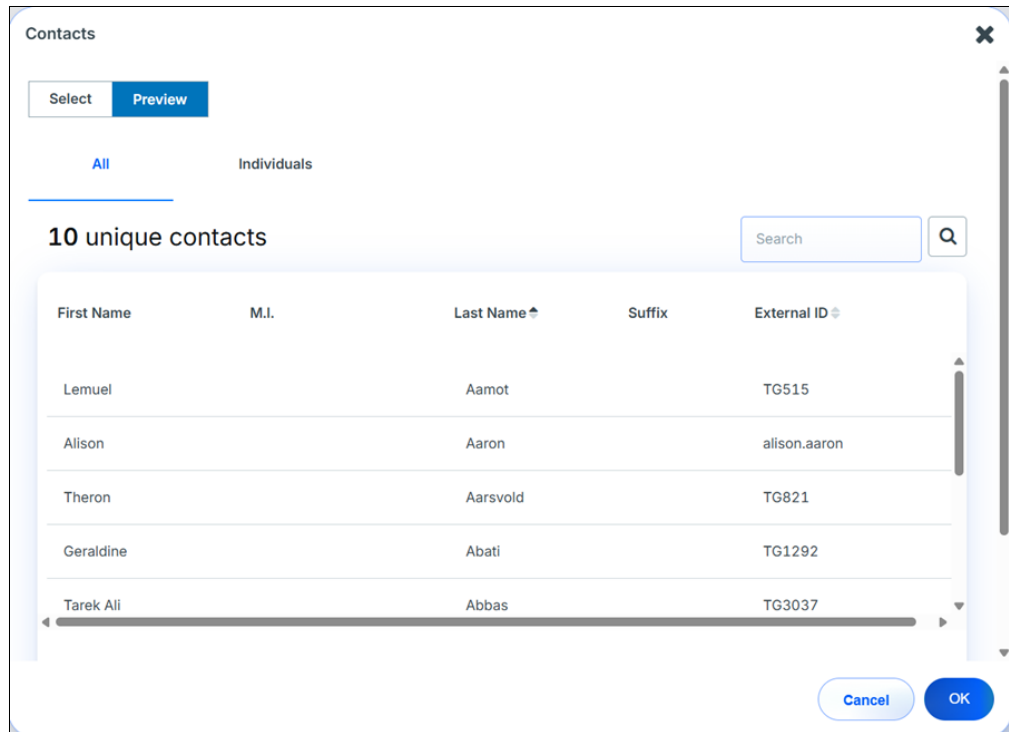
hand corner of the list. Expand the **Current Thresholds** list by clicking the Right arrow at the top left-hand corner of the list.

You can hide the entire panel by clicking the panel heading. Click it again to reopen the panel.

## Adding a new Safety Threshold

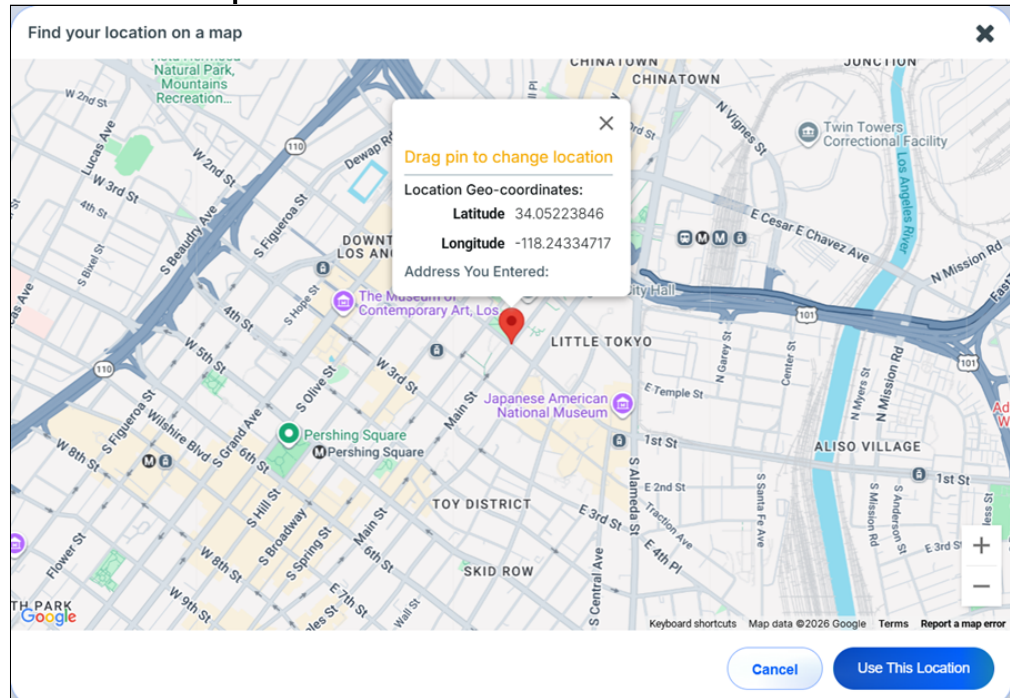
To add a new Safety Threshold:

1. Under **Launch Conditions**, configure the following information:
  - **Event Source is** - Select one:
    - Personal Safety Devices
    - Mobile App
  - **Type is** - Depending on the Type of Event Source you selected above, select the desired Event Type from the drop-down list:
    - SOS
    - Chaperone
    - Location
    - Phone Call
  - **Button Name is** - (for the Mobile App source only) Depending on the Type selected above, choose the desired button name from the drop-down list.
  - **Sender's Record Type is** - Select the checkbox and choose a Record Type.
  - **Senders are/belong to** - Select senders (Contacts in Everbridge Suite) by Individual, Group (Contacts in a Group), and/or Rules. This is a targeted population within your database. It is dynamic in nature. The Rule is stored, not the results.
    - Optionally, select **Preview Contacts**. From the **All** subtab, you see the names of all the Contacts you have selected, whether as Individuals, from a Group, or a Rule. When previewing from a Group, select the Group name from the drop-down list to see the individuals in that Group. Or, select **Preview** from each subtab to see the specific Contacts you have selected.



- **Message location is** - Select the checkbox, then select one of the radio buttons:
  - **Within Shapes** - Select the **Manage Shapes** link to select your shapes from the Shape Library, then enter the number of feet, meters, kilometers, or miles of the following address.
  - **Address** - Type the address, then select the corresponding address from the **Please input address information for searching your location** drop-down list. You could also select the link: **Find**

### location on map.



2. Under **What to Launch**, select at least one of the following items:
  - **Launch a Notification** - Proceed to Step 3.
  - **Launch an Incident** - Proceed to Step 4.
3. Fill in the fields for launching a Notification.
  - Optionally, select the checkbox: **Start the Event**, and enter the name of the Event.
  - Search for the desired Notification Template. Click the blue + sign.
    - To remove a Notification Template from the Threshold, click the **Trash Bin** to the left of the desired Notification Template name.
4. Fill in the fields for launching an Incident. Search for the desired Incident Template. Click the blue + sign. To remove an Incident Template from the Threshold, click the **Trash Bin** to the left of the desired Incident Template name.
5. In the **Threshold Name** field, type a name and click **Save**.

## Editing a Safety Threshold

On the **Safety Threshold** page, the **Current Thresholds** section is displayed at the bottom of the page. It shows the number of Thresholds that are active (Status: ON) and inactive (Status: OFF). To edit the Threshold:

1. Click the **Pencil** icon corresponding with the Threshold.
2. The Threshold should become inactive (Status: OFF). If not, tap the Status: ON.
3. Make the needed changes in the upper pane by performing the steps outlined above.

4. Optionally, rename the Threshold as needed.
5. Click **Save**.

## Deleting a Safety Threshold

To delete a Safety Threshold:

1. Click the **Trash Bin** in the row of the Threshold to be deleted.
2. Click **Yes** to confirm that the Threshold should be deleted.

## Using the Safety Messages Widget

After you configure your Safety variable settings and thresholds, you can see the Safety messages once they are triggered from the **Universe** tab and **Visual Command Center**. They can also be used in CEM Orchestration for automated Alerting purposes.

### Safety Messages in Universe

There are four types of Safety Alerts that can appear in Universe:

- SOS
- Chaperone
- Location
- Phone Call

**NOTE:** Actions triggered from Self-Report and Custom Form buttons are not available in the Safety Messages Widget.

If there is no Alert displayed or if you want, you can change the time frame to include older Alerts — from 1 to 30 days.

If there are more Alerts than can be displayed on one list, use the controls (First, Previous, Next, Last) at the bottom of the list to step through the pages.

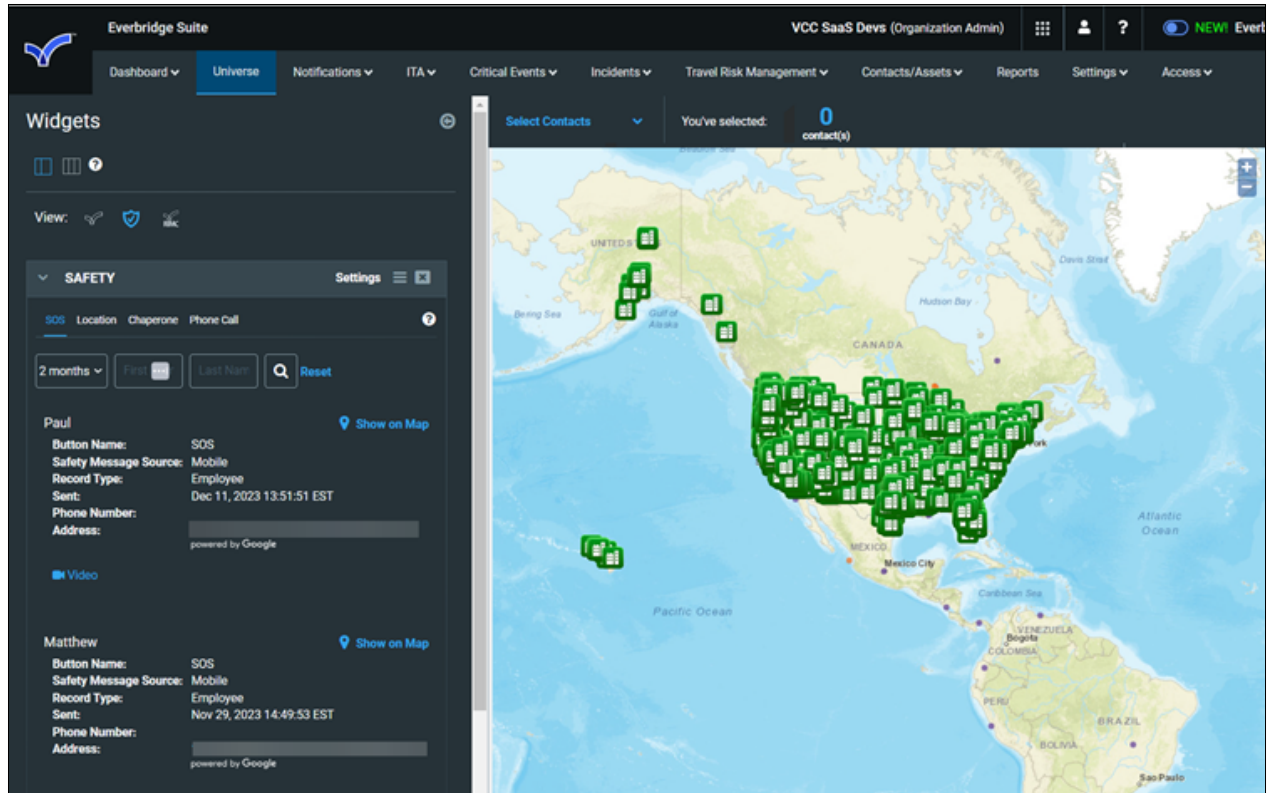
### SOS

Every time a new SOS has been launched, a banner appears across the Universe map. The banner displays on the screen for five minutes. It shows the time of the SOS, and a link: **Show Me**, which shows you the SOS pin on the map. The pop-up is fixed on the page to show the SOS details.

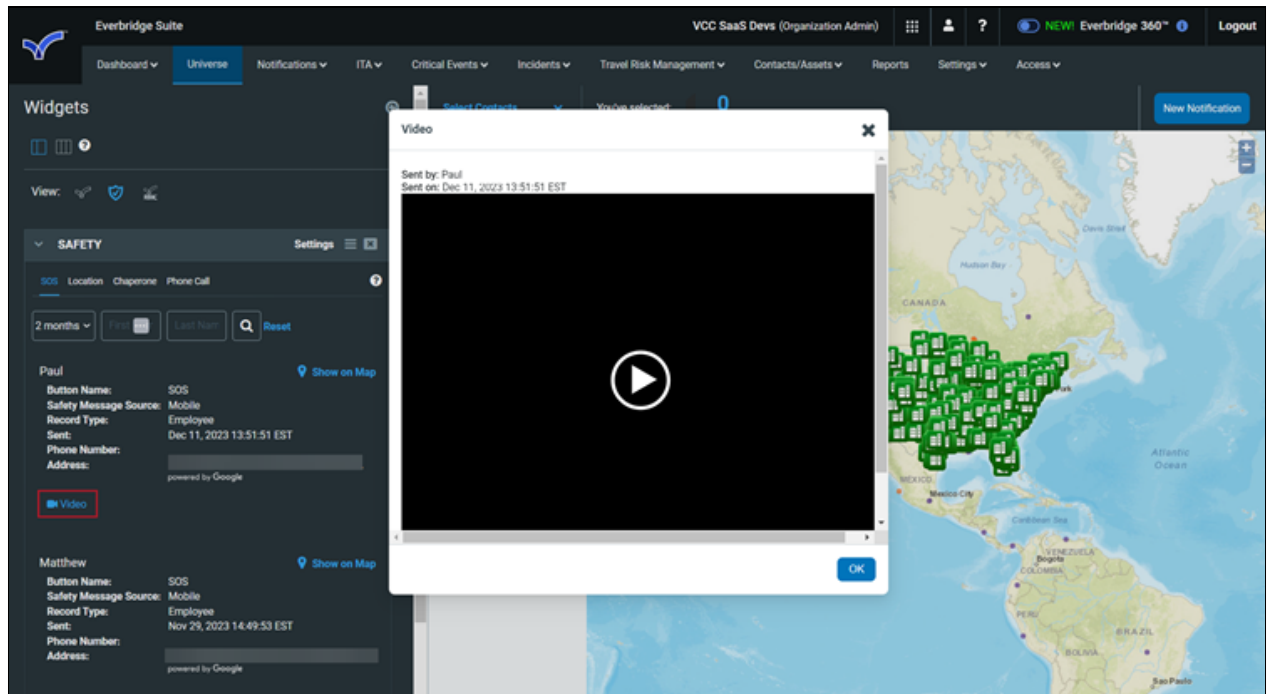
If there is more than one SOS during the five minutes, each banner displays one above the other. The default polling time is 1 minute.

Click **Show Me** in the banner to see the SOS that was initiated.

You can choose the last hour or up to the last six months. Also, search for an individual by First Name and Last Name (clear the names by clicking **Reset**).



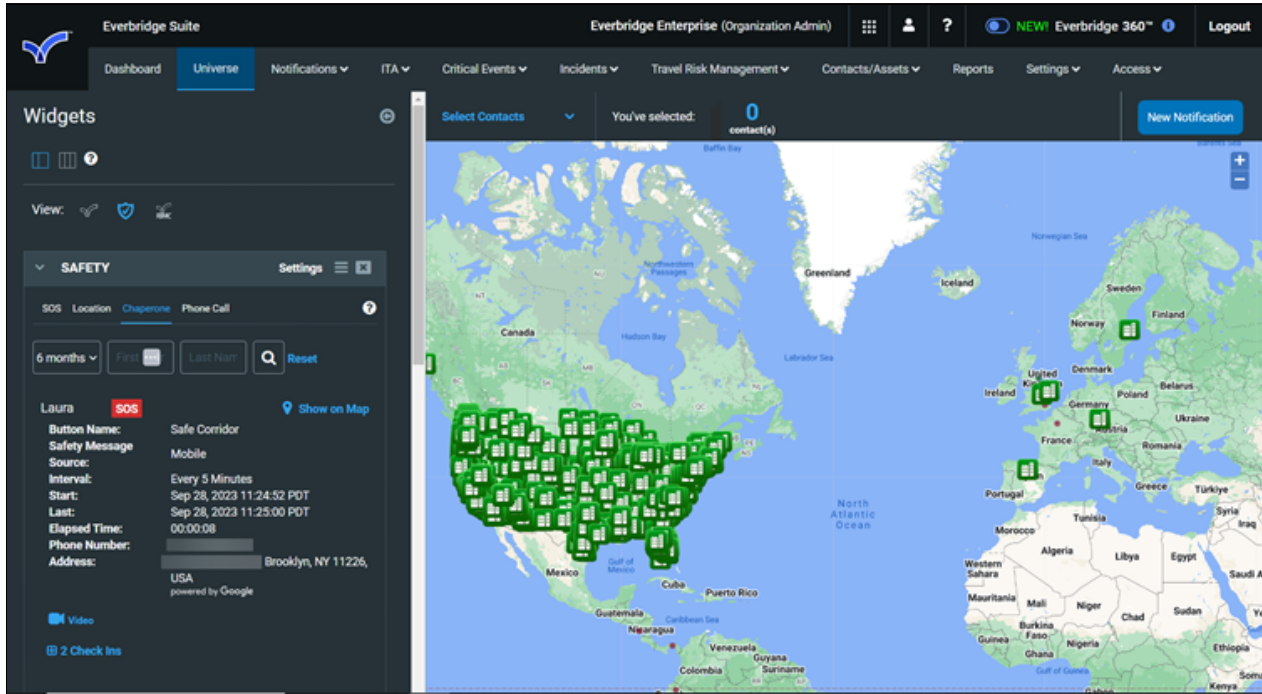
Click **Video** to see a video of what is happening during the SOS (example shown next). The video will play for two minutes.



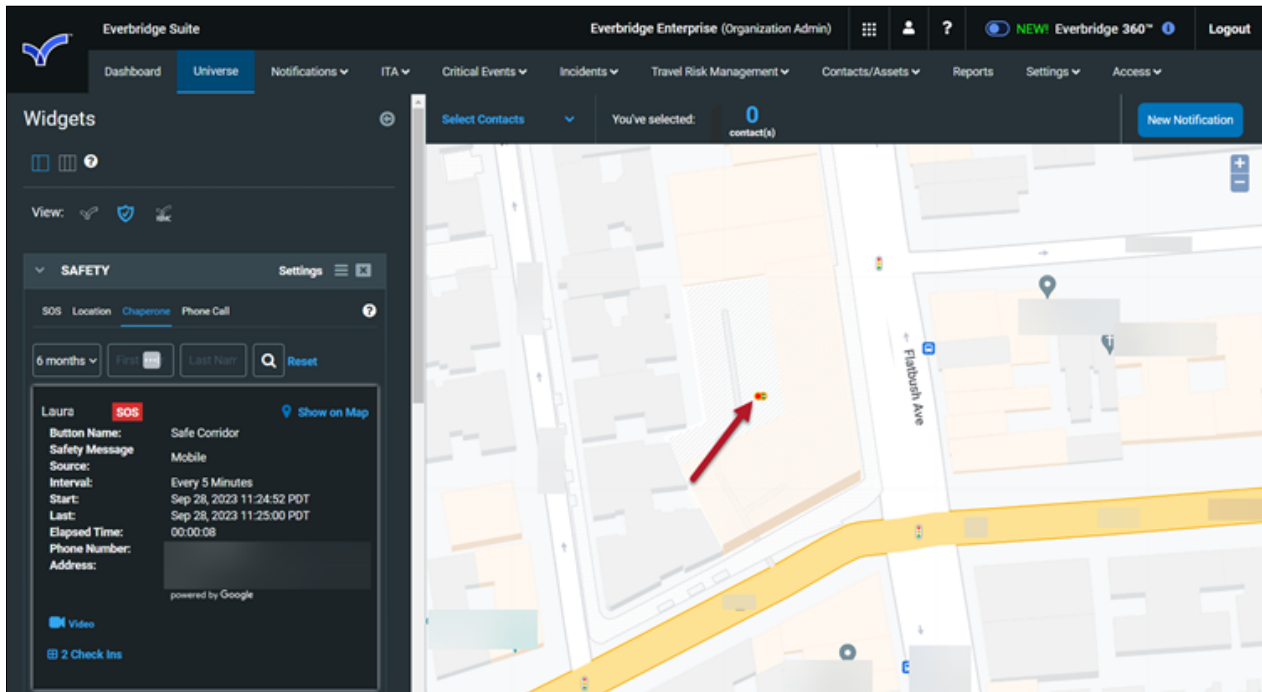
You can export videos from the Universe page. After the video has started, right-click to show the video player menu and select the **Save video as...** option.

## Chaperone

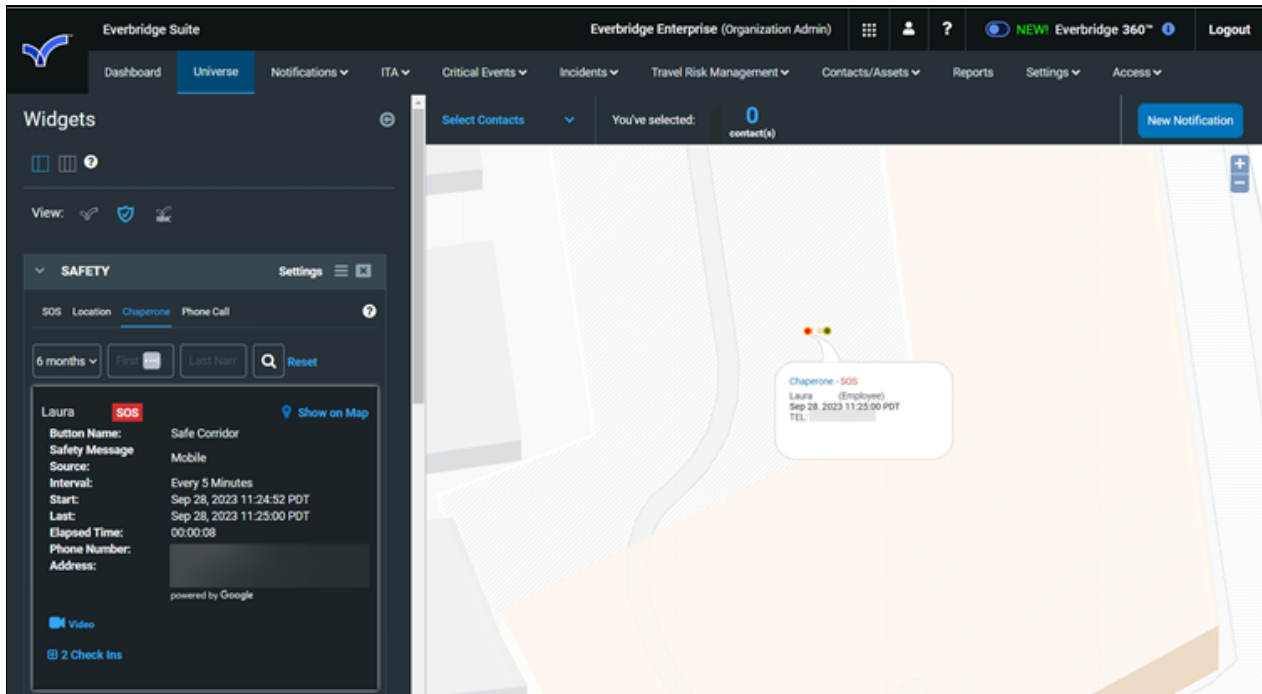
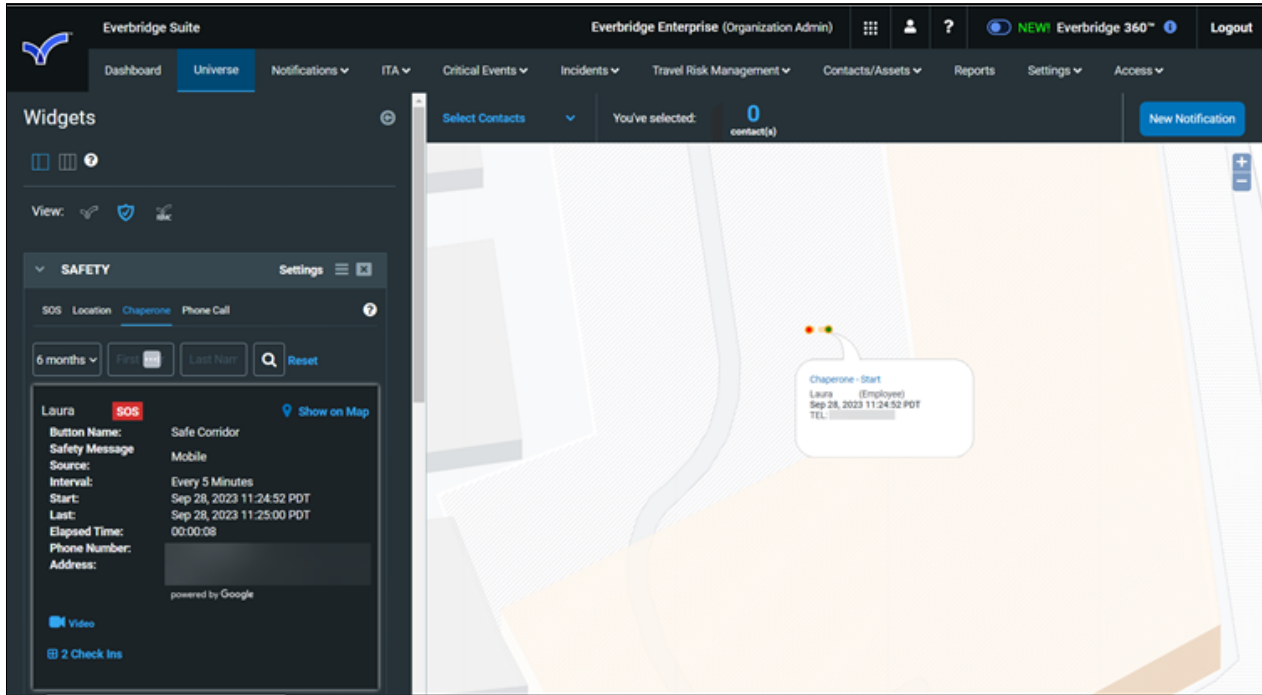
When Chaperone/Safe Corridor is triggered, the details will appear under the **Chaperone** tab. If the Chaperone resulted in an SOS being issued, then the SOS tag will be present next to the issuer's name.



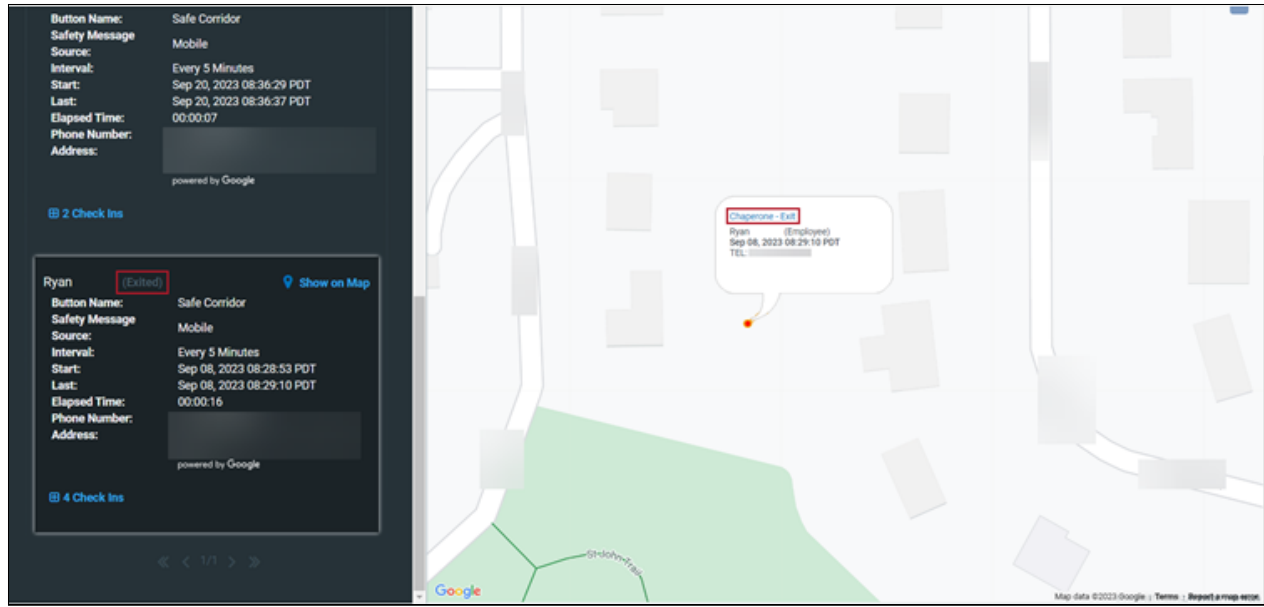
Click **Show on Map** to zoom into the exact location on the map.



Hover the cursor over the green dot to see details about where the Chaperone was initiated. The orange dot indicates where the SOS was triggered.

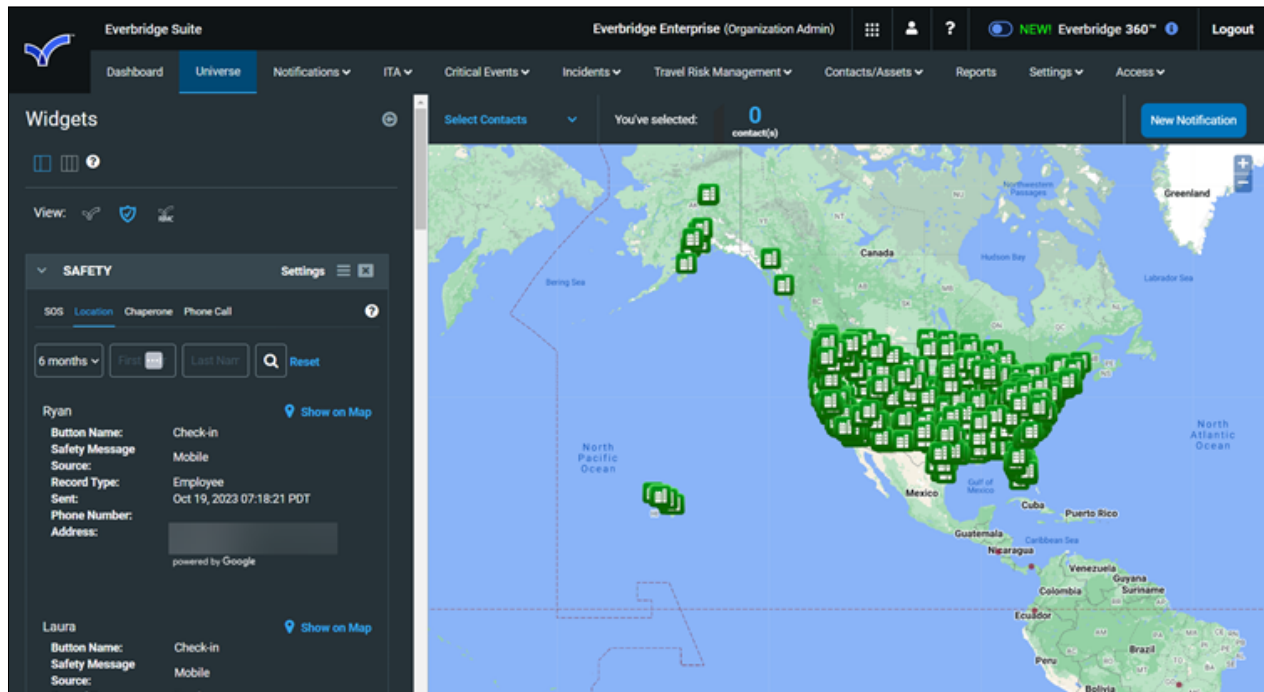


If the Chaperone/Safe Corridor was safely ended, then it will have the **Exited** tag next to the issuer's name and in the details in the **Show on Map** view.

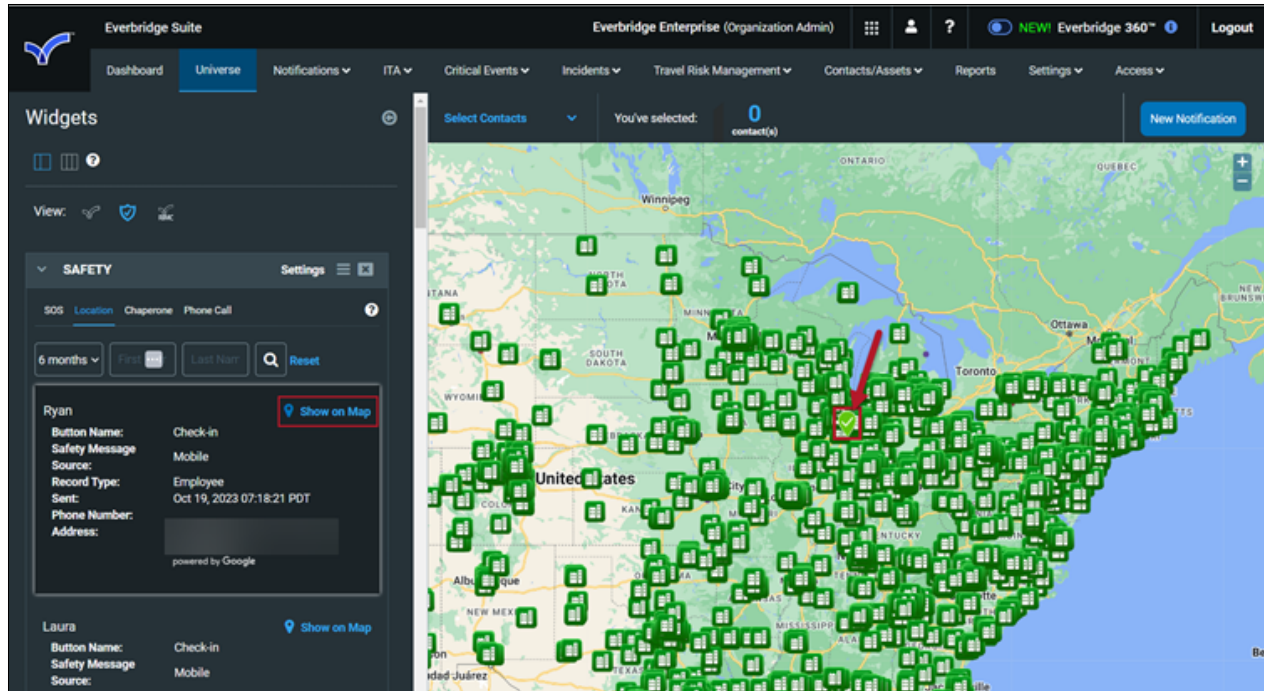


## Location

Check-ins will be displayed under the **Location** tab. They can be filtered anywhere from within the last hour up to within the last six months.

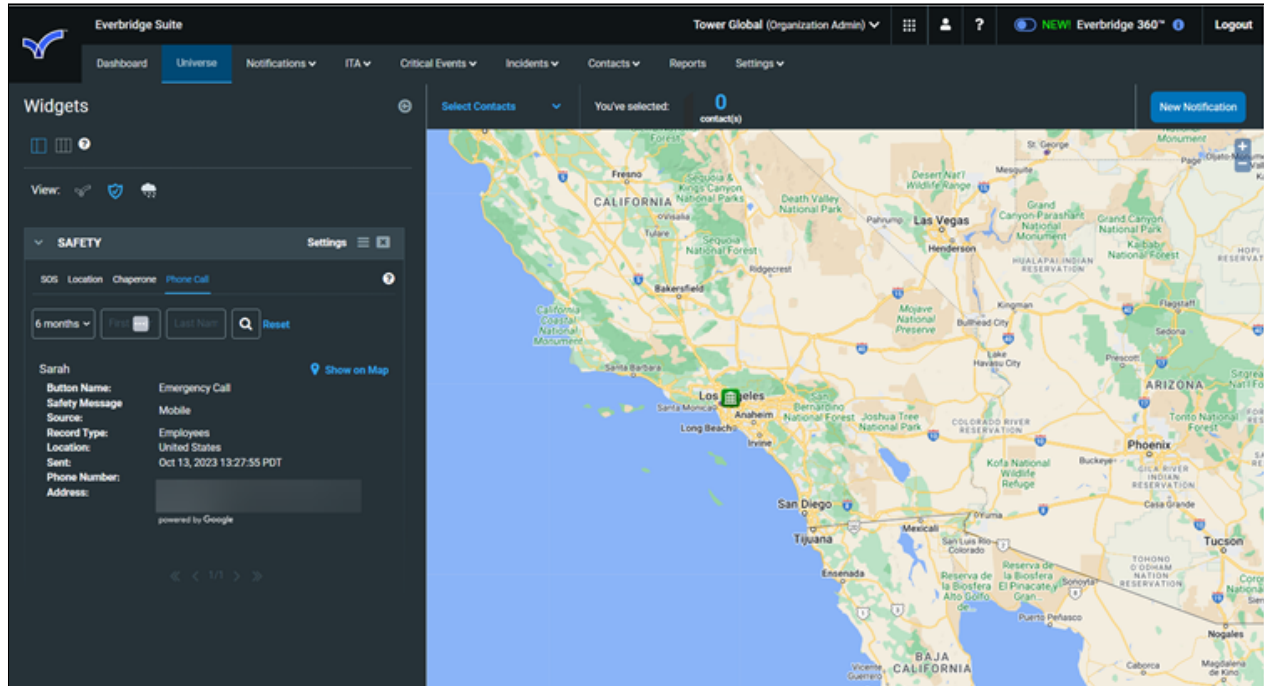


Click **Show on Map** for a check-in to see the exact location it was issued. The location will appear on the map as a green checkmark. Zoom in and out for more or less detail.

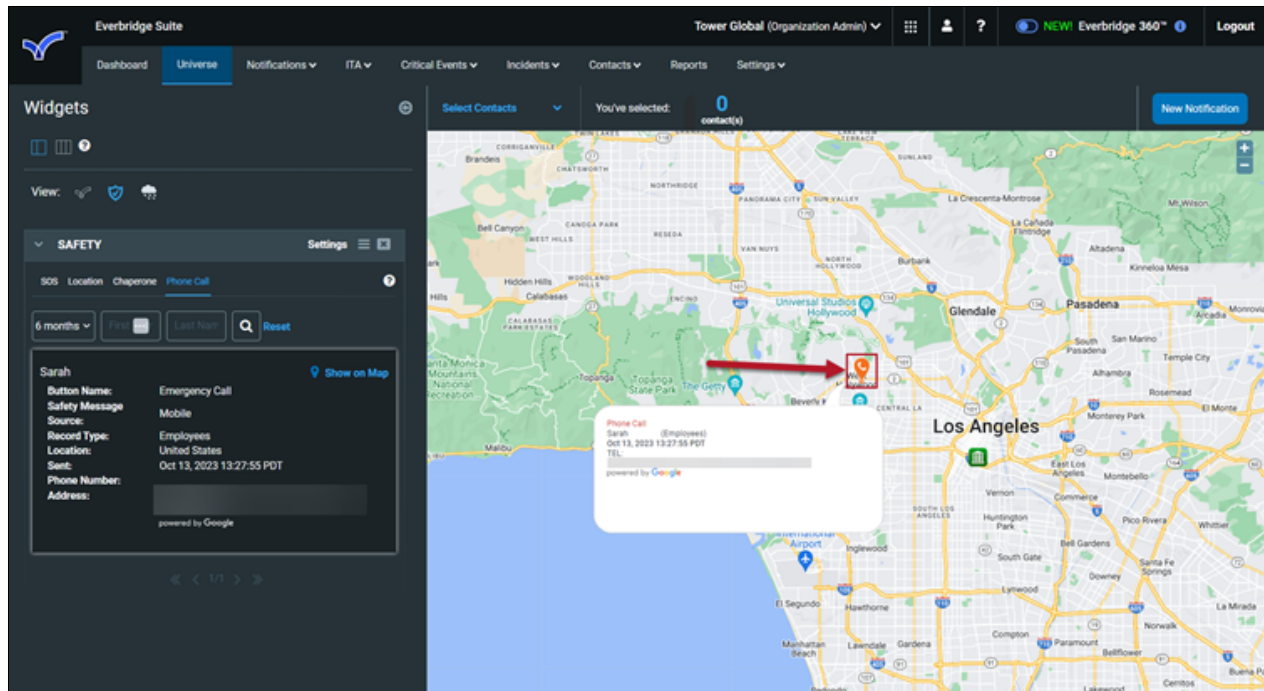


## Phone Call

Emergency calls can be found on the Phone Call tab.



Click **Show on Map** to see exactly where the call was placed. Hover the cursor over the **Phone Call** icon on the map to view the phone number from which the emergency call was made.



## Visual Command Center and Alert Orchestration

When enabled, certain Safety Events generated in Safety Connection can also be shared with Visual Command Center, where they appear as Risk Events on the VCC map under the **Mobile Safety** feed. This allows operators to view Safety Events alongside other Risk Event intelligence sources to support situational awareness, monitoring, and investigation within VCC.

The following Safety Events can be published to VCC:

- SOS
- Chaperone
- Phone Call

**NOTE:** Location check-ins are available for review on the associated Contact Record and are informational only; they do not trigger Alerts.

## Orchestration Alerting

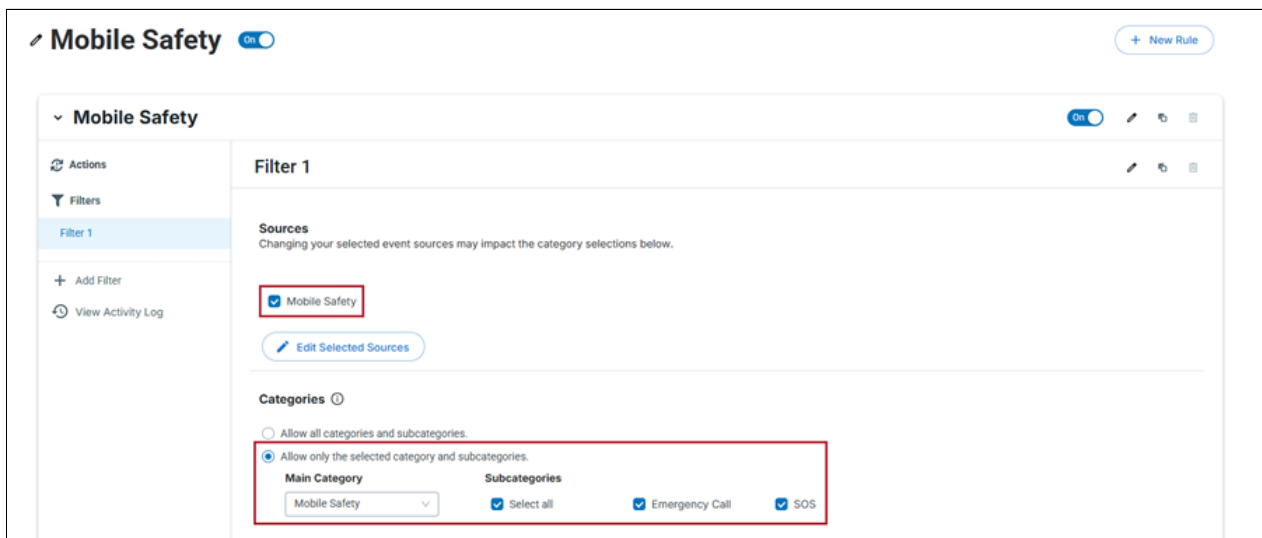
Safety Events can also be sent to CEM Orchestration, allowing Organizations to create automated Workflows and Alerting processes based on certain Safety Events.

For example, Workflows can automatically:

- Notify security teams
- Initiate response procedures
- Escalate events to additional responders

The following Safety Events can be used within Orchestration Workflows under the **Mobile Safety** source:

- SOS
- Chaperone
- Phone Call



**NOTE:** See the [CEM Orchestration Guide](#) for details on creating and managing CEM Workflows.

# Safety Connection Use Cases

## Including the Geolocation of a Person in SOS Notifications

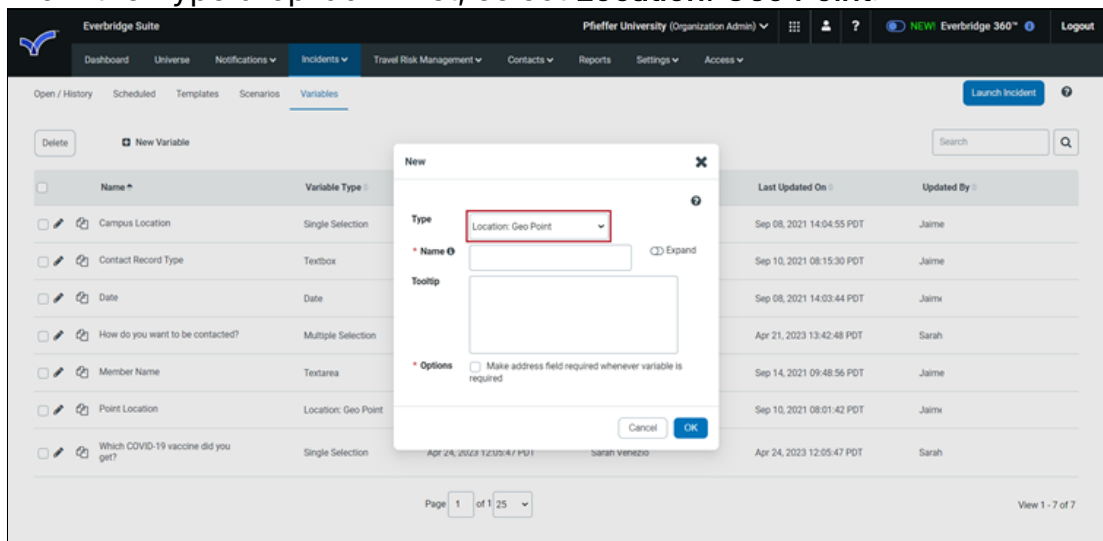
There are four major steps to include the geolocation of a person in SOS notifications. They are:

- Create a Variable
- Prepare the Incident Template
- Create an SOS Threshold
- Trigger the SOS Threshold

For details about SOS, see the Using the Everbridge Mobile App chapter of the [Interactive Visibility User Guide](#).

### Create a Variable

1. From the **Incidents** tab, select the **Variables** sub-tab.
2. Click **New Variable**.
3. Perform the following when the New dialog is displayed:
  - a. From the Type drop-down list, select **Location: Geo Point**.



- b. Add a name, such as "Geo Point," and click **OK**.
4. Proceed to [Prepare the Incident Template](#).

### Prepare the Incident Template

1. From the **Incidents** tab, select the **Templates** sub-tab.
2. Click **New Incident Template**.

3. In the Name field, type **Incident\_template\_geo-point**. You can name your Incident template anything you want. It is named **Incident\_template\_geo-point** for the sake of this example.
4. From **Forms & Messages** (in the left-hand pane, select the **Geo Point** variable created above and observe the Operator's form in the right-hand panel.

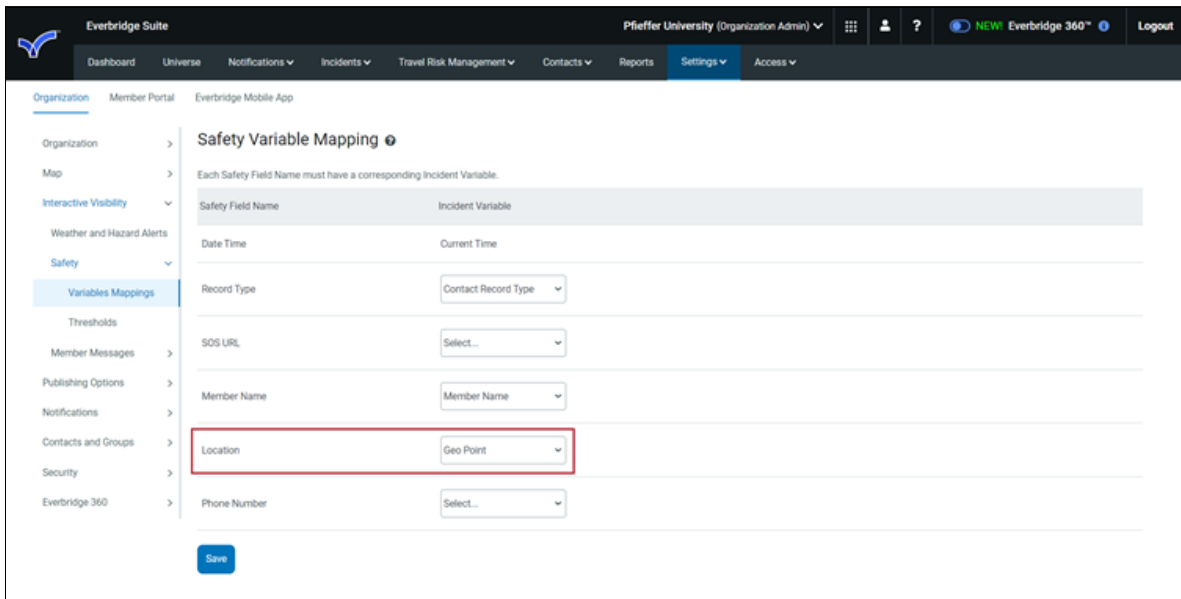
The screenshot shows the 'New Incident Template' page in the Everbridge Suite. The 'Name' field is set to 'Incident\_template\_geo-point'. Under 'Form & Message', the 'SELECT THE INFORMATION YOU WANT TO COLLECT:' section lists various variables. The 'Geo Point' variable is selected, highlighted in blue, and a red arrow points from it to the 'Address' field in the 'PREVIEW & EDIT' section. The 'PREVIEW & EDIT' section shows the 'Operator's Form' view with fields for 'Latitude, Longitude' and 'Address'.

5. Select the **Outgoing Message** tab in the right-hand panel.
6. Input your information in the Text field. For example:
  - Input the Google Map link as follows: `https://maps.google.com/maps/search/?api=1&query={geo-point}`
  - Input the Bing Map link as follows: `https://www.bing.com/maps?q={geo-point}`
7. Enter other required information, as needed, such as **Contacts**.
8. Save the template.
9. Proceed to [Create a Variable Mapping](#).

## Create a Variable Mapping

1. From the **Settings** tab, select **Organization > Interactive Visibility > Safety > Variables Mappings**. The Safety Variable Mapping dialog is displayed.

2. In the **Safety Field Name: Location**, select the variable created above. In this example, "Geo Point" is used as the variable name.



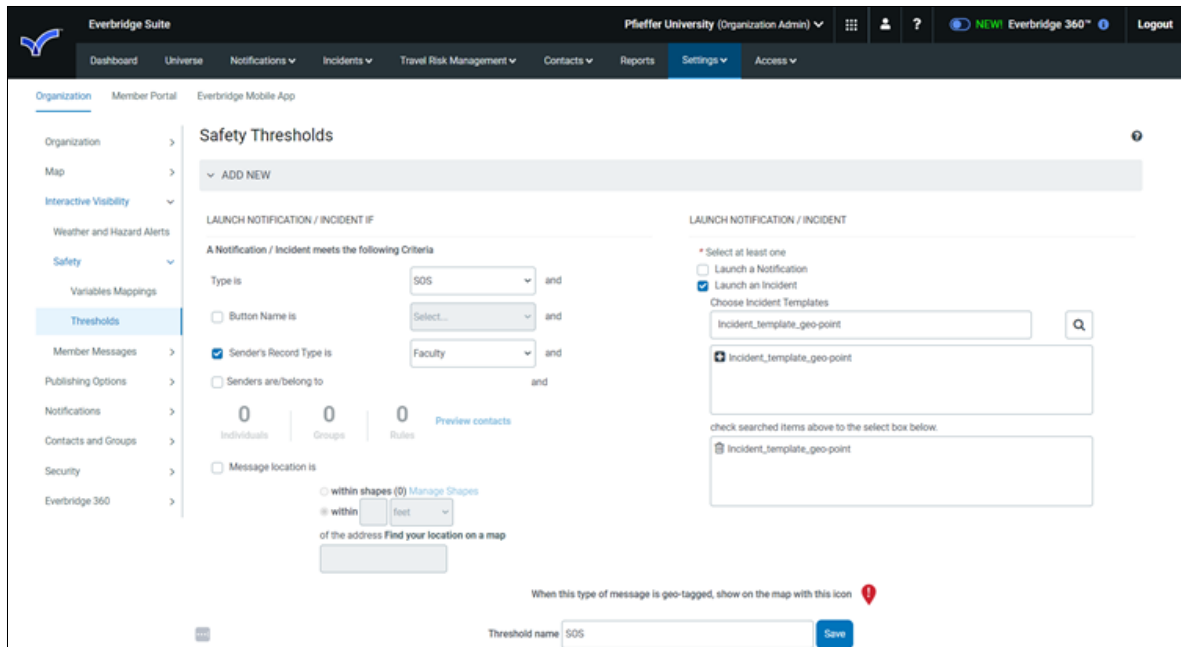
3. Click **Save**.
4. Proceed to [Create an SOS Threshold](#).

## Create an SOS Threshold

1. Select **Interactive Visibility > Safety > Thresholds**. The Safety Thresholds page is displayed.
2. From the **Launch Notification/Incident** if pane, the Type is: SOS and the Sender's Record Type is Faculty, for example.

**NOTE:** The geolocation of a person can also apply to Safe Corridor and Check-In scenarios ("Type is").

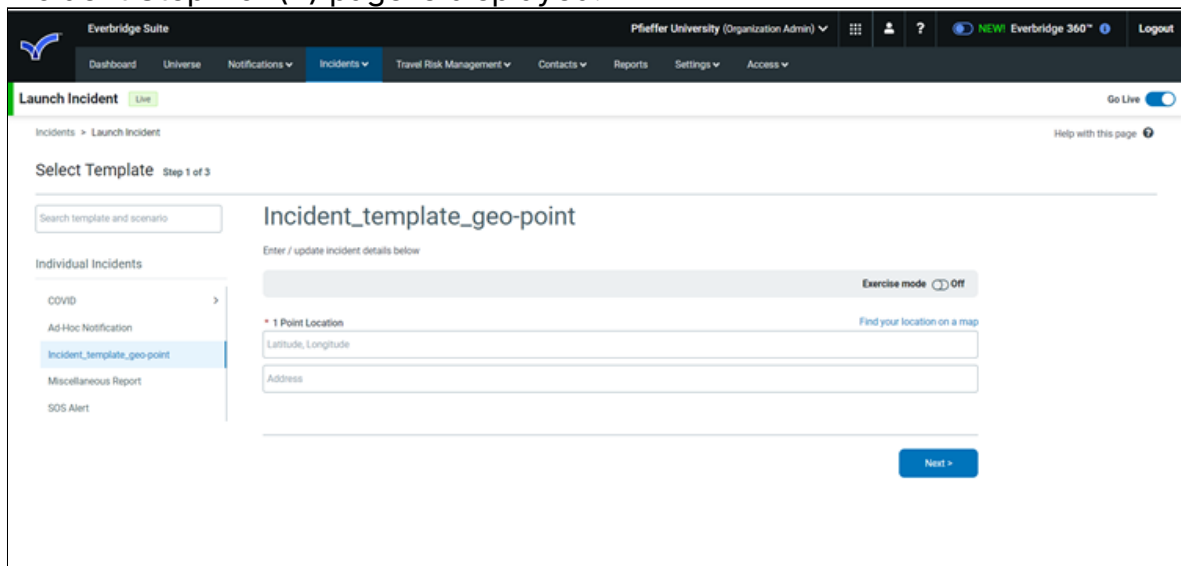
3. From the **Launch Notification/Incident** pane in the right-hand panel, select the checkbox: **Launch an Incident**.
4. From Choose Incident Templates, search for **Incident\_template\_geo-point**. Make sure to type the template name exactly as you named it in the procedure [To prepare the Incident template](#) earlier.
5. Type a Threshold Name in the text box and click **Save**.



6. Proceed [To test the Incident template](#), next.

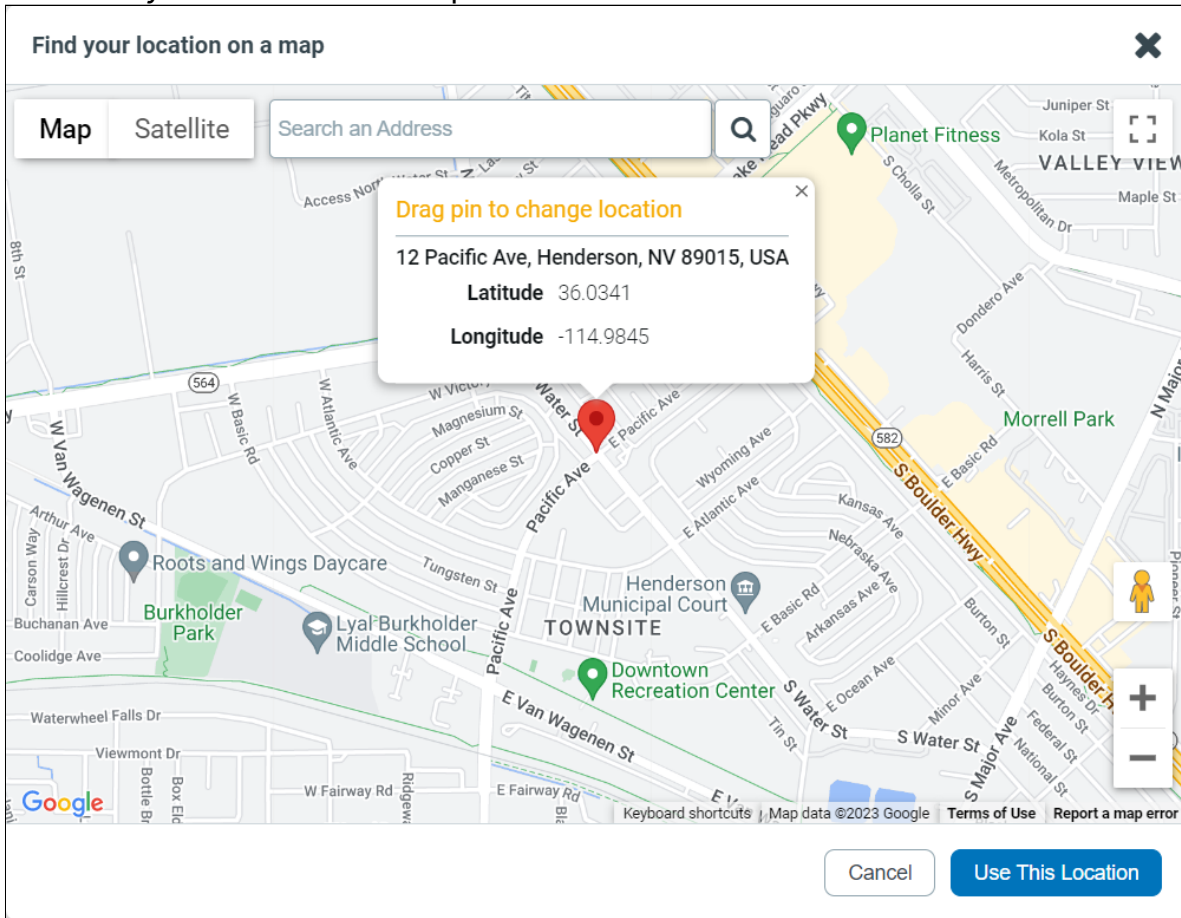
## Testing the Incident Template

1. From the Incidents tab, select **Launch Incident**.
2. Under Individual Incidents, select **Incident\_template\_geo-point**. The Launch Incident Step 1 of (2) page is displayed.



3. Click **Find your location on a map**. When the Incident is manually launched, a location needs to be provided. If this Incident is triggered by the SOS Threshold, this property will be automatically filled with the location of the person initiating the SOS.

4. Select any location on the map and click **Use This Location**. Click **Next**.



5. If you haven't selected any select contacts, do so now.
6. Click **Send**.
7. From the **Incident Details** page, click the Title of the Incident. The Notification Details are displayed.
8. Click the link in the received email to see the location from the map.

## Using the Everbridge Mobile App Custom Form Button

Custom Form buttons on the Everbridge Mobile App display a configurable questionnaire to the end user. Once submitted, an Incident is automatically triggered. The different steps to configure, use, and report on a Custom Form Button are described in this section:

- Create Incident variables that correspond to the questionnaire questions
- Create an Incident Template
- Set up the Custom Form Button
- Using the Custom Form Button
- Reporting on the Custom Form Button

For additional details about Everbridge Mobile App buttons, see the [Everbridge Mobile App User Guide](#).

**NOTE:** This feature is only available to Safety Connection Pro customers.

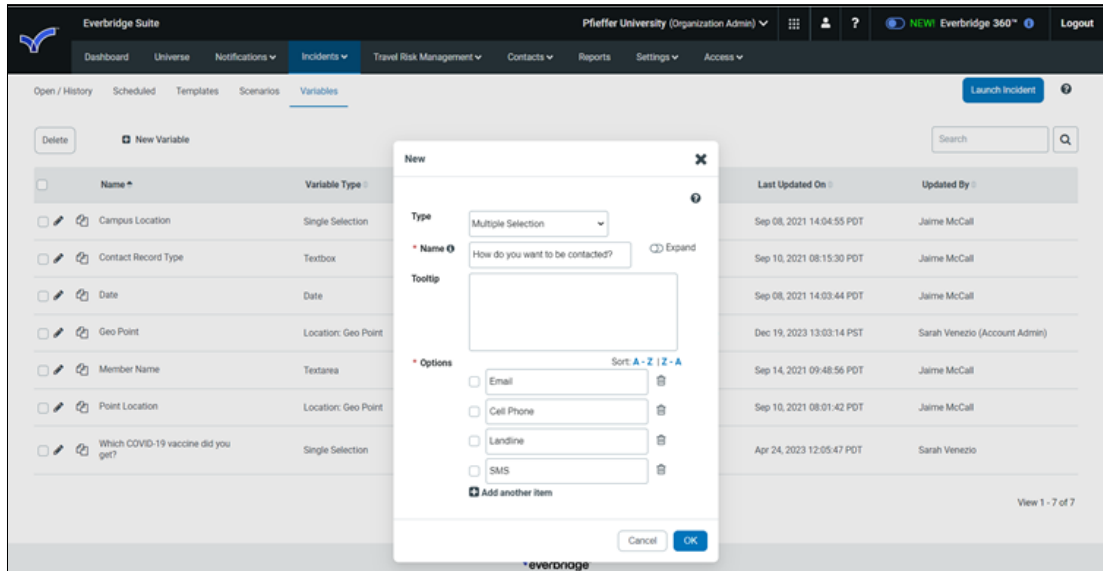
### Create Incident Variables

Each variable will represent a question in the questionnaire displayed on the Everbridge Mobile App. There is no limit to the number of variables that can be created for a questionnaire.

#### To create a variable:

1. From the Incidents tab, select the **Variables** subtab.
2. Click **New Variable**.
3. Perform the following when the New dialog is displayed.
  - a. From the **Type** drop-down list, select any of the following types:
    - Single Selection
    - Multiple Selection
    - Textbox
    - Text Area
    - Date
  - b. In the **Name** textbox, type the question that will be asked to the Everbridge Mobile App user. The expand switch can be used to expand the size of this textbox for questions that carry a long text. Questions are limited to 255 characters.

- c. A tooltip can be entered and will be available on the Everbridge Mobile App.
  - d. Enter or select the options needed for the new variables and click **OK**.
4. Repeat the process above for each individual question. Incident variable types other than the ones mentioned above, such as Onshift Date Range, Location Geo Point, and so forth, are not supported.
- If selected in the Incident template, they will not be displayed as questions on the Everbridge Mobile App.
  - If selected and made mandatory, Incidents will not be triggered.



For this use case, the following four variables (questions) are created:

Type	Name	Options
Single Selection	What do you want to report on?	Security issue Hazardous situation Equipment not working Incident involving individuals Other
Date	When did you first notice the issue?	N/A
textbox or TextArea	Please provide a short description of the issue.	N/A
Multi Selection	How do you want to be contacted?	Email Cell Phone

		Land Line SMS
--	--	------------------

5. Proceed to [Prepare the Incident Template](#).

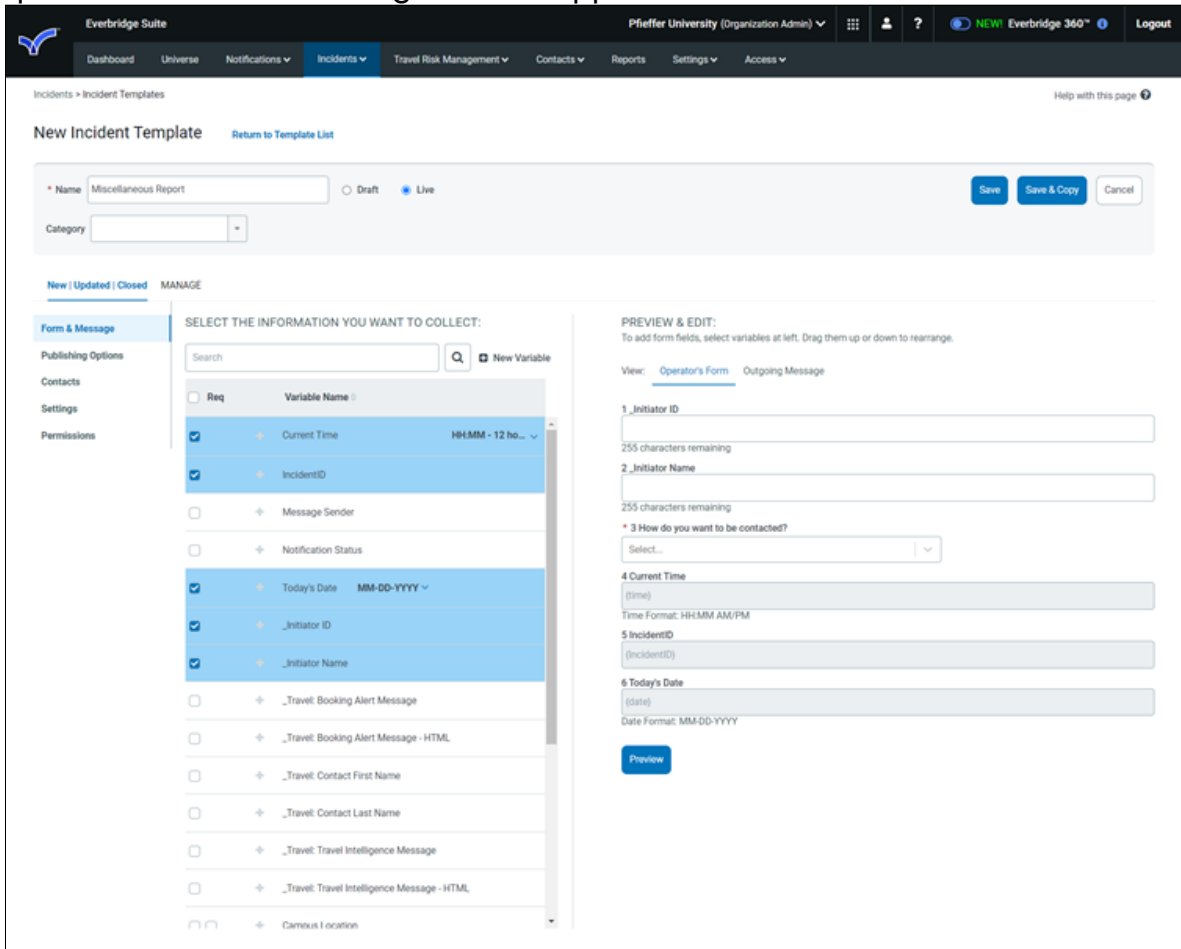
## Prepare the Incident Template

### To create the Incident template:

1. From the Organization level, select **Incidents > Templates**.
2. Click **New Incident Template**.
3. In the Name field, type "Miscellaneous Report". You can name your Incident template anything you want. It is named **Miscellaneous Report** for the sake of this example.
4. Select the Incident variables corresponding to the questionnaire. Questions will appear in the order they have been selected. A preview is available on the right-hand side of the screen if View: Operator's form is selected. To change the order of the questions, deselect and reselect them in the desired order.
5. Select the two systems variables, **\_initiator ID** and **\_initiator Name**, to capture the details of the user filling the questionnaire. These variables will be left empty if the Custom Form Button Anonymous Report option is selected. All other system variables can be added; system variables do not show as



questions on the Everbridge Mobile App.



- From the **Preview & Edit** pane, click **Outgoing Message** and build the message using the variables. Variables can be added to the message title or body by clicking the **+** button to the left of each variable name.

PREVIEW & EDIT:

View: [Operator's Form](#) [Outgoing Message](#)

Imminent Threat to Life ⓘ

High priority ⓘ

**\* TITLE**

Miscellaneous Report

**TEXT**

Use custom SMS message ⓘ

Use custom Email/Everbridge Mobile App message ⓘ  Hide list of variables

All delivery methods

Enter message introductory text here...

\_Initiator ID

\_Initiator Name

Current Time (time)

IncidentID {IncidentID}

Today's Date (date)

How do you want to be contacted?

Enter closing instructions or contact information here...

Characters remaining: 2321 - Email/Fax | 0 - SMS ⚠️ ⓘ

**SPEECH**

Text-to-speech ⓘ 🔊

Use a voice recording

**MESSAGE TYPE:**

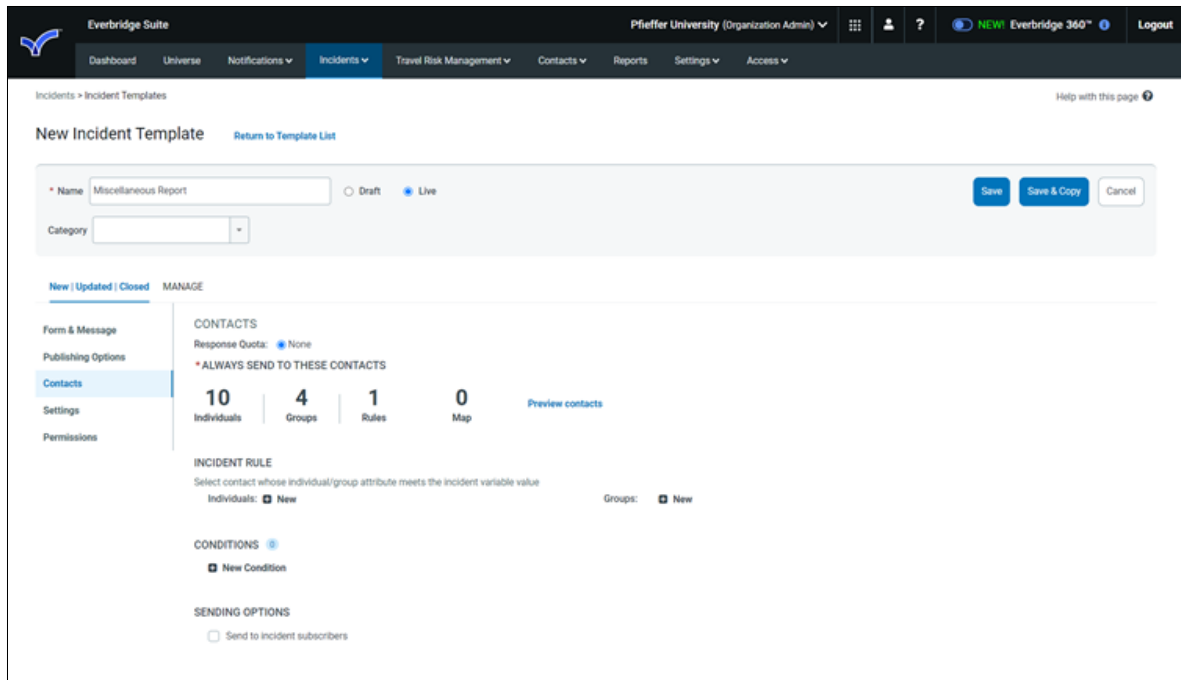
Standard  Polling  Conference Bridge

📎 Attach Files (20 MB Total Limit) ⓘ Total files: 0 Total size: 0 b

[Preview](#)

7.

8. Select the contact(s) that will receive the Notification.



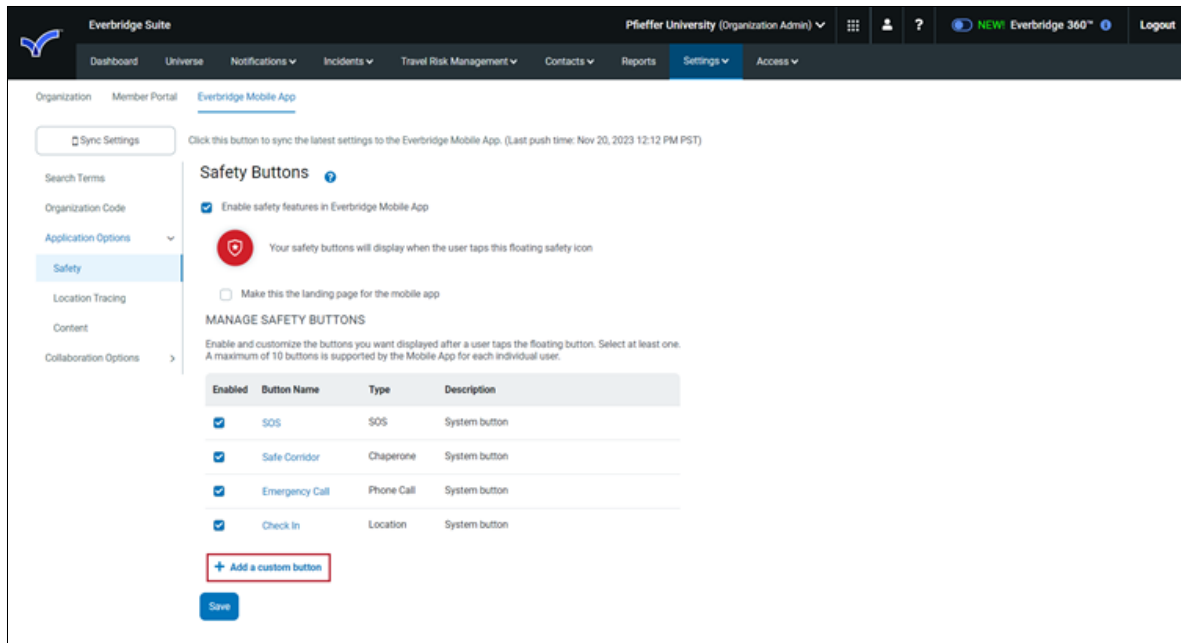
The Conditions section of the Contacts tab can be used to send the Notification attached to the Incident to different sets of contacts based on answers to the questionnaire represented by Incident variable values.

9. Set the template status to **Live**.
10. Save the template.
11. Proceed to [Set Up a Custom Form Button](#).

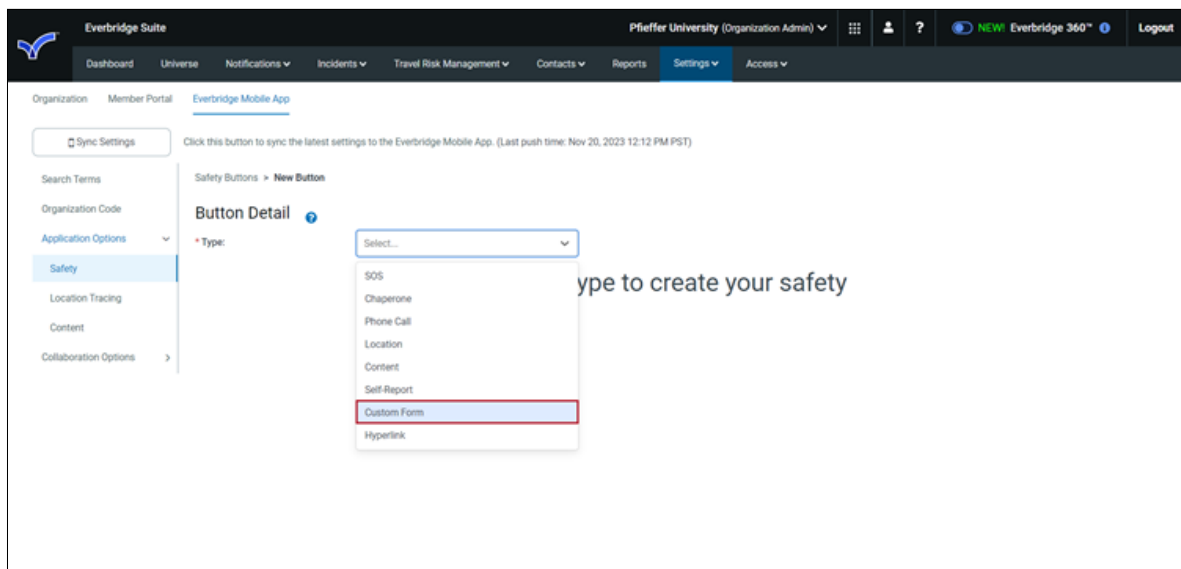
## Set Up a Custom Form Button

### To set up a Custom Form Button

1. From the Settings tab, select **Everbridge Mobile App > Application Options > Safety**. The list of all available buttons is displayed. If none are visible, select the checkbox: Enable Safety features in Everbridge Mobile App.
2. At the bottom of the button list, click **Add a Custom Button**.



3. Select Custom Form from the Type list.



4. Enter a name and a description for the button. An icon can be uploaded; the recommended size for an Everbridge Mobile App icon is **256x256 pixels**. Access to the button can be controlled in the Who Can See This Button? section. The recommendation is to limit access to a small number of users while the button is created and tested. Once the validation is done, the button can be made available to all relevant users.
5. Select the template to use for that custom button. In this example, the **Miscellaneous Report**.
6. Indicate if the Incident should be closed immediately after sending the Notification by selecting or clearing the checkbox: **Auto-close the Incident**.

The screenshot shows the 'Button Detail' configuration page in the Everbridge Suite. The page is for a button named 'Misc. Report' of type 'Custom Form'. The status is 'Enabled'. The description is 'Miscellaneous Report'. The button image is the Everbridge logo. The configuration includes the following sections:

- WHO CAN SEE THIS BUTTON?:**  All contacts,  Selected groups,  Selected rules
- WHAT HAPPENS WHEN THIS BUTTON IS TAPPED?:**
  - Display Custom Form on the users' mobile device. Use the following Incident Template: Miscellaneous Report
  - Autoclose the incident
- WHAT HAPPENS WHEN THIS CUSTOM FORM IS SUBMITTED SUCCESSFULLY?:** No data will be reported in the Universe.
  - Launch Incident with the above Incident template
  - Anonymous Report
  - Report user's location
  - Send the user's callback number
  - Customized Confirmation Message

The 'Customized Confirmation Message' field contains the text: "Thanks for your submission! For any issues, please contact Customer Support." The page has 'Save' and 'Cancel' buttons at the bottom.

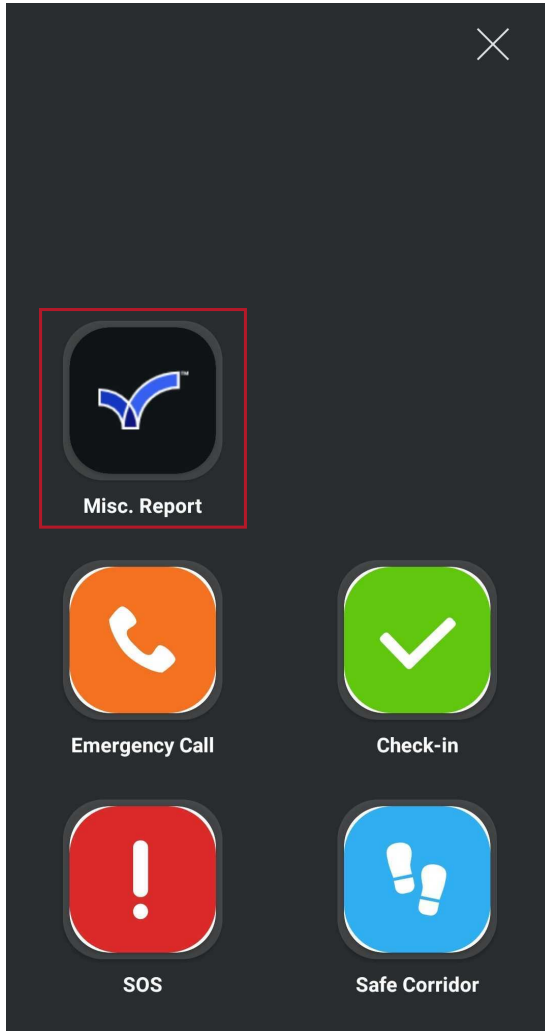
**NOTE:** Make sure your Incident Template is set with the status **Live**. Draft Incident Templates do not appear in the drop-down list.

If the Anonymous Report option is selected, the custom form questionnaire will always be anonymous; that is, the name of the user submitting it will never be exposed in Everbridge Suite.

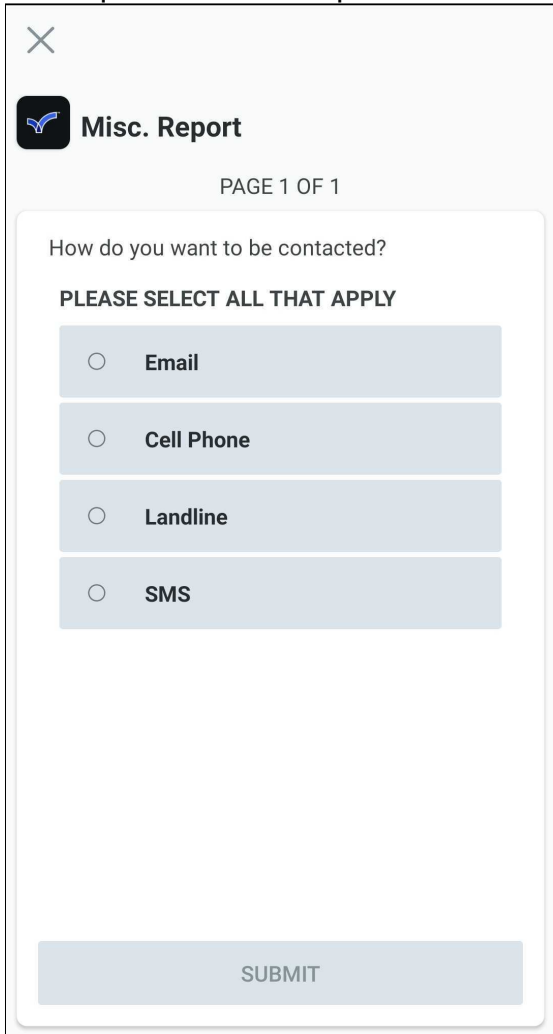
7. The **Report user's location** and **Send the user callback number** checkboxes can be used to capture the geocoordinates of the device when the button is used as well as the associated callback number. These values will only be exposed in the Custom Form quick report.
8. Once the questionnaire has been submitted, a message can be displayed to the end user using the Customized Confirmation message option.
9. Once set up, the new button will be displayed in the Everbridge Mobile App.

## Using the Custom Form Button

1. From a mobile device installed with the Everbridge Mobile App, tap the **Safety** icon at the bottom of the page.

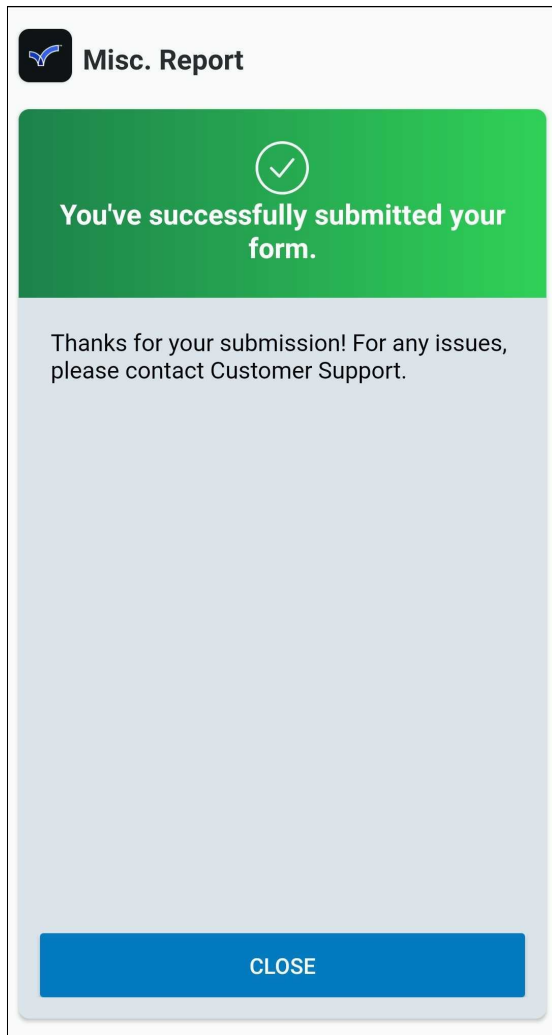


2. Tap the **New Custom Form Button** (in this example, **Misc. Report**) and reply to each question of the questionnaire.



The screenshot shows a mobile application interface for a form titled "Misc. Report". At the top left is a close button (X). Below the title is a small Everbridge logo and the text "Misc. Report". Underneath is "PAGE 1 OF 1". The main question is "How do you want to be contacted?". Below the question is the instruction "PLEASE SELECT ALL THAT APPLY". There are four radio button options: "Email", "Cell Phone", "Landline", and "SMS". At the bottom of the form is a "SUBMIT" button.

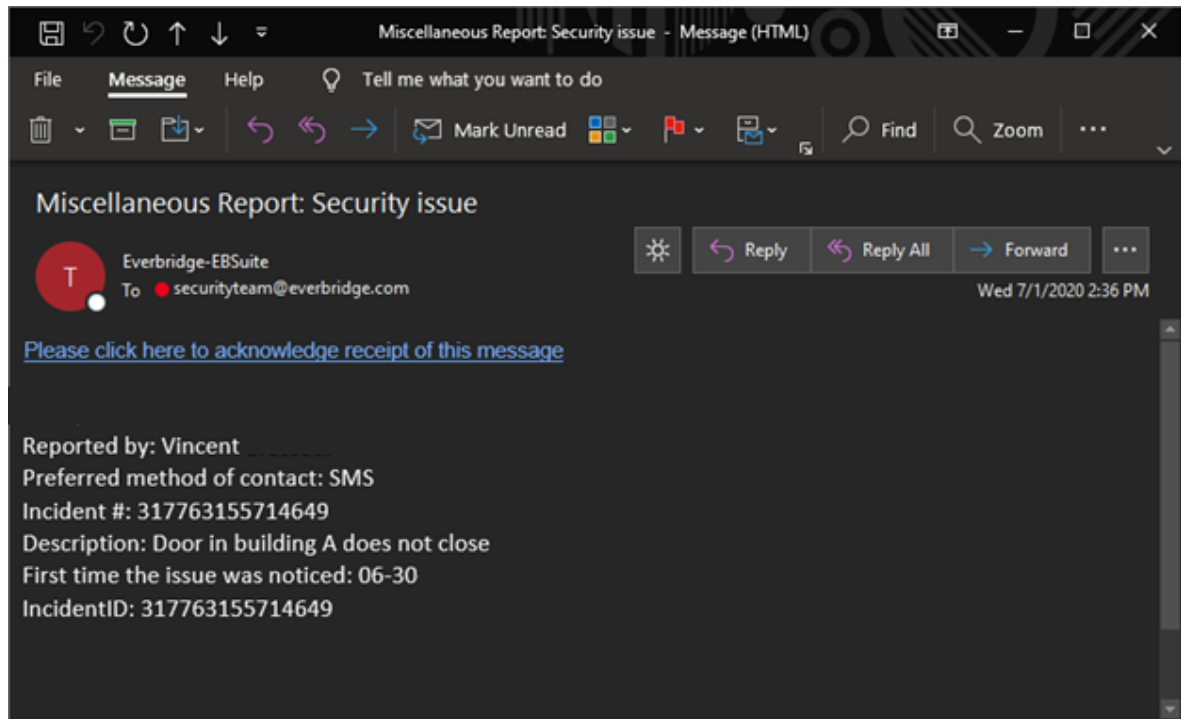
3. Validate the questionnaire.



**NOTE:** The text beneath the green banner is the Customized Confirmation Message that was set on the Custom Form Button page.

4. Once validated, an Incident will be generated using the Incident Template attached to the custom button. In this example, an email message is received

each time the button is used.



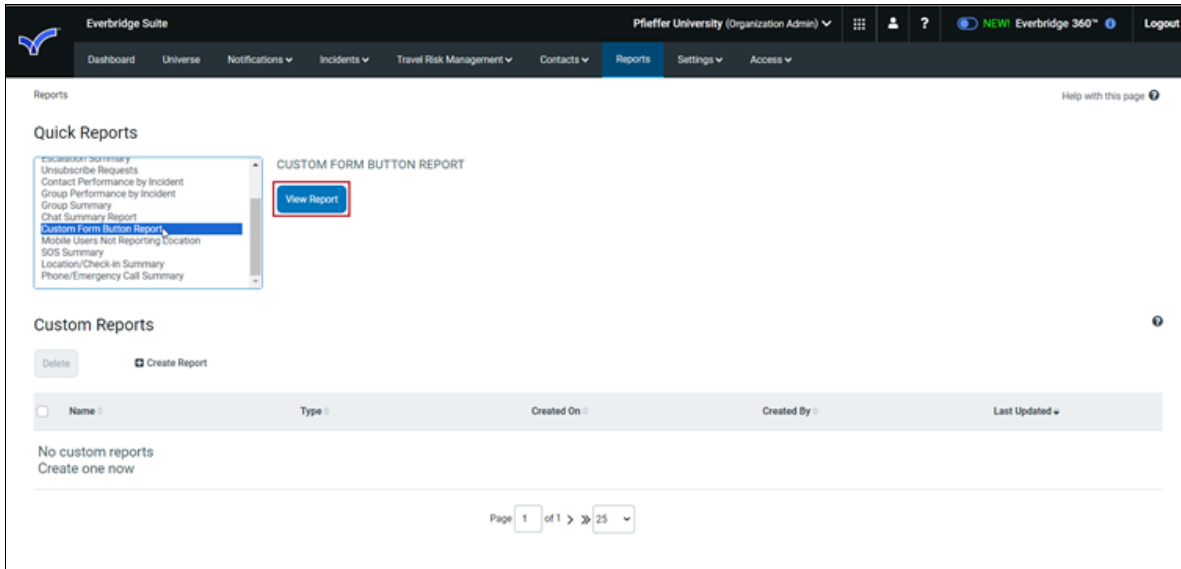
## Reporting on the Custom Form Buttons

### Using the Custom Form Button Quick Report

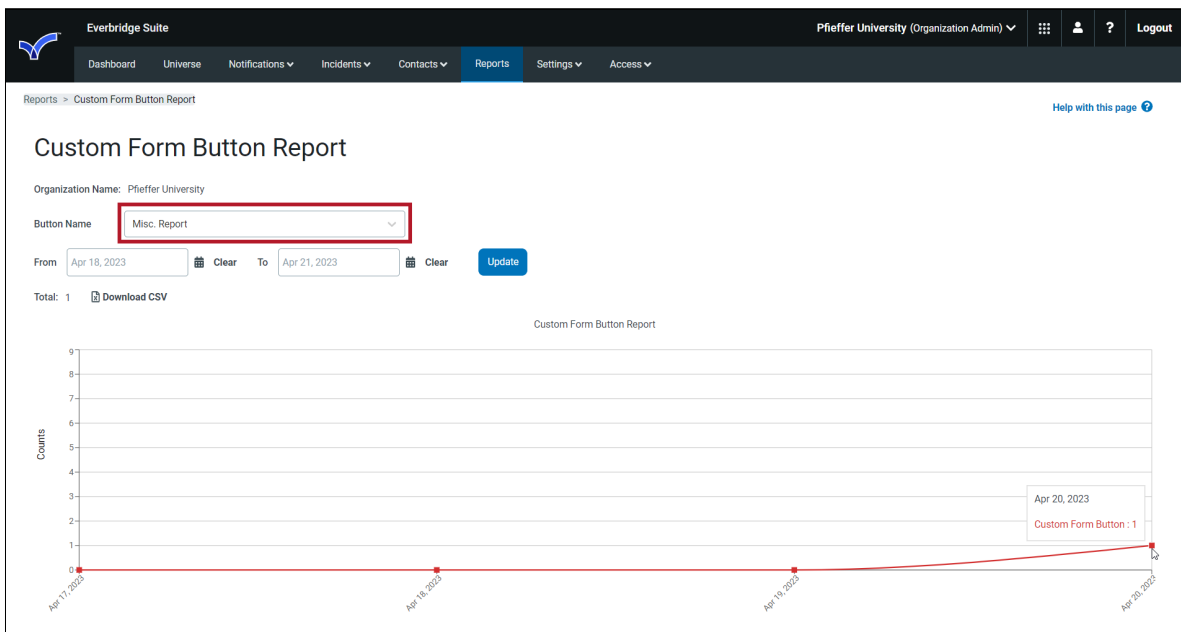
You can view a chart and download the list of all your contacts that have used the Everbridge Mobile App Custom Form buttons for a specific period.

#### To use the Custom Form Button Quick Report:

1. From the Organization level, click **Reports**.
2. Select the **Custom Form Button Report** from the list of **Quick Reports**.
3. Click **View Report**. The report criteria are displayed.



4. Select the Custom Form Button Name from the drop-down list.
5. Select a time frame. By default, the period selected is 14 days ending on the current date. Start and end dates can be adjusted to a different time frame. Once selected, click **Update** to refresh the chart.
6. The chart displays the number of actions from the Everbridge Mobile App on a day-by-day basis for the selected Custom Form Button. Positioning the cursor on each data point shows the date and the corresponding value.



7. The detailed data corresponding to the charts can be downloaded as a CSV file. Click **Download CSV** to generate and download the file.

Once downloaded, the file can be viewed in Excel. Each question from the questionnaire attached to the Custom Form button is shown as a column; answers provided by each end user are displayed in the corresponding rows.

1	Local Event Date	Contact External Id	First Name	Last Name	Callback Number	Phone Number	Email	Latitude	Longitude	Incident ID	Single Selection-What do you want to report on?	Date-When did you first notice the issue?	Textbox-Please provide a short description of the issue	Multi Selection-How do you want to be contacted?
2	Jun 28, 2020 22:	ValerieC	Valerie	Cope	555-457-4587	555-457-4587	valerie.cope@everbridge.com			317763155714345	Security	6/28/2020	Door is left open on bui email	
3	Jun 28, 2020 22:	AlexaB	Alexa	Barton	555-698-4569	555-698-4569	alexa.barton@everbridge.com			317763155714353	Hazardous	6/29/2020	Spill of unknown liquid email	
4	Jun 29, 2020 20:	JessV	Jess	Vargas	555-789-7414	555-789-7414	jess.vargas@everbride.com			317763155714413	Hazardous	6/30/2020	Exposed wires in the cc SMS	
5	Jun 29, 2020 20:	RojinB	Rojin	Bush	555-975-5421	555-975-5421	Rojin.Bush@evernbridge.com			317763155714416	Equipment	6/23/2020	AC not working in build Phone	
6	Jun 29, 2020 23:	ConnahP	Connah	Pena	555-154-8951	555-154-8951	Connah.Pena@everbridge.com			317763155714421	Equipment	6/23/2020	Coffee machine only pr Cell	
7	Jun 30, 2020 02:	YousifH	Yousif	Hurst	555-456-7894	555-456-7894	Yousif.Hurst@everbridge.com			317763155714436	Other	6/29/2020	New community idea: SMS	

**NOTE:** The end user details will not be displayed if the report has been set to "anonymous". In that case, the callback number and geolocation will not be displayed as well. The callback number and geolocation may appear empty if the corresponding options have not been set on the Custom Form Button.

## Incidents

You can view the list of all Incidents triggered by the Custom Form Button from the Organization level in **Incidents > Open/History**.

Everbridge Suite Pfeiffer University (Organization Admin) Logout

Dashboard Universe Notifications **Incidents** Travel Risk Management Contacts Reports Settings Access

Open / History Scheduled Templates Scenarios Variables Launch Incident ?

Close Viewing: All Incidents Open (0) Closed (2) All (2) Auto Refresh Refresh Search Advanced | Reset

Status	Mode	Name	Open Duration	Opened On	Opened By	Last Updated	Closed On	Integration
Closed	Live	Miscellaneous Report	00h17m44s	Apr 21, 2023 15:40:33 PDT	Sarah	Apr 21, 2023 15:58:17 PDT	Apr 21, 2023 15:58:17 PDT	
Closed	Simulation	Severe Flooding	00h8m27s	Apr 03, 2023 15:45:17 PDT	Sarah	Apr 03, 2023 15:53:44 PDT	Apr 03, 2023 15:53:44 PDT	

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View 1 - 2 of 2

# Using View Location History

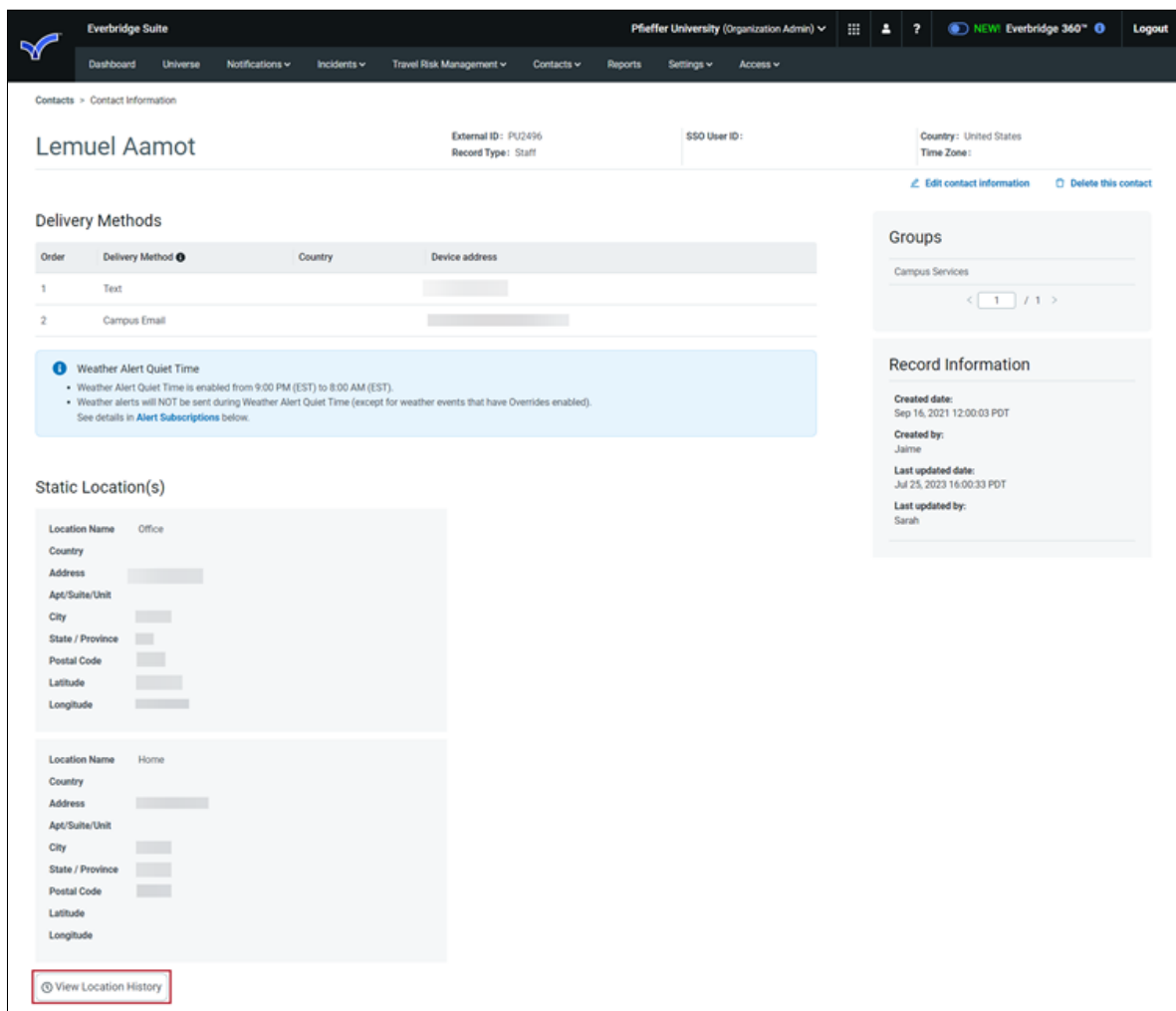
Access to the View Location History feature is limited to:

- Account Administrators
- Organization Administrators

## Accessing the View Location History

To access the View Location History feature:

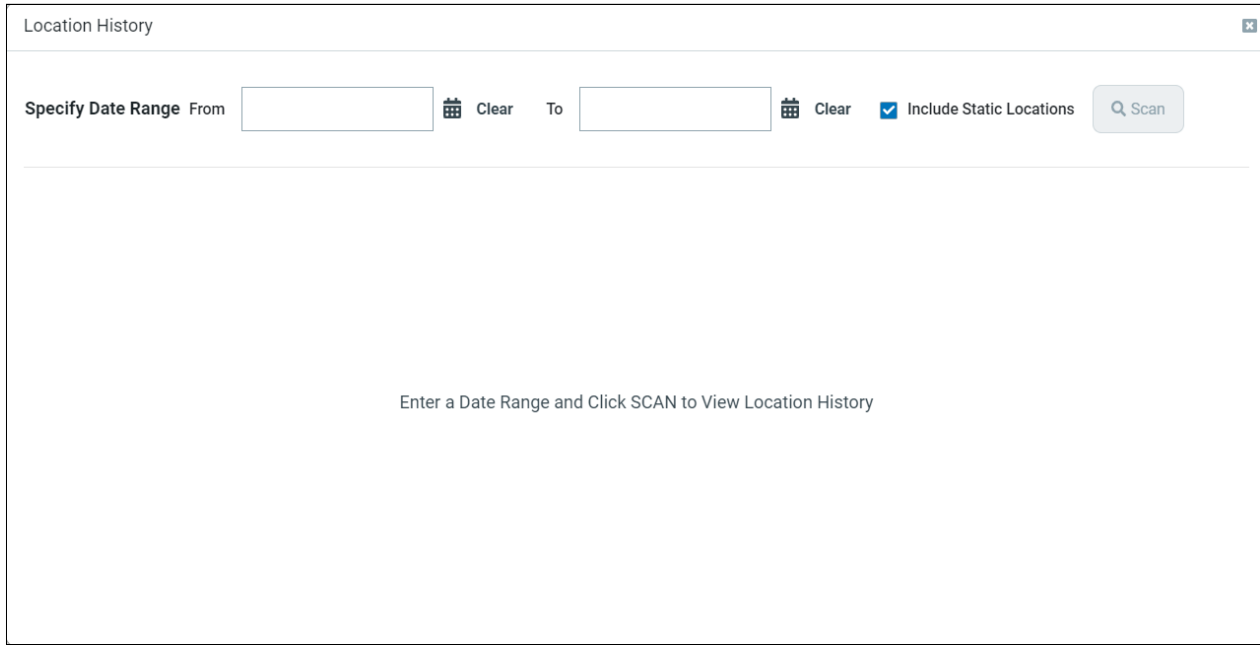
1. From the Organization level, navigate to **Contacts > Contact List**. The list of contacts is displayed.
2. Select an existing contact in **View** mode by clicking the contact's First Name.
3. From the Contact Information page (in View mode), click the **View Location History** button located below the Static Location(s).



4. Continue to the procedure [To query and view the results](#),

## Querying and Viewing the Results

After clicking the **View Location History** button, the following pop-up window is displayed:



The analysis is performed as follows. The system goes back in time for the duration of the date range and looks at all the location data for the considered contact, such as:

- Static location based on the setting
- Last known locations
- Expected Locations
- Check-ins and any other location data obtained from the Safety buttons of the Everbridge Mobile App

For each of these locations, a circle of 50 meters (164 feet) is considered. All contacts found in these areas for the full date range are classified into four categories:

1. In **red**, contacts who were in these locations at the same time as the considered contact.
2. In **orange**, contacts who were in these locations later than the considered contact, but never at the same time.
3. In **green**, contacts who were in these locations prior to the considered contact, and never at the same time or later.
4. In **black**, all contacts from the three categories above

### To query and view the results:

1. Enter a date range. The From and To dates cannot be more than a month apart.
2. Clear the Include Static Locations checkbox if these need to be discarded from the analysis.
3. Click **Scan** once the parameters are set. The Location History displays the results.

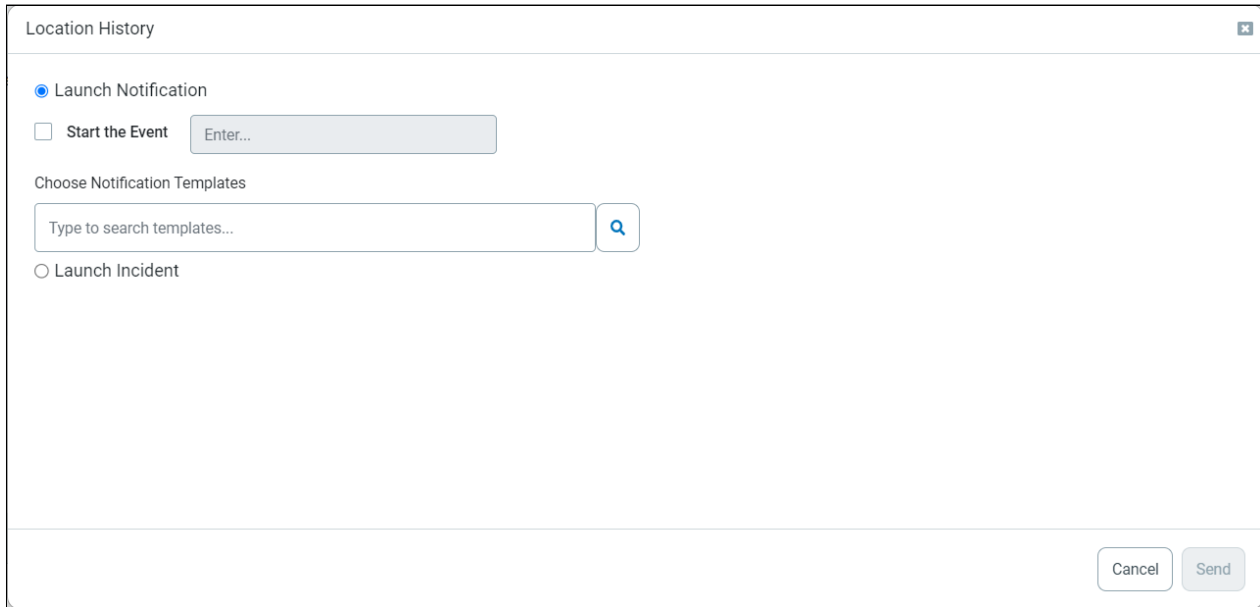
The screenshot shows the 'Location History' interface. At the top, there are search filters: 'Specify Date Range' with 'From' set to 'Jan 01, 2023' and 'To' set to 'Jan 31, 2023'. There are 'Clear' buttons for both date fields. A checkbox for 'Include Static Locations' is checked. A blue 'Scan' button is on the right. Below the filters, a message states 'Scan found the following results within 160 ft of Contact...'. The results are displayed in four large numbers: '775' (red), '0' (yellow), '0' (green), and '775' (black). Below each number is a description: 'Contacts found at the same time in the same location', 'Contacts found at the same location after the Contact was there', 'Contacts found in the same location before the Contact was there', and 'Total Contacts'. Each description has a 'Notify These Contacts' button with a document icon. The 'Total Contacts' has a 'Notify All Contacts' button. Below the statistics is a map of the Toccoa, Georgia area, with a red pin labeled 'Toccoa 775' at the location of Henderson Falls Park. The map includes labels for 'Chopped Oak Church', 'Toccoa', 'Henderson Falls Park', 'Georgia Department of Driver Services', 'RG LeTourneau Field Toccoa-Stephens County Airport', and 'Lake Louise'. The map has zoom controls and a keyboard shortcuts link.

4. Click the **Download Contacts** icon to view a list of all contacts in each category. The following properties are exported:
  - Contact ID
  - Contact External ID
  - Contact First Name
  - Contact Middle Name
  - Contact Last Name
  - Contact Suffix
  - Geo-coordinates (longitude and latitude) of the location)
  - Arrival time of the contact
  - Departure time of the contact
  - Location Type: Static, Expected, Last Known Location, and so on
  - Location Source: Manual, Connector Name, and so forth, when available

- Everbridge Record ID: internal Everbridge Suite identifier

## Starting a Notification or an Incident

From the **Location History** results, a Notification or an Incident targeting a group of contacts can be started by clicking the **Notify These Contacts** button. The following dialog is displayed:



### To launch a Notification or an Incident:

1. To launch a **Notification**, perform the following steps:
  - a. Select the **Launch Notification** radio button.
  - b. Search for the desired Notification Template, then click the blue + sign.
  - c. Optionally, to remove a Notification Template from the Threshold, click the **Trash Bin** to the left of the desired Notification Template name.
  - d. Optionally, select the checkbox: **Start the Event**, and enter the name of the event.
  - e. Proceed to Step 3 below.
2. To launch an **Incident**, perform the following Steps:
  - a. Select the **Launch Incident** radio button.
  - b. Search for the desired Incident Template, then click the blue + sign.
  - c. Optionally, to remove an Incident Template from the Threshold, click the **Trash Bin** to the left of the desired Notification Template name.
  - d. Proceed to Step 3 below.
3. Click the **Send** button.

**NOTE:** Only Incidents with no mandatory variables can be used in this feature. Launching an Incident that requires mandatory variables will return an error.

# Using Travel Connectors

Everbridge Safety Connection delivers connectors to update a contact's expected location from travel itinerary data. These itineraries are made of flight, train, car, or hotel bookings.

Visit the [CEM Connectors](#) page on the Everbridge Support Center for downloadable resources including documentation.

## Configuring Default Travel Connector Settings

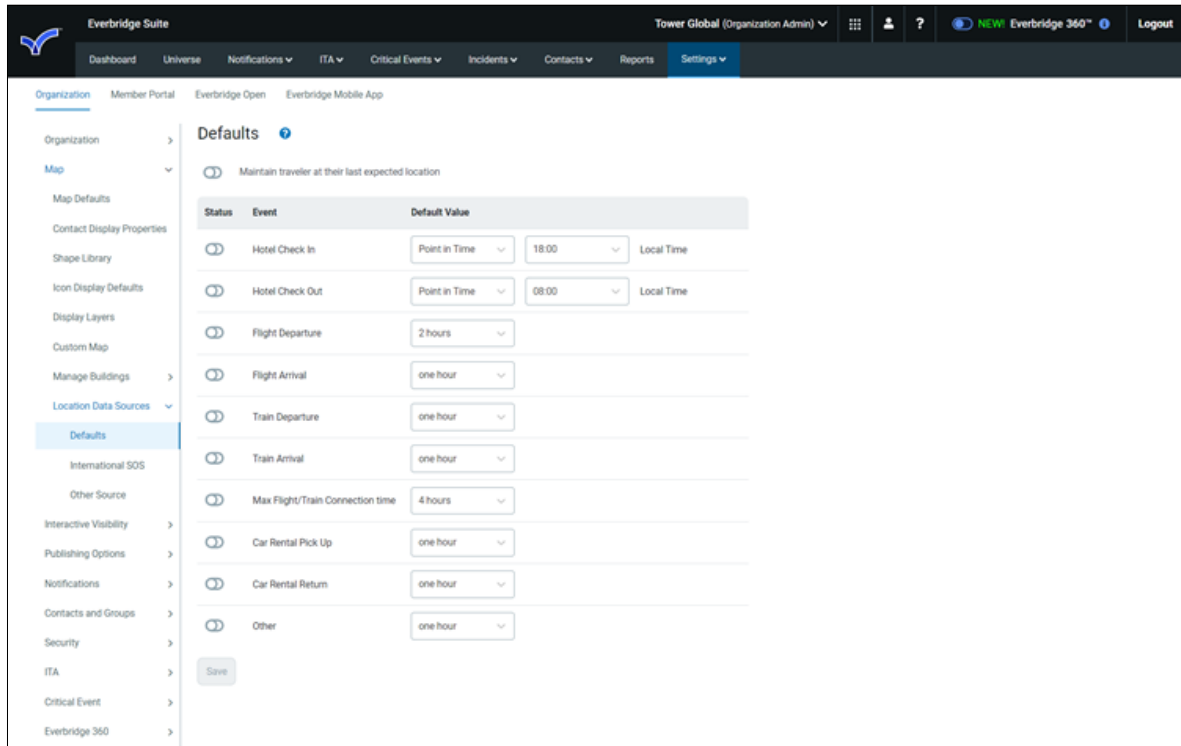
In **Settings > Organization > Map > Location Data Sources > Defaults**, you can set up values that will be used to set the duration of the expected locations generated from travel segments.

Expected locations generated from travel itineraries are set by default to start or expire 24 hours before or after travelers reach a specific location. For instance, if a traveler is leaving his/her home to take a flight, he/she will be considered at the airport 24 hours before the scheduled time for the flight. Similarly, a traveler reaching a destination will be considered at that location for 24 hours after the expected arrival date/time. These 24-hour periods or expected locations enable Everbridge to send alerts related to events that may impact the traveler. These periods can be fine-tuned on the Defaults page.

To configure the Travel Periods:

1. Navigate to **Settings > Organization > Map > Location Data Source > Defaults**.
2. To change a setting, select the corresponding value for each travel segment type.
3. Change the status of the setting to activate it.

#### 4. Click **Save**.



For train, flight, and car rental, **two** expected locations are created for each travel segment. For hotel segments, only one expected location is created for the duration of the stay. The rules to calculate the start and end dates of each expected location are as follows:

Setting	Value	Rule
Hotel Check-In	Off	The expected location starts on the check-in date/time found in the itinerary segment minus 24 hours.
	On and set to a length of time	The expected location starts on the check-in date/time found in the itinerary segment minus the length of time specified.
	On and set to a point in time	The expected location starts on the check-in date and time specified in the setting.
Hotel Checkout	Off	The expected location ends on the check-in date/time found on the itinerary segment plus 24 hours.
	On and set to a length of time	The expected location ends on the check-in date/time found on the itinerary segment plus the length of time specified.
	On and set to a point in time	The expected location ends on the check-out date and time specified in the setting.

Flight Departure	Off	The expected location starts on the flight departure date/time found in the itinerary segment minus 24 hours and ends on flight departure date/time at the departure airport.
	On	The expected location starts on the flight departure date/time found in the itinerary segment minus the length of time specified in the setting and ends on flight departure date/time at the departure airport. An additional rule may be applied if the Max Flight/Train connection setting is used.
Flight Arrival	Off	The expected location starts on the flight arrival date/time found in the itinerary segments and ends 24 hours later at the destination airport.
	On	The expected location starts on the flight arrival date/time found in the itinerary segment and ends on the flight arrival date/time found in the itinerary segment plus the length of time specified in the setting at the destination airport. An additional rule may be applied if the Max Flight/Train connection setting is used.
Train Departure	Off	The expected location starts on the train departure date/time found in the itinerary segment minus 24 hours and ends on train departure date/time at the departure station.
	On	The expected location starts on the train departure date/time found in the itinerary segment minus the length of time specified in the setting and ends on train departure date/time at the departure station. An additional rule may be applied if the Max Flight/Train connection setting is used.
Train Arrival	Off	The expected location starts on the train arrival date/time found in the itinerary segments and ends 24 hours later at the destination station.

	On	<p>The expected location starts on the train arrival date/time found in the itinerary segment and ends on the train arrival date/time found in the itinerary segment plus the length of time specified in the setting at the destination station.</p> <p>An additional rule may be applied if the Max Flight/Train connection setting is used.</p>
Car Rental Check In	Off	<p>The expected location starts on the car rental check in date/time found in the itinerary segment minus 24 hours and ends on the car rental check in date/time.</p>
	On	<p>The expected location starts on the car rental check in date/time found in the itinerary segment minus the length of time specified in the setting and ends on the car rental check in date/time.</p>
Car Rental Return	Off	<p>The expected location starts on the car rental return date/time found in the itinerary segments and ends 24 hours later.</p>
	On	<p>The expected location starts on the car rental return date/time found on the itinerary segment and ends on the car rental date/time found on the itinerary segment plus the length of time specified in the setting</p>
Others	Off	Reserved for future use.
	On	Reserved for future use.
Max Flight/Train Connection	Off	No rule is applied.
	On	<p>If the time difference between two train or two flight segments is less than the Max Flight/Train Connection time setting and the airports/train stations are the same, only one expected location is created from the date/time arrival of the first flight/train to the next flight/train date/time departure.</p>

Note that expected locations generated from travel segments may overlap with each other. In that case, the traveler will be considered in all overlapping locations at the same time.

## Maintain Travelers at the Last Expected Location

In some situations, there may be a gap between two expected locations generated from two successive travel segments. For instance, a traveler may book a hotel outside of the company travel system or stay with relatives when traveling to a city. In that case, there may be a duration in-between the expected location generated by the air/rail travel segment that brought the traveler to that city and the one that will bring the traveler out where no expected locations exist.

Another scenario is when a traveler is arriving in the morning at a destination and considered only at the arrival airport or train station for a few hours, and then checks in later in the evening at the hotel. In each of these situations, the system will not be able to locate the traveler; if any local event is occurring during these gaps, the traveler will not be alerted. To avoid such a situation, the **Maintain the traveler at the Last Expected Location** toggle can be used. This setting keeps the traveler to his/her Last Expected Location until a new one is generated. On the last segment of the itinerary, that setting is not applied.

