



Everbridge Community User Guide

Everbridge Suite
October 2026

Everbridge Suite
2026
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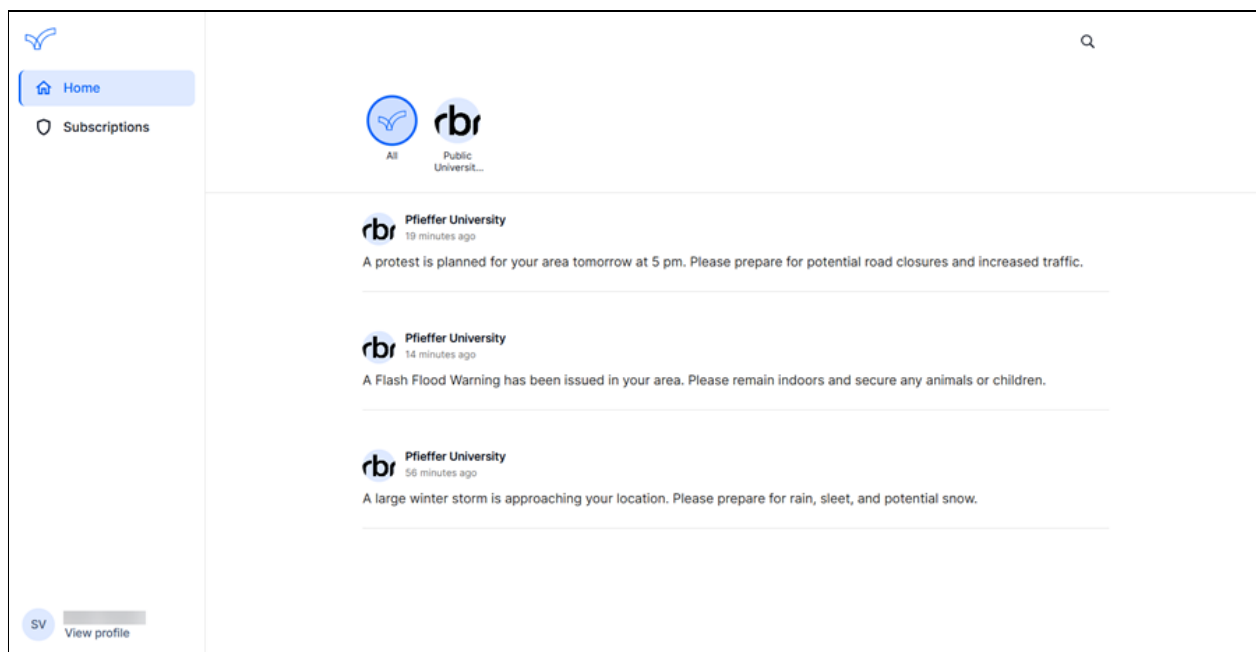
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Everbridge software is covered by US Patent Nos. 6,937,147; 7,148,795; 7,567,262; 7,623,027; 7,664,233; 7,895,263; 8,068,020; 8,149,995; 8,175,224; 8,280,012; 8,417,553; 8,660,240; 8,880,583; 9,391,855. Other patents pending.

Introduction.....	4
Everbridge Community Profiles	6
Creating an Everbridge Community Profile.....	6
Signing In to Everbridge Community.....	10
Finding More Subscriptions	12
Subscription and Organization Details	18
Viewing Alert Details in Everbridge Community	19
Sharing an Alert	19
My Account.....	20
Logging Out.....	20
Importing Existing Accounts	21
Linking Existing Nixle Accounts	21
Automatic Account Linking	22
Manual Account Linking	22
Deleting an Account.....	23
Profile	24
Basic Information	24
Contact Information	26
Notification Settings	28

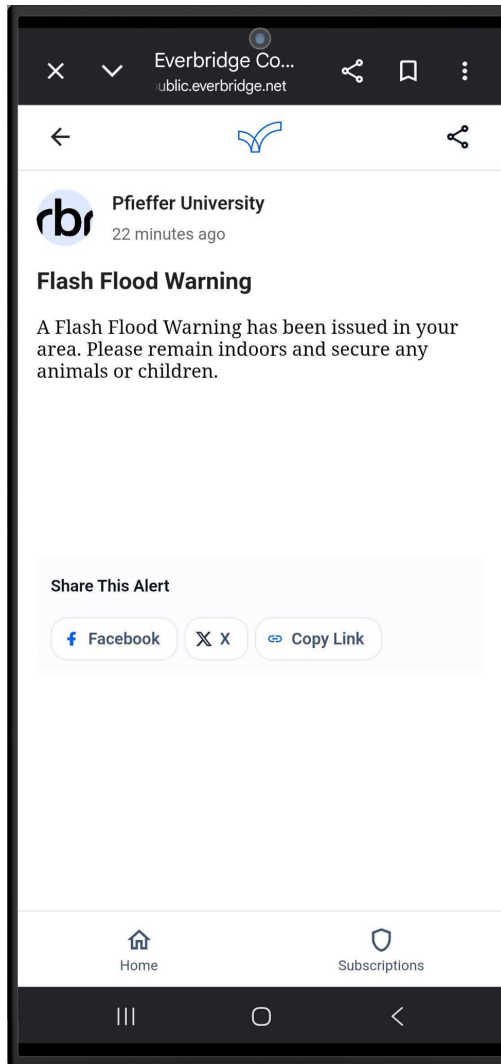
Introduction

Everbridge Community connects with the **Public Safety** mobile application to provide community and public-safety information in one convenient place. The integration puts important information at users' fingertips, making it easier to access and manage community information alongside public-safety resources.



Everbridge Community can include both existing Open Member Portal profile subscriptions and Community subscriptions migrated from Nixle. This provides access to subscriptions from both sources through Everbridge Community.

The Everbridge Community is optimized for both desktop and mobile browsing via the Public Safety by Everbridge Mobile App, allowing members to manage their profiles and check Notifications on the go. For more information, see the [Public Safety by Everbridge User Guide](#).

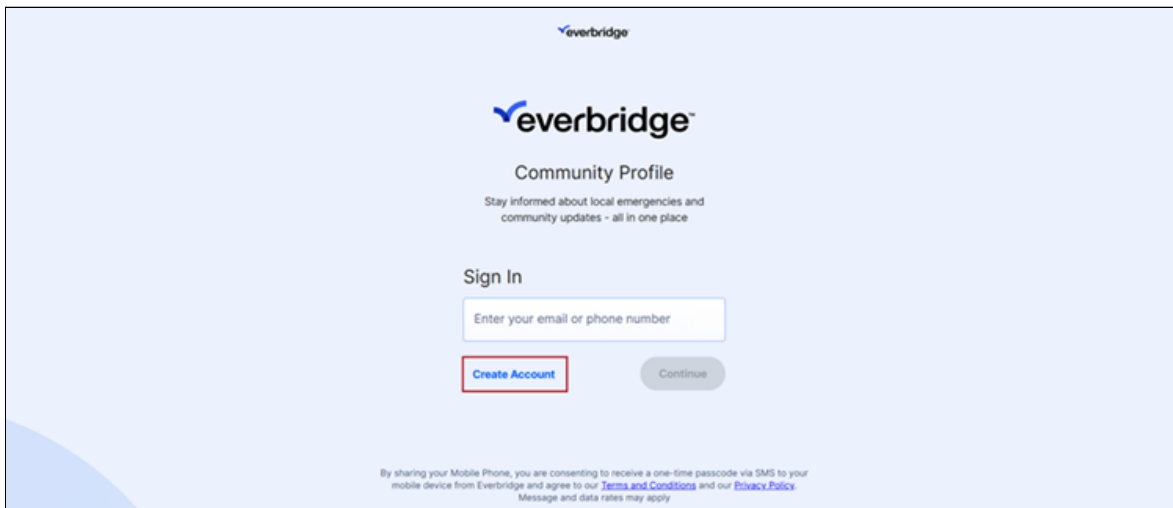


Everbridge Community Profiles

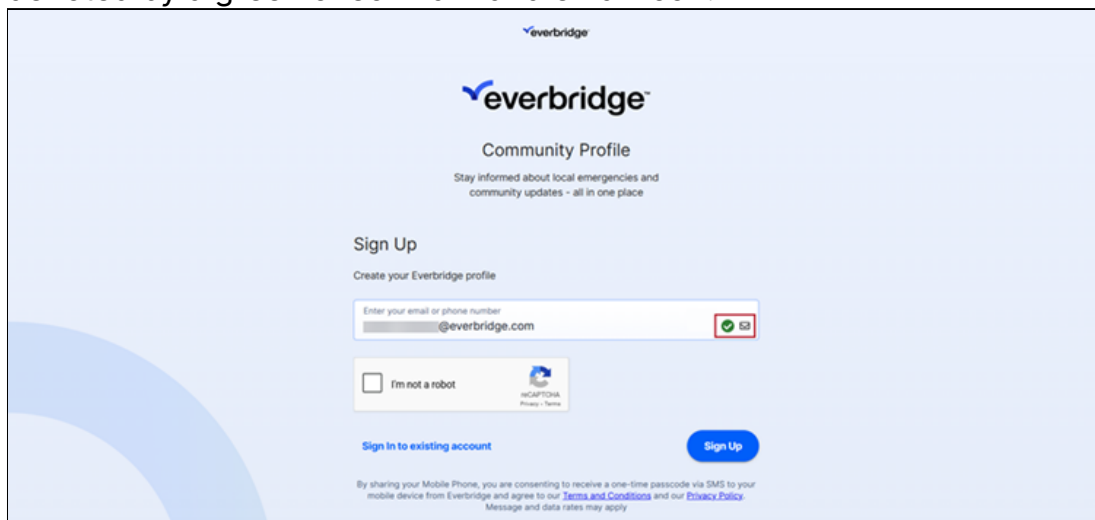
Creating an Everbridge Community Profile

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

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

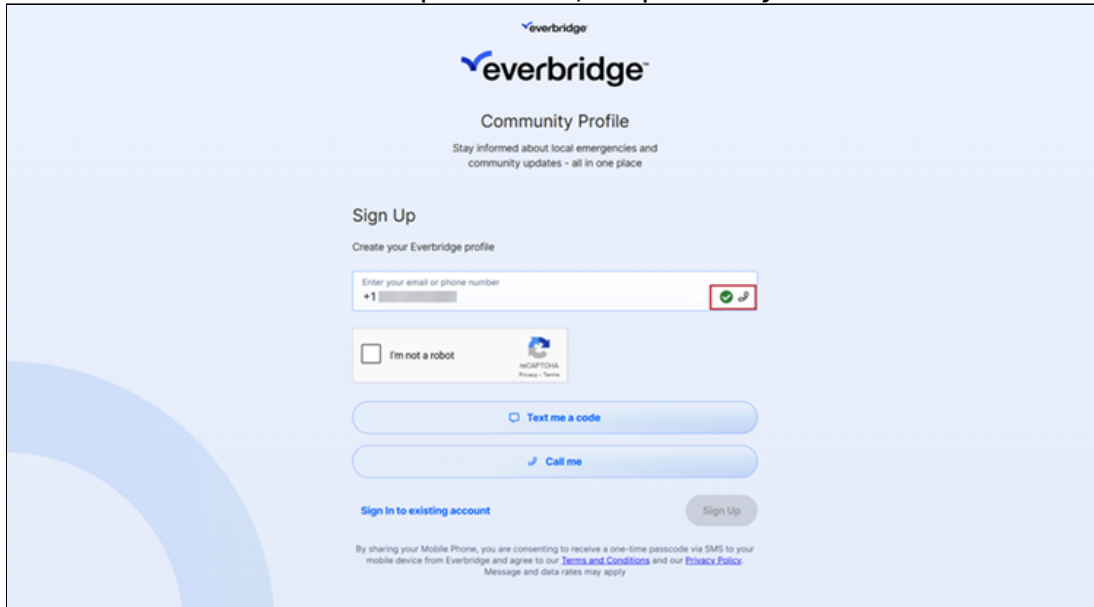


3. The **Sign Up** page will appear. Use one of the following two methods to register:
 - **Email Address** - A valid email address can be used to register for the Community Profile. Valid email addresses entered into this field will be denoted by a green checkmark and email icon.

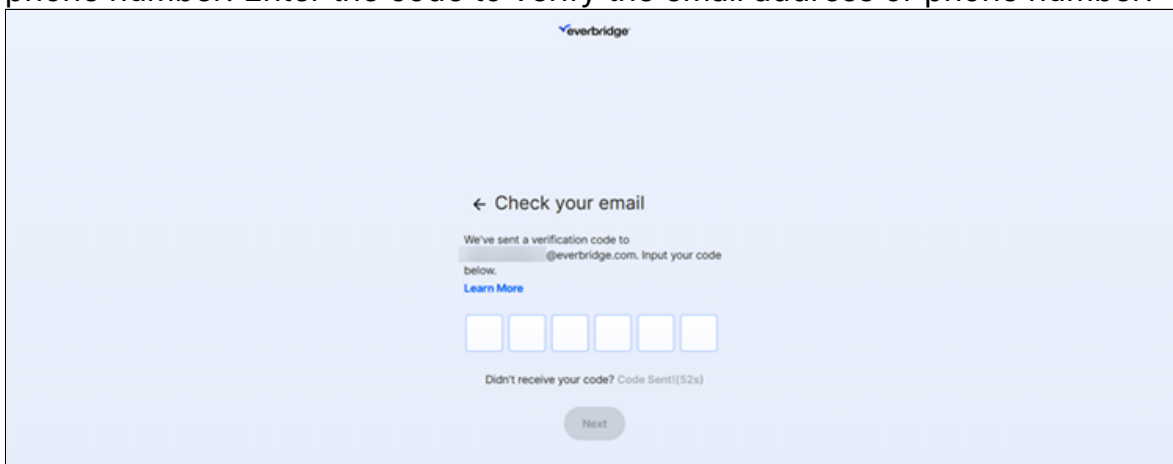


- **Phone Number** - A valid phone number can be used to register for the Community Profile. Valid phone numbers entered into this field will be denoted by a green checkmark and phone icon. Once entered, click

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

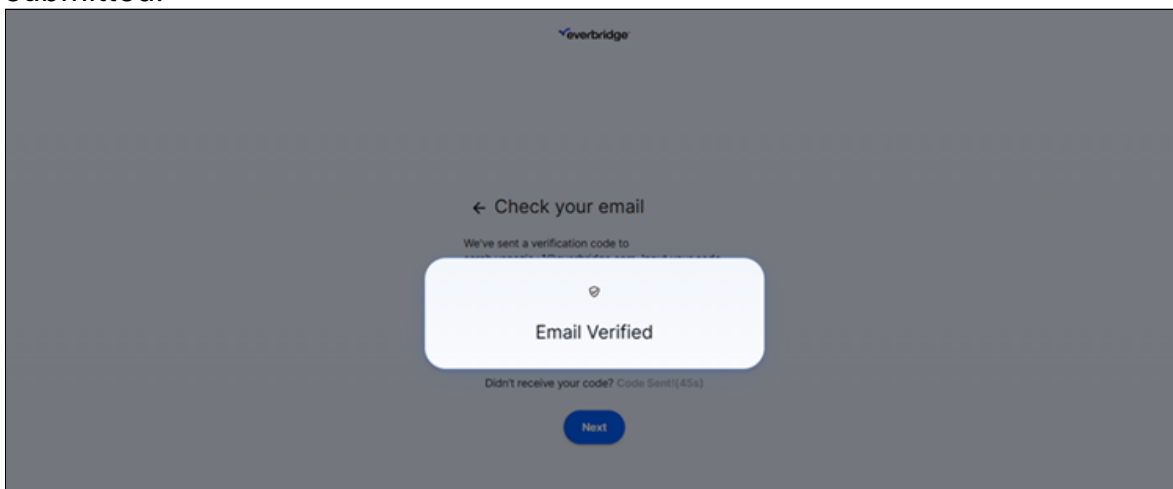


- The **Call me** option is recommended for users that only have access to a landline. It can also be used when signing in.
4. The six-digit verification code will be sent to the registered email address or phone number. Enter the code to verify the email address or phone number.

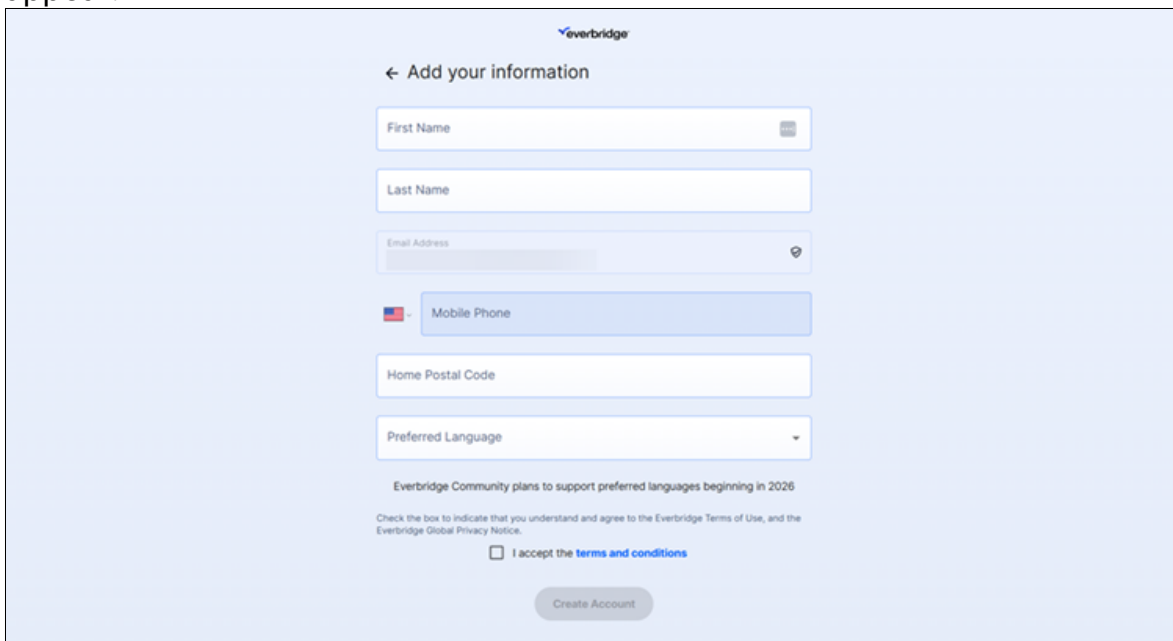


A verification message will appear if the correct verification code was

submitted.



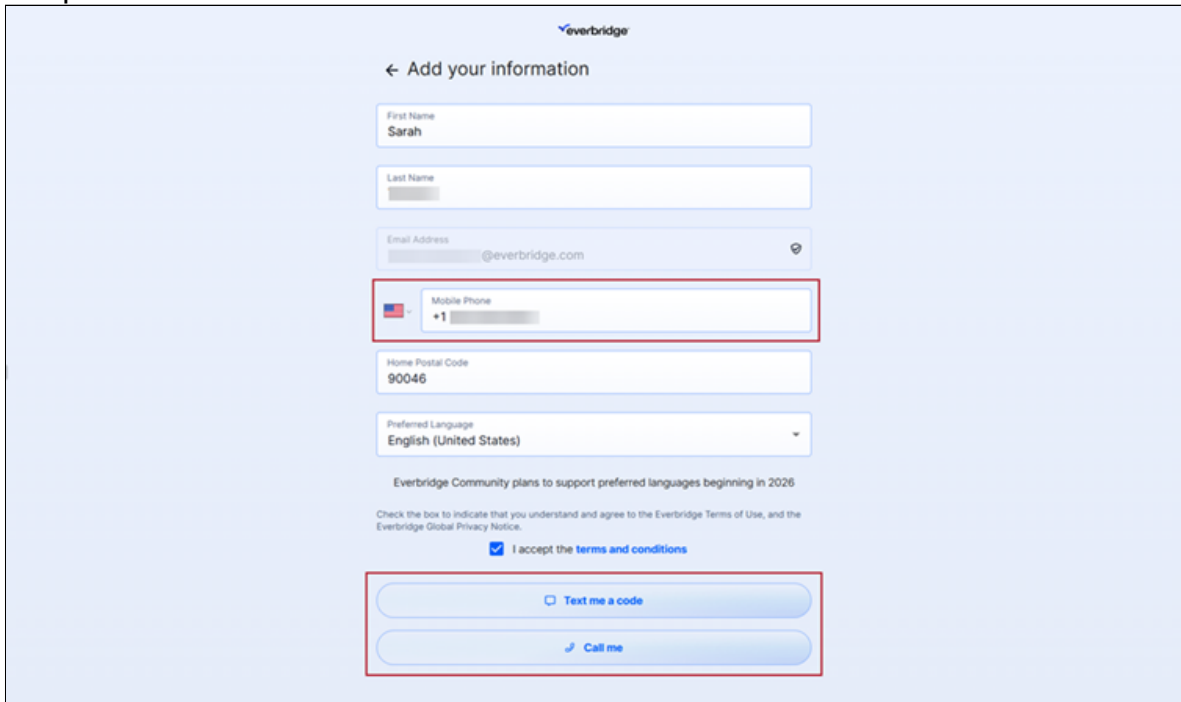
5. Once the account has been verified, the **Add Your Information** page will appear.



Enter the following details:

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

the phone number.



← Add your information

First Name
Sarah

Last Name
[Redacted]

Email Address
[Redacted]@everbridge.com

Mobile Phone
+1 [Redacted]

Home Postal Code
90046

Preferred Language
English (United States)

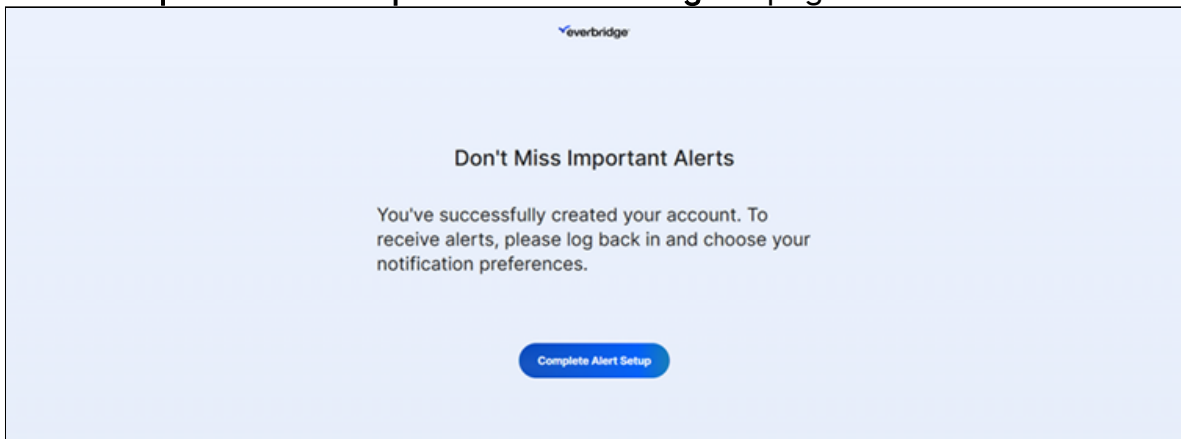
Everbridge Community plans to support preferred languages beginning in 2026

Check the box to indicate that you understand and agree to the Everbridge Terms of Use, and the Everbridge Global Privacy Notice.

☒ I accept the [terms and conditions](#)

☐ Text me a code

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



Don't Miss Important Alerts

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

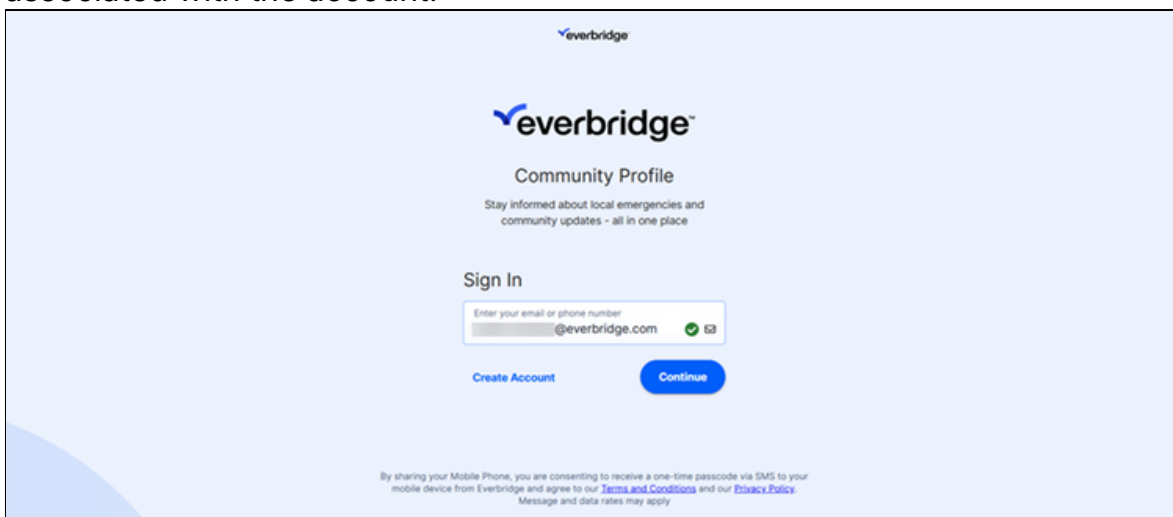
[Complete Alert Setup](#)

Signing In to Everbridge Community

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

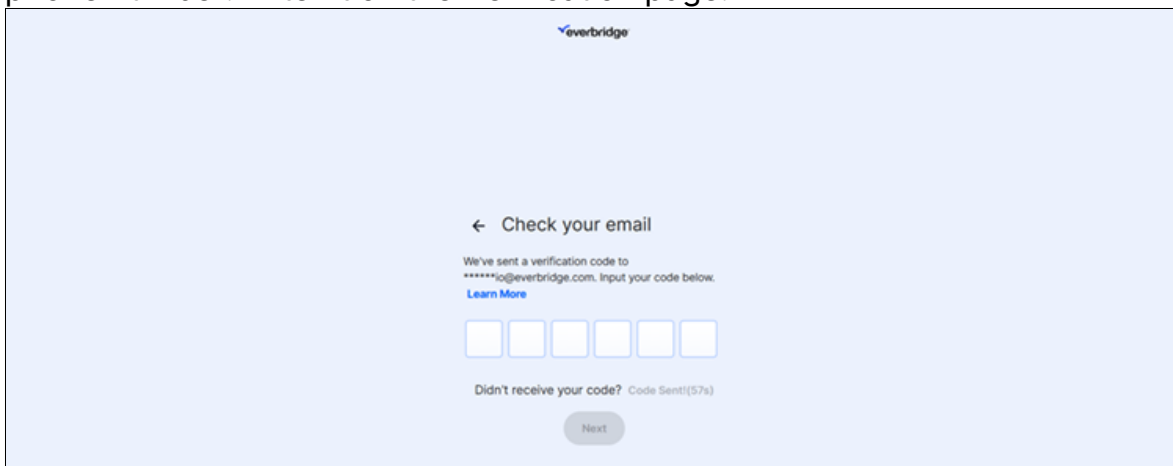
To sign in:

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



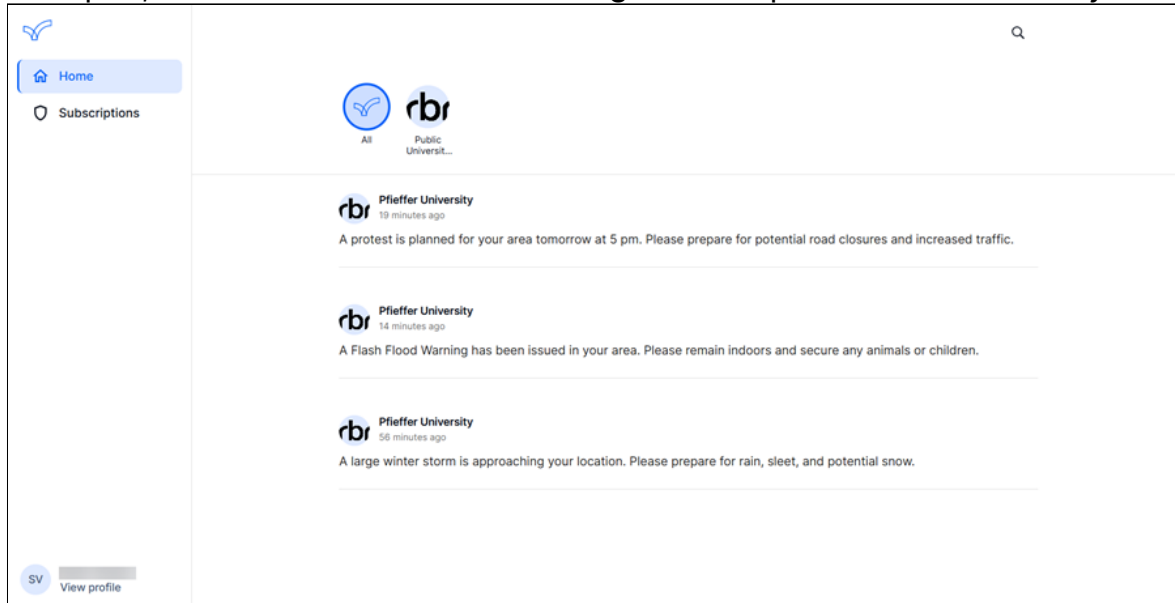
The screenshot shows the Everbridge Sign In page. At the top, the Everbridge logo is displayed. Below it, the text "Community Profile" is shown, followed by the tagline "Stay informed about local emergencies and community updates - all in one place". The "Sign In" section features a text input field with the placeholder "Enter your email or phone number" and a green checkmark icon. Below the input field, there are two buttons: "Create Account" and "Continue". At the bottom of the page, a small disclaimer states: "By sharing your Mobile Phone, you are consenting to receive a one-time passcode via SMS to your mobile device from Everbridge and agree to our [Terms and Conditions](#) and our [Privacy Policy](#). Message and data rates may apply."

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



The screenshot shows the Everbridge Verification page. At the top, the Everbridge logo is displayed. Below it, the text "Check your email" is shown. The page states: "We've sent a verification code to *****io@everbridge.com. Input your code below." followed by a "Learn More" link. Below this, there are six empty input boxes for the verification code. At the bottom, there is a link that says "Didn't receive your code? Code Sent(57s)" and a "Next" button.

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

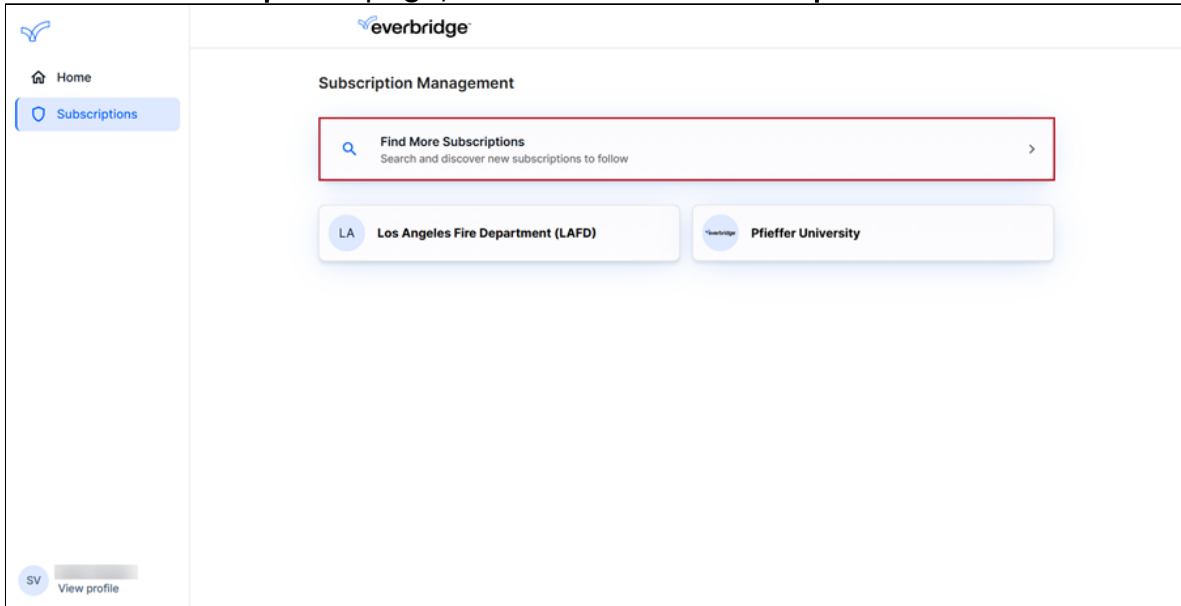


Finding More Subscriptions

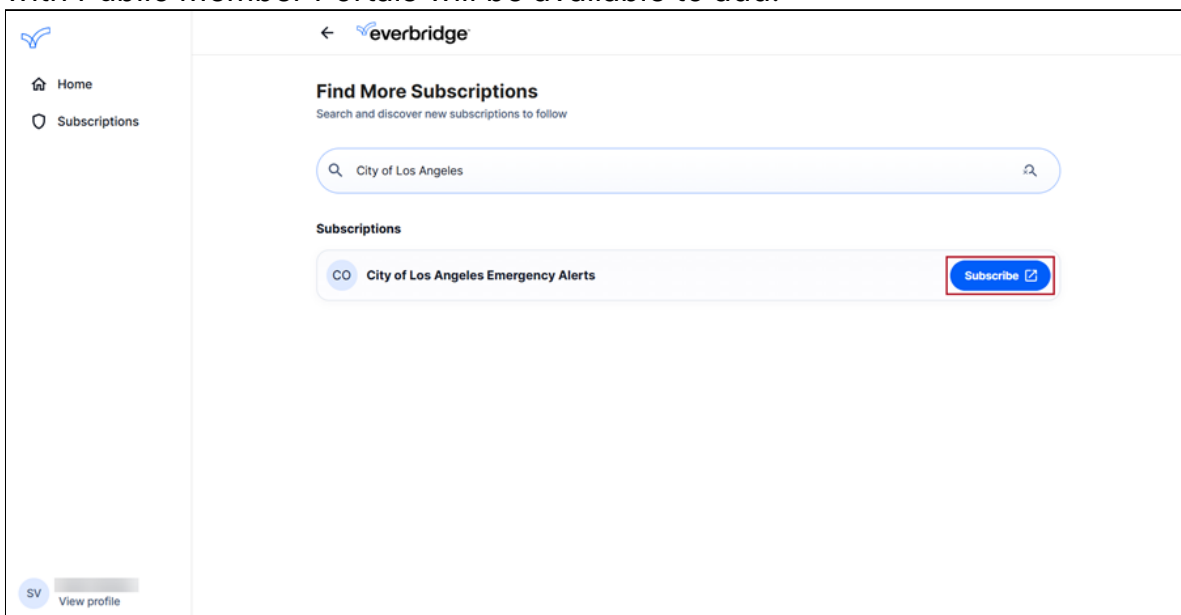
The **Subscriptions** page displays Organizations associated with the Everbridge Community profile and provides options for finding additional Organizations.

To find and add Subscriptions:

1. From the **Subscriptions** page, click **Find More Subscriptions**.



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



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

- Depending on the Organization's configuration, a confirmation modal may appear informing the subscriber that their personal information will be collected and used by the Organization to which they're subscribing. Select the checkbox, then click **Continue**.

Join City of Los Angeles Emergency Alerts

You are about to register with City of Los Angeles Emergency Alerts, which may have its own Terms of Use and Privacy Policy.

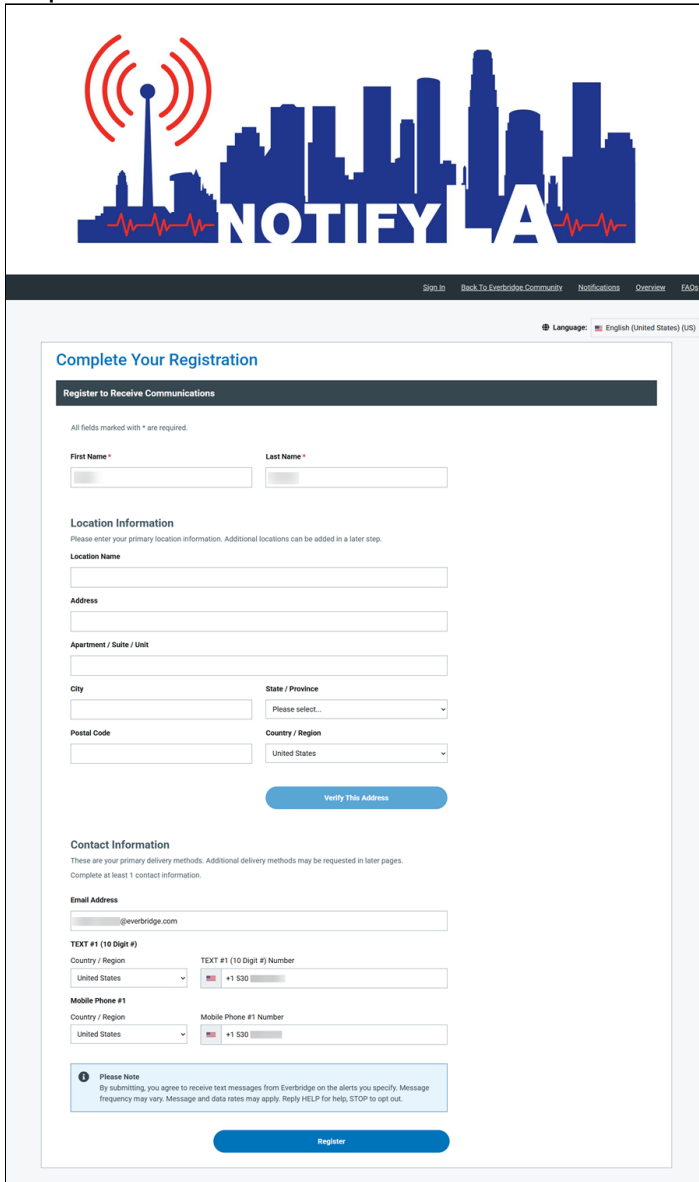
If you register with City of Los Angeles Emergency Alerts, your personal information (e.g., name, email, phone) will be shared with and used by City of Los Angeles Emergency Alerts.

Everbridge does not control how City of Los Angeles Emergency Alerts handles your information.

☒ I understand and wish to proceed

Cancel
Continue

4. The Organization's Member Portal **Registration** page will appear. Fill in the requested details for each section.



Complete Your Registration

Register to Receive Communications

All fields marked with * are required.

First Name *

Last Name *

Location Information

Please enter your primary location information. Additional locations can be added in a later step.

Location Name

Address

Apartment / Suite / Unit

City

State / Province

Postal Code

Country / Region

[Verify This Address](#)

Contact Information

These are your primary delivery methods. Additional delivery methods may be requested in later pages. Complete at least 1 contact information.

Email Address

TEXT #1 (10 Digit #)

Country / Region

Mobile Phone #1

Country / Region

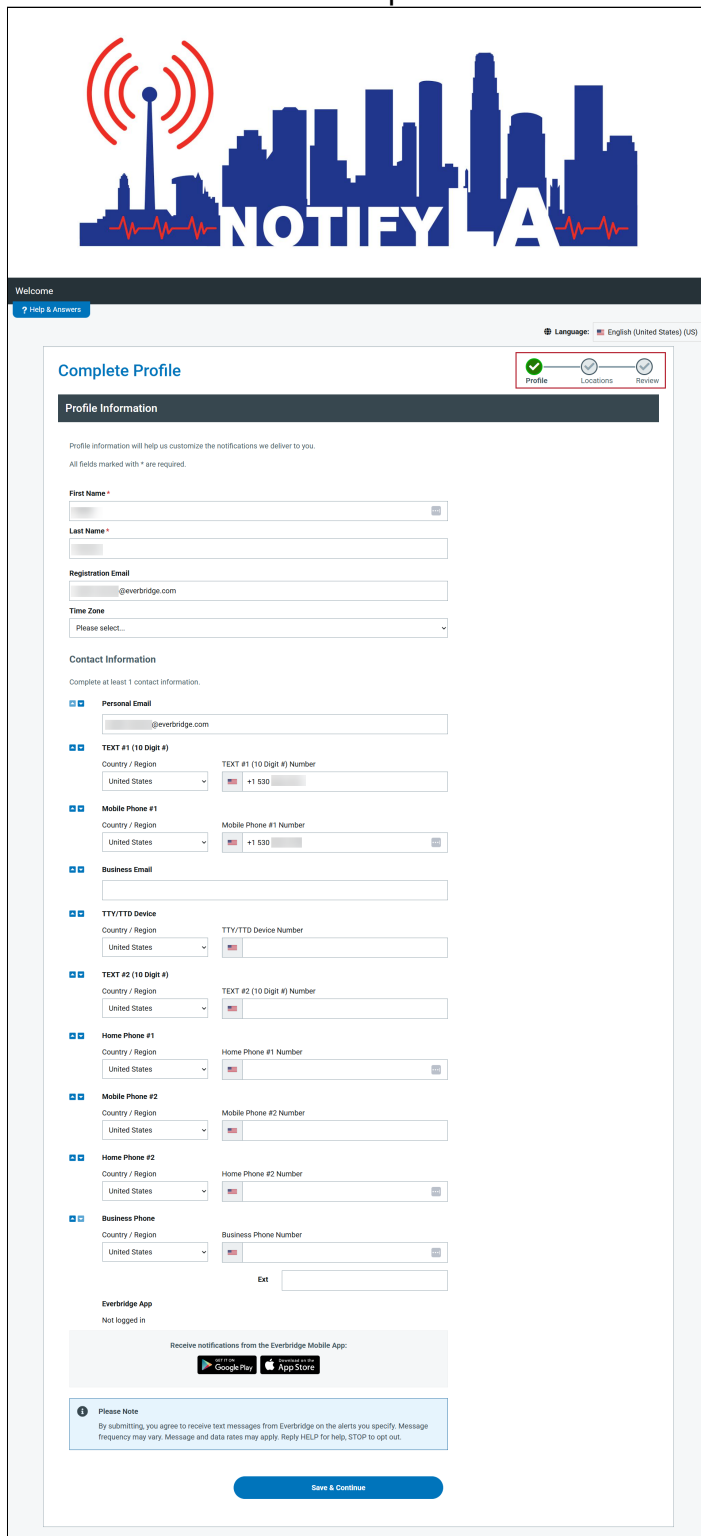
Please Note

By submitting, you agree to receive text messages from Everbridge on the alerts you specify. Message frequency may vary. Message and data rates may apply. Reply HELP for help, STOP to opt out.

[Register](#)

5. Click **Register**.
6. The **Complete Profile** process will begin. Fill in the Profile's details on each required step, such as **Locations**, **Alert Subscriptions**, or **Information** pages as needed. Note that each Member Portal is customized by the individual Organization and their business needs.

Click **Save & Continue** to proceed to the next section.



Welcome

[Help & Answers](#)

Language: English (United States) (US)

Complete Profile

Profile Information

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

First Name *

Last Name *

Registration Email

Time Zone

Contact Information

Complete at least 1 contact information.

Personal Email

TEXT #1 (10 Digit #)

Country / Region: United States

TEXT #1 (10 Digit #) Number: +1 530

Mobile Phone #1

Country / Region: United States

Mobile Phone #1 Number: +1 530

Business Email

TTY/TTD Device

Country / Region: United States

TTY/TTD Device Number: +1 530

TEXT #2 (10 Digit #)

Country / Region: United States

TEXT #2 (10 Digit #) Number: +1 530

Home Phone #1

Country / Region: United States

Home Phone #1 Number: +1 530

Mobile Phone #2

Country / Region: United States

Mobile Phone #2 Number: +1 530

Home Phone #2

Country / Region: United States

Home Phone #2 Number: +1 530

Business Phone

Country / Region: United States

Business Phone Number: +1 530

Everbridge App

Not logged in

Receive notifications from the Everbridge Mobile App:

[Get it on Google Play](#) [Download on the App Store](#)

Please Note

By submitting, you agree to receive text messages from Everbridge on the alerts you specify. Message frequency may vary. Message and data rates may apply. Reply HELP for help, STOP to opt out.

Save & Continue

- Once all of the pages have been filled, check the submitted information on the **Review** page. If it all looks correct, click **Finish**.

NOTIFY LA

Welcome

Help & Answers

Language: English (United States) (US)

Complete Profile

Profile Locations Review

Review

Confirm the information you've provided is accurate. After completing your registration, you will be able to edit this information at any time.

[My Profile \(Edit\)](#)

First Name: [text field]

Last Name: [text field]

Registration Email: [text field] @everbridge.com

Time Zone: America/Los_Angeles

Personal Email: [text field] @everbridge.com

TEXT #1 (10 Digit #): +1 [text field]

Mobile Phone #1: +1 [text field]

Everbridge App: Not logged in

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

Static Locations

Home: [text field]

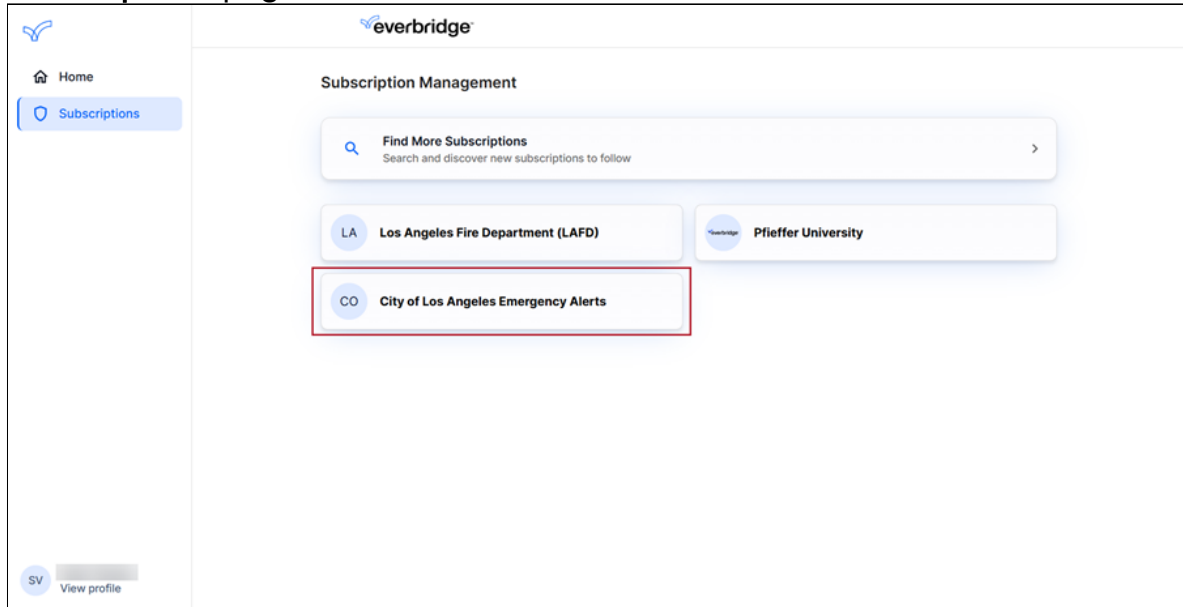
Finish

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

Home **Back To Everbridge Community** Notifications Overview FAQs

Language: English (United States) (US)

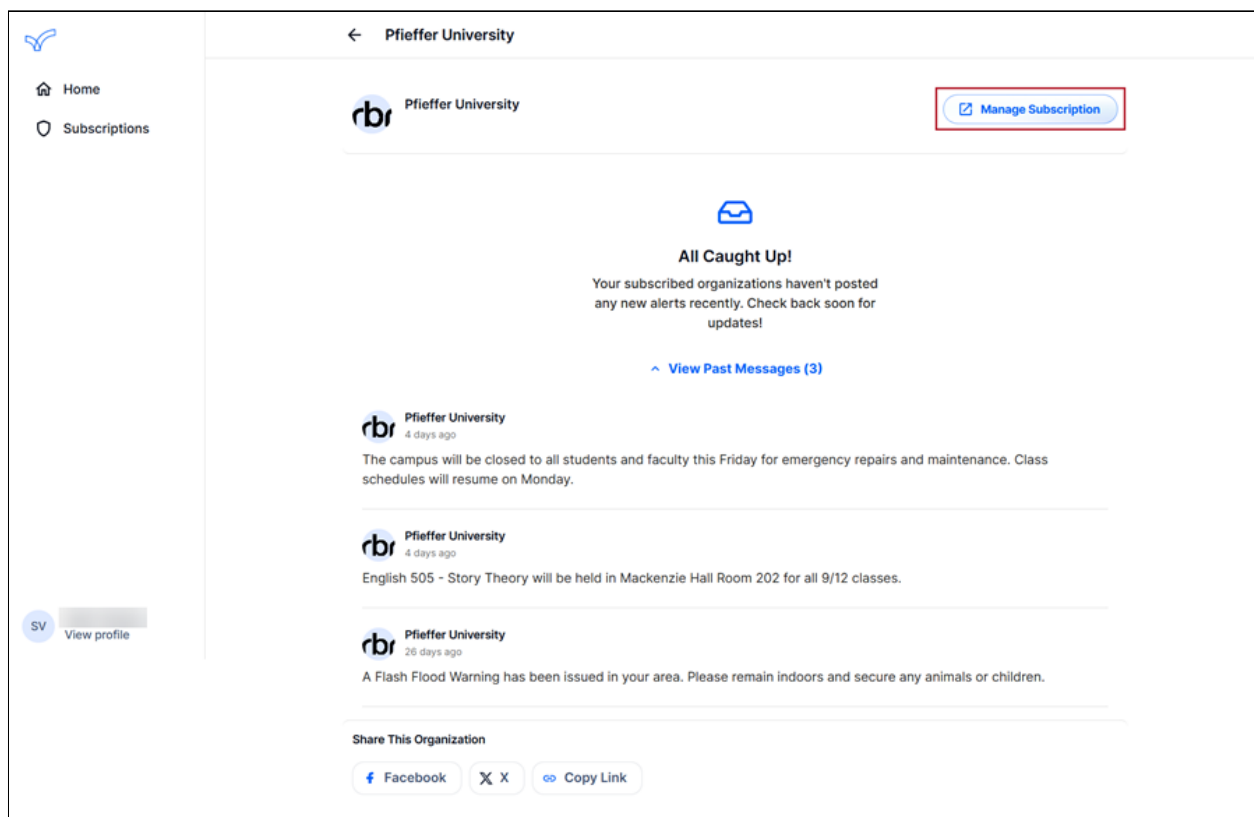
9. The newly-added Organization can now be seen and accessed from the **Subscriptions** page.



Subscription and Organization Details

Selecting a subscription from the **Subscriptions** page opens the subscription landing page. This page provides additional information about the Organization, past messages, and options for managing the subscription.

For Open Member Portal subscriptions, click **Manage Subscription** to open the Organization's Member Portal and continue managing the subscription.

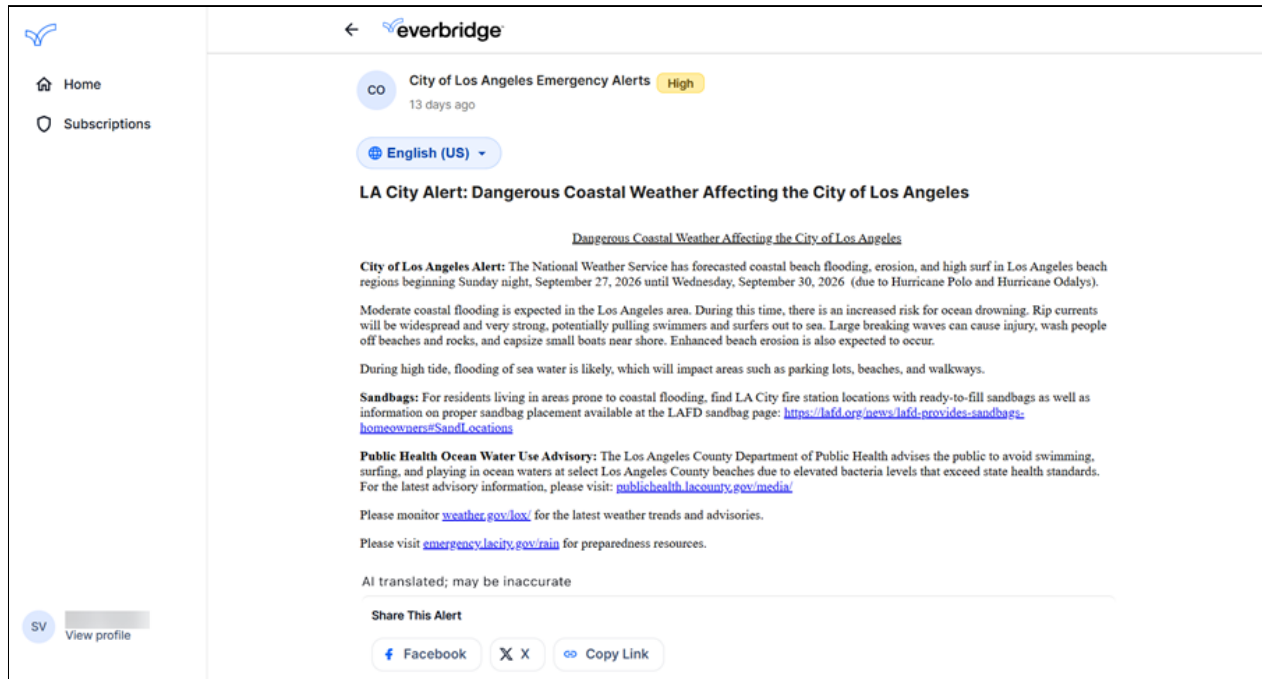


The screenshot shows the Everbridge interface for a subscription to Pfizer University. On the left is a sidebar with 'Home' and 'Subscriptions' links, and a user profile section labeled 'SV' with a 'View profile' link. The main content area is titled 'Pfizer University' and features a 'Manage Subscription' button in the top right corner. Below this, a message states 'All Caught Up!' with the text 'Your subscribed organizations haven't posted any new alerts recently. Check back soon for updates!' and a link to 'View Past Messages (3)'. Three messages from Pfizer University are listed: a campus closure notice, a class schedule change, and a flash flood warning. At the bottom, there is a 'Share This Organization' section with buttons for Facebook, X, and a 'Copy Link' option.

Viewing Alert Details in Everbridge Community

Recent messages from subscribed Organizations appear in the **Home Feed**. Selecting a message opens the **Alert Details** page, where the complete message and any attachments can be viewed.

The page also provides a language selector for viewing the message in a preferred language. When available, AI translation can be used to translate Everbridge 360 Communications into the selected language.

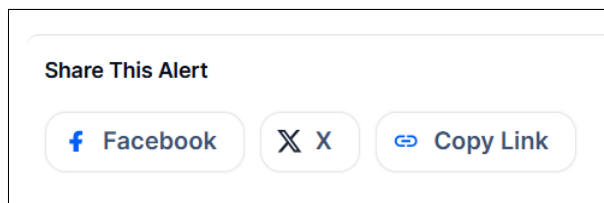


The screenshot shows the Everbridge interface. On the left is a sidebar with 'Home' and 'Subscriptions'. The main content area displays an alert from 'City of Los Angeles Emergency Alerts' (CO) received 13 days ago, marked as 'High'. A language selector is set to 'English (US)'. The alert title is 'LA City Alert: Dangerous Coastal Weather Affecting the City of Los Angeles'. The body text includes a warning about coastal beach flooding, erosion, and high surf starting Sunday night, September 27, 2026, until Wednesday, September 30, 2026, due to Hurricane Polo and Hurricane Odalys. It mentions moderate coastal flooding, rip currents, and beach erosion. It also provides information on sandbag placement and a public health advisory to avoid swimming and surfing. At the bottom, there is an AI disclaimer: 'AI translated; may be inaccurate'. Below the disclaimer are three buttons: 'Share This Alert', 'Facebook', 'X', and 'Copy Link'.

NOTE: AI-translated Communications include an AI disclaimer at the bottom of the message.

Sharing an Alert

Community members can share the link via Facebook or X by using the options at the bottom of the message, or by copying a link to share externally as needed.

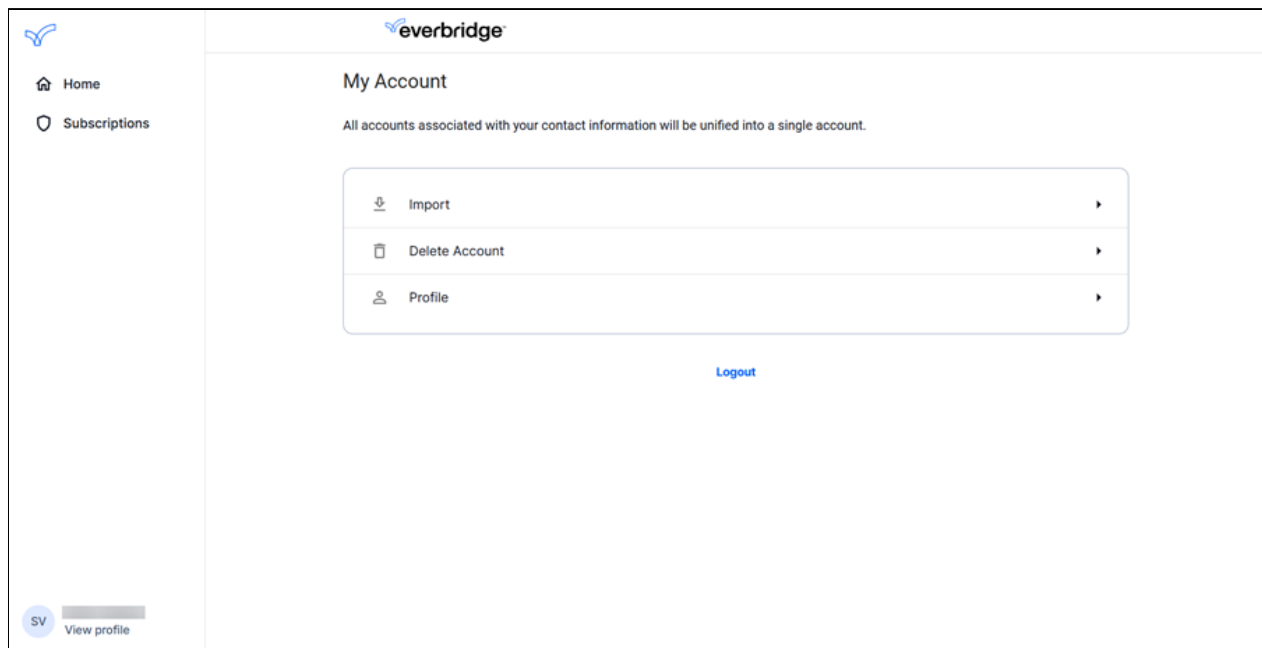


This close-up shows the 'Share This Alert' section with three buttons: 'Facebook', 'X', and 'Copy Link'.

My Account

The **My Account** page provides options for managing account settings and profile information and can be accessed by clicking **View Profile** in the bottom-left corner. The page provides access to the following options:

- Import
- Delete Account
- Profile



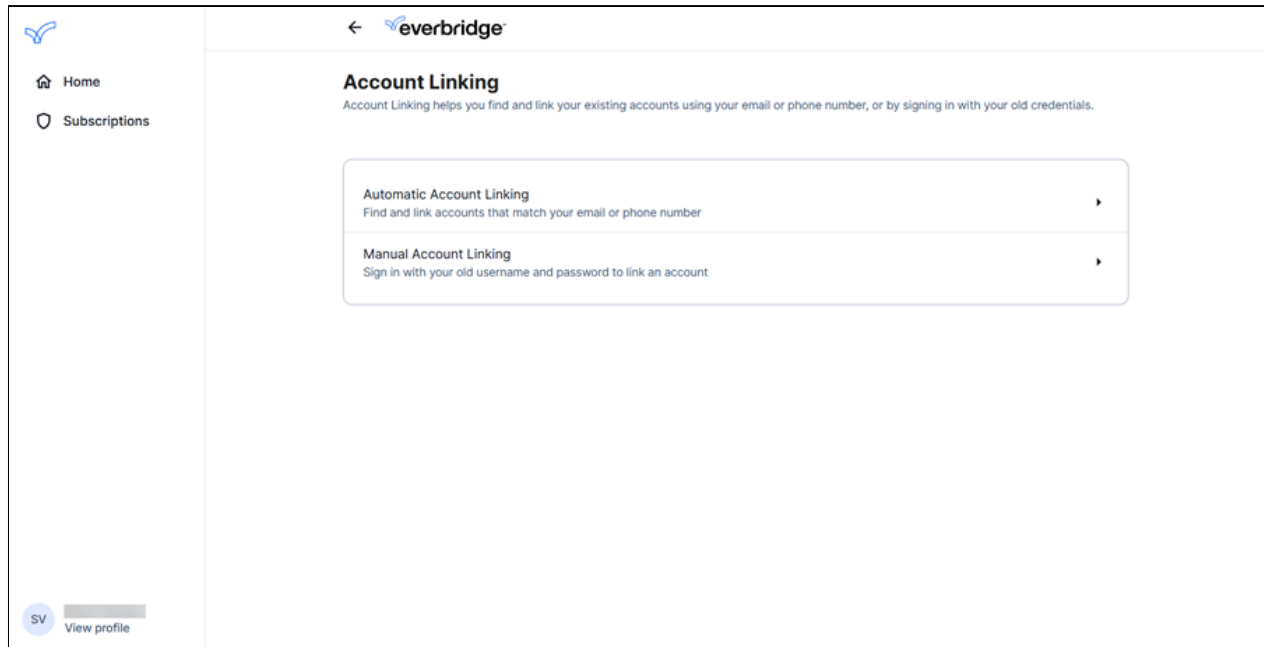
Logging Out

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

Importing Existing Accounts

The **Import** function allows existing accounts to be located and connected to an Everbridge Community profile. Existing accounts can be linked by verifying the email address or phone number associated with the account or by signing in with previous Member Portal credentials.

To begin, from **Settings - My Account**, click **Import** to navigate to the **Account Linking** page.



Linking Existing Nixle Accounts

Existing Nixle accounts can be linked within the Everbridge Community during the sign-in process. After entering a phone number or email address associated with a Nixle account, a one-time password is used to verify the account. Once verified, the option to link existing accounts is presented.

Linking an account allows previously registered Nixle information to be associated with the Everbridge Community profile. This ensures continued access to Subscriptions and enables updates to contact information.

NOTE: When signing in to Everbridge Community, Nixle users may not see all of their Nixle Subscriptions until all local agencies migrate to Everbridge 360. Nixle users will be capable of linking all Member Portal accounts to the same Everbridge Community profile used for Nixle Subscriptions.

Automatic Account Linking

Click **Automatic Account Linking** to automatically locate accounts that match the registered email address or phone number. Once clicked, any accounts that match the registered email address or phone number will appear on the **Home** page.

If there are no additional accounts that match the email address or phone number, once clicking **Automatic Account Linking**, a message will appear at the bottom of the page saying that no accounts were located.

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



Manual Account Linking

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

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

Key Considerations

Consider the following details when linking a Nixle account to Everbridge Community:

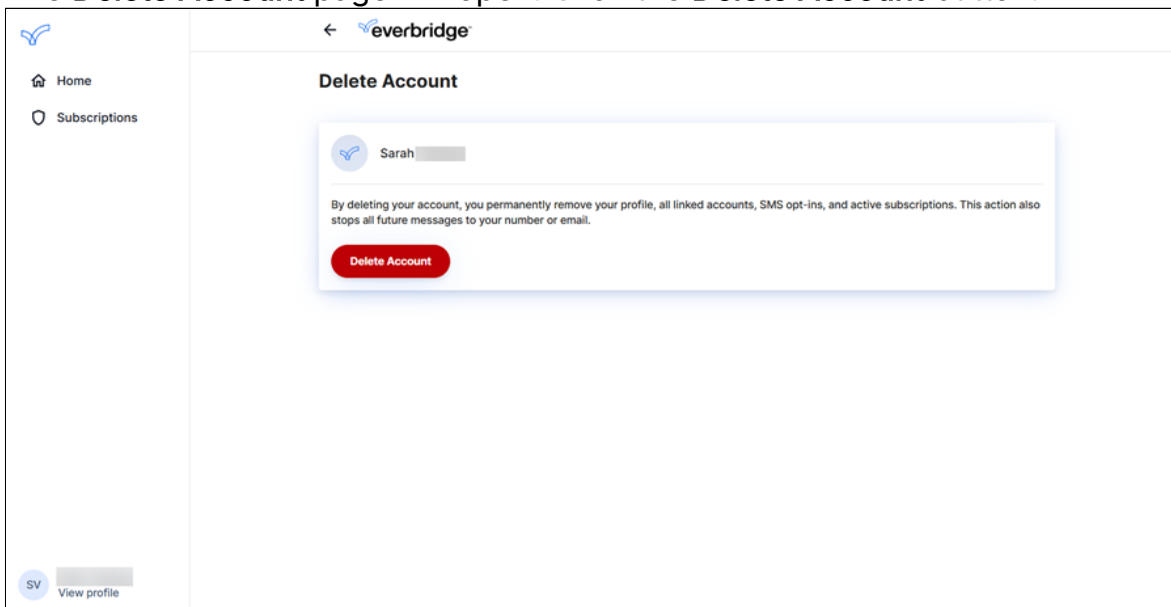
- Nixle accounts are accessed using the same phone number or email address.
- A one-time password is required to verify account ownership.
- Account linking may occur automatically or require confirmation during sign-in.

Deleting an Account

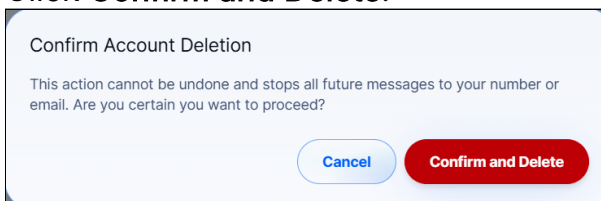
Deleting an Everbridge Community account will permanently remove your universal profile, unsubscribe you from all Organizations, and revoke any SMS opt-ins.

To delete your account:

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



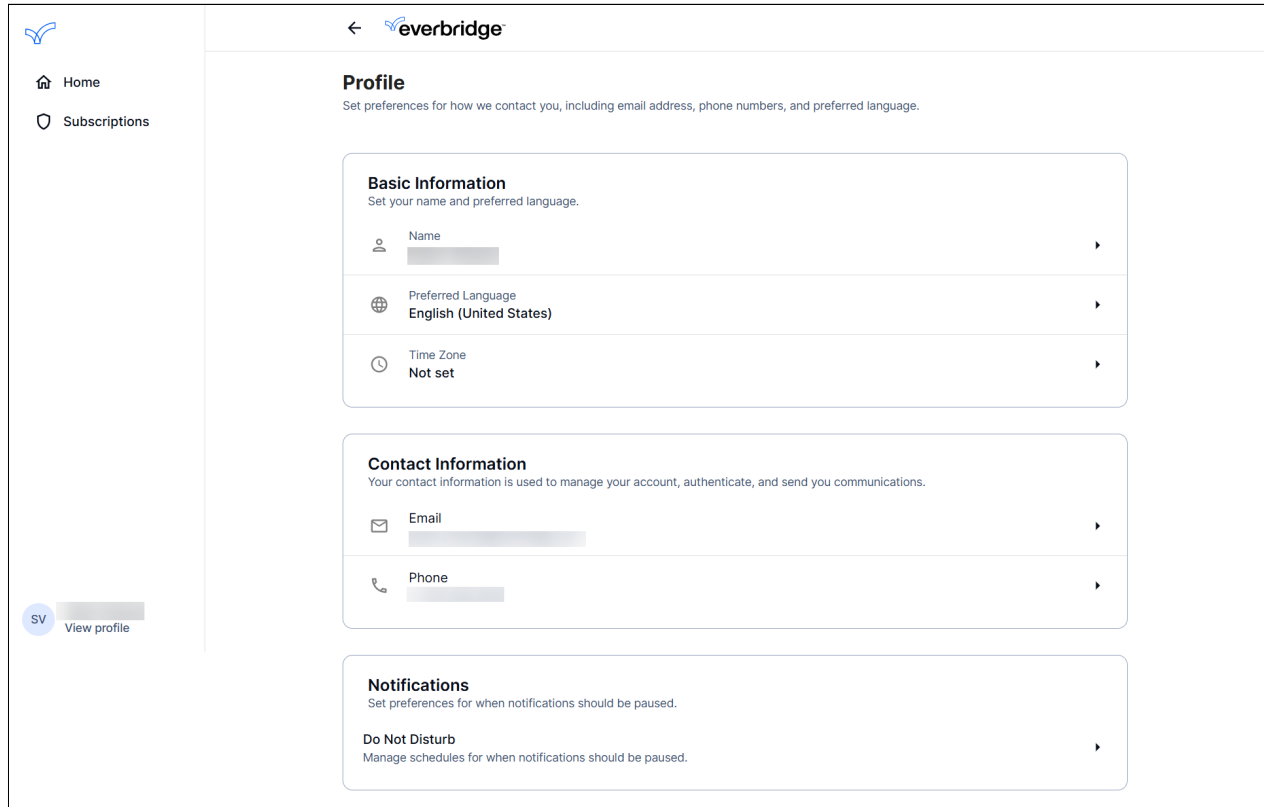
3. Click **Confirm and Delete**.



The account will be deleted, and the user will be returned to the **Sign In** page.

Profile

The **Profile** page allows members to update their basic information, contact details, and notification preferences.



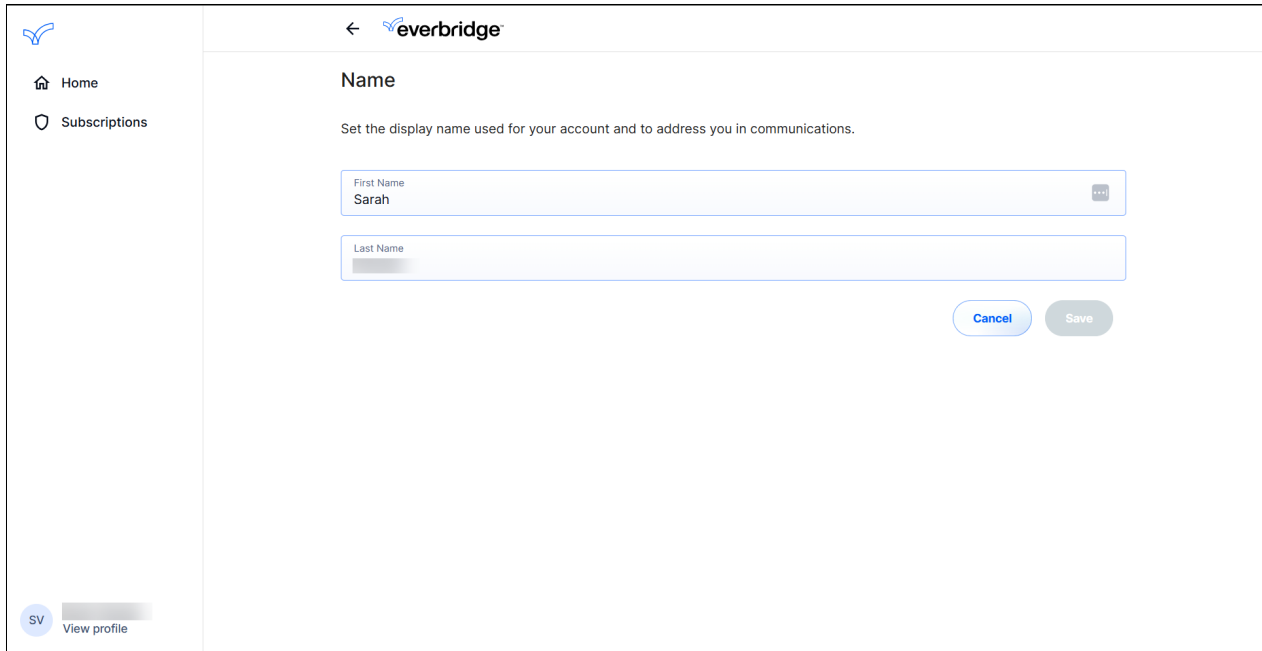
The screenshot shows the Everbridge Profile page. On the left is a sidebar with a home icon, 'Home', a subscriptions icon, 'Subscriptions', and a user profile icon with the initials 'SV' and a 'View profile' link. The main content area is titled 'Profile' with a sub-header 'Set preferences for how we contact you, including email address, phone numbers, and preferred language.' It contains three sections: 'Basic Information' (Name, Preferred Language: English (United States), Time Zone: Not set), 'Contact Information' (Email, Phone), and 'Notifications' (Do Not Disturb: Manage schedules for when notifications should be paused).

Basic Information

The Basic Information section allows members to set their Name, Preferred Languages, and Time Zone.

Name

Members can click **Name** to update their first and last name in the Community.



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Name

Set the display name used for your account and to address you in communications.

First Name
Sarah

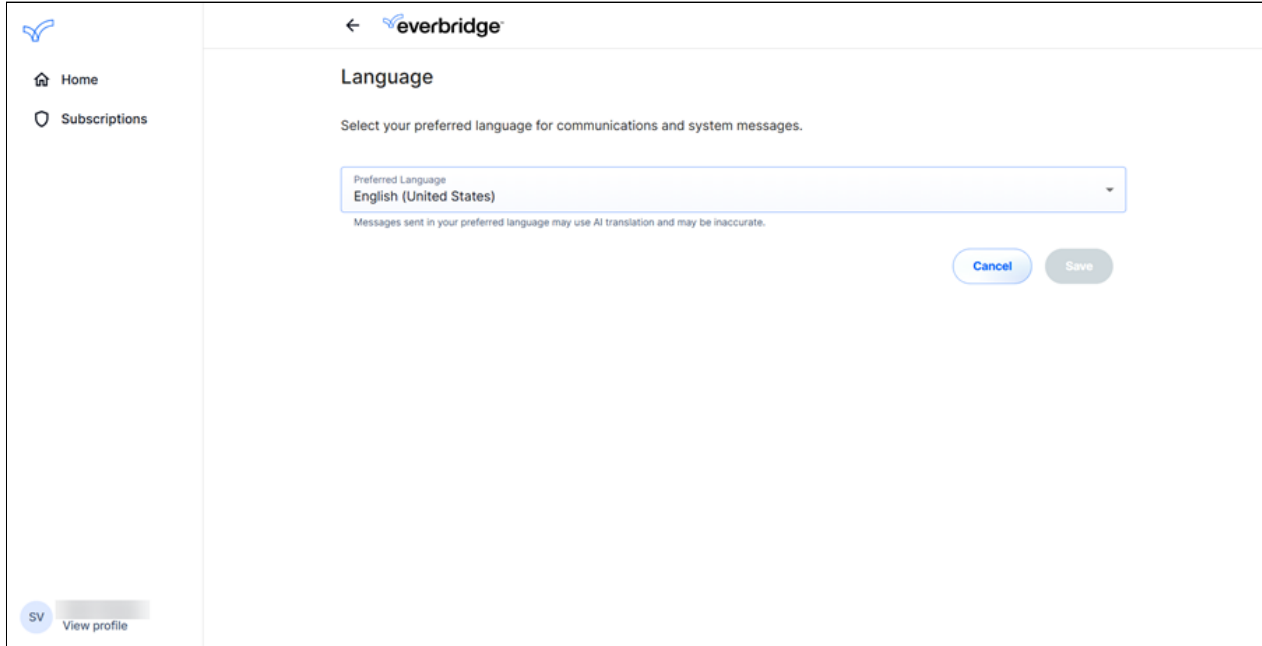
Last Name

Cancel Save

SV View profile

Preferred Language

Members can click **Preferred Language** to select a Preferred Language for Communications, Notifications, and Incidents.



← everbridge

Language

Select your preferred language for communications and system messages.

Preferred Language
English (United States)

Messages sent in your preferred language may use AI translation and may be inaccurate.

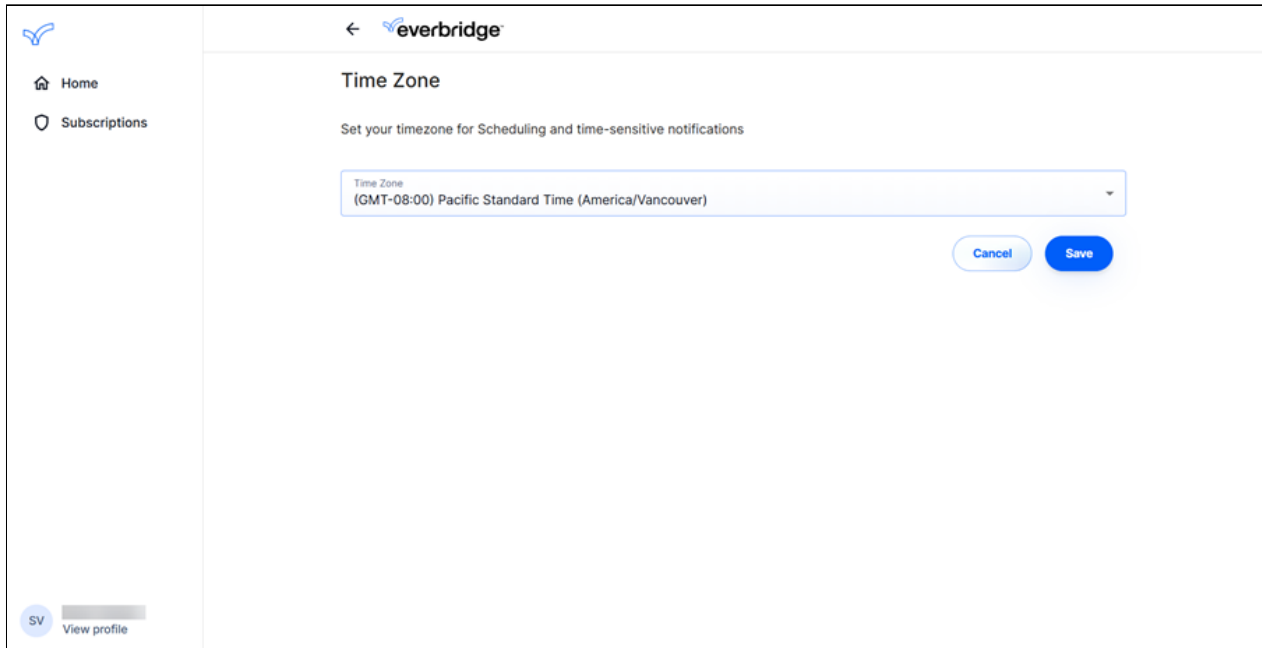
Cancel Save

SV View profile

NOTE: The available Preferred Languages are determined by the languages configured by the Organization Administrator in **Settings > Organization > Language Settings**.

Time Zone

Users can set their desired time zone on the **Time Zone** page.



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Time Zone

Set your timezone for Scheduling and time-sensitive notifications

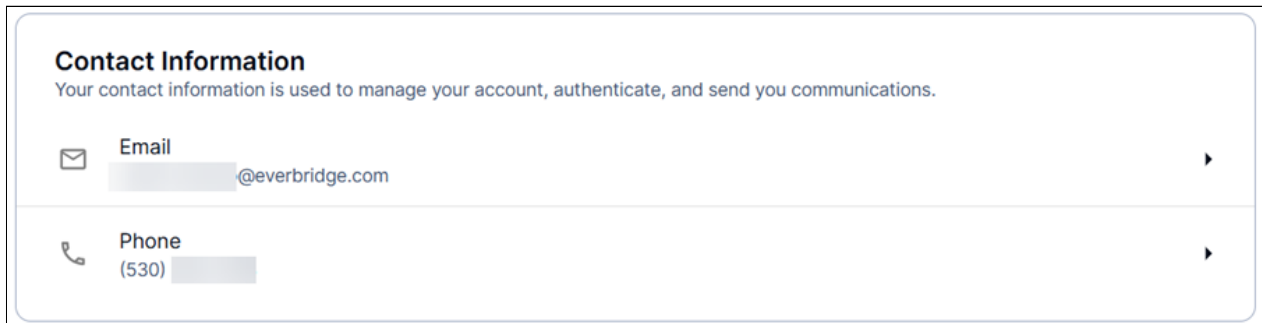
Time Zone
(GMT-08:00) Pacific Standard Time (America/Vancouver)

Cancel Save

SV View profile

Contact Information

Click **Contact Information** to update the email address and mobile phone number associated with the profile.



Contact Information

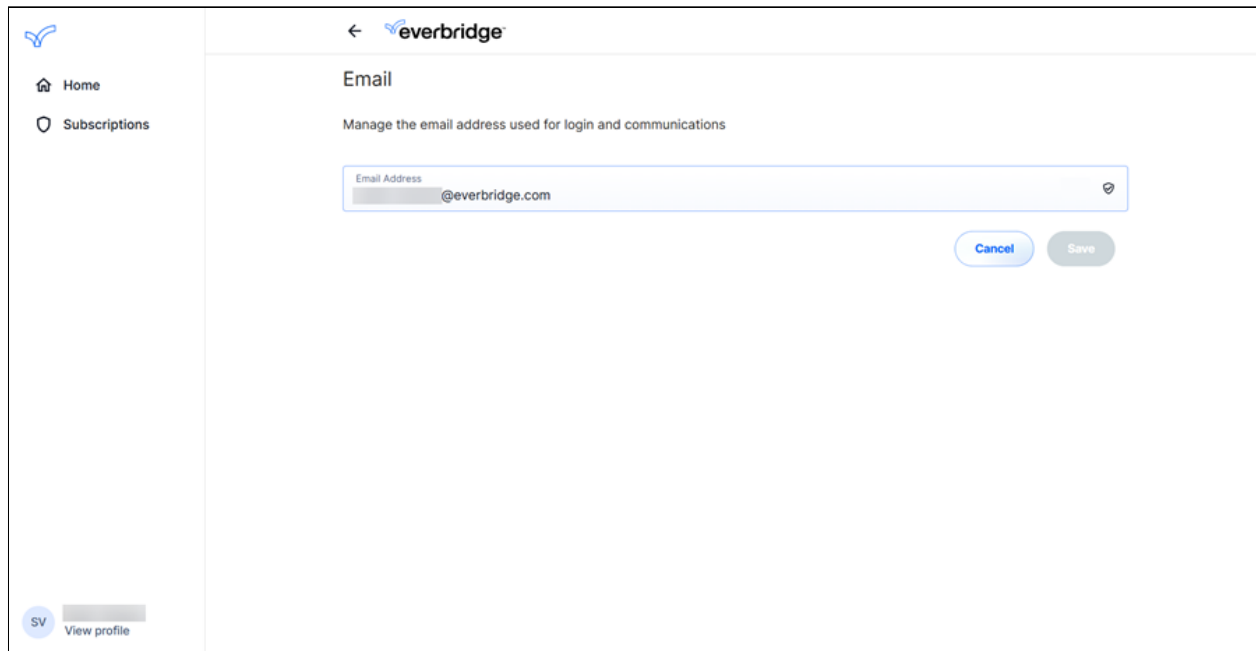
Your contact information is used to manage your account, authenticate, and send you communications.

Email
[masked]@everbridge.com

Phone
(530) [masked]

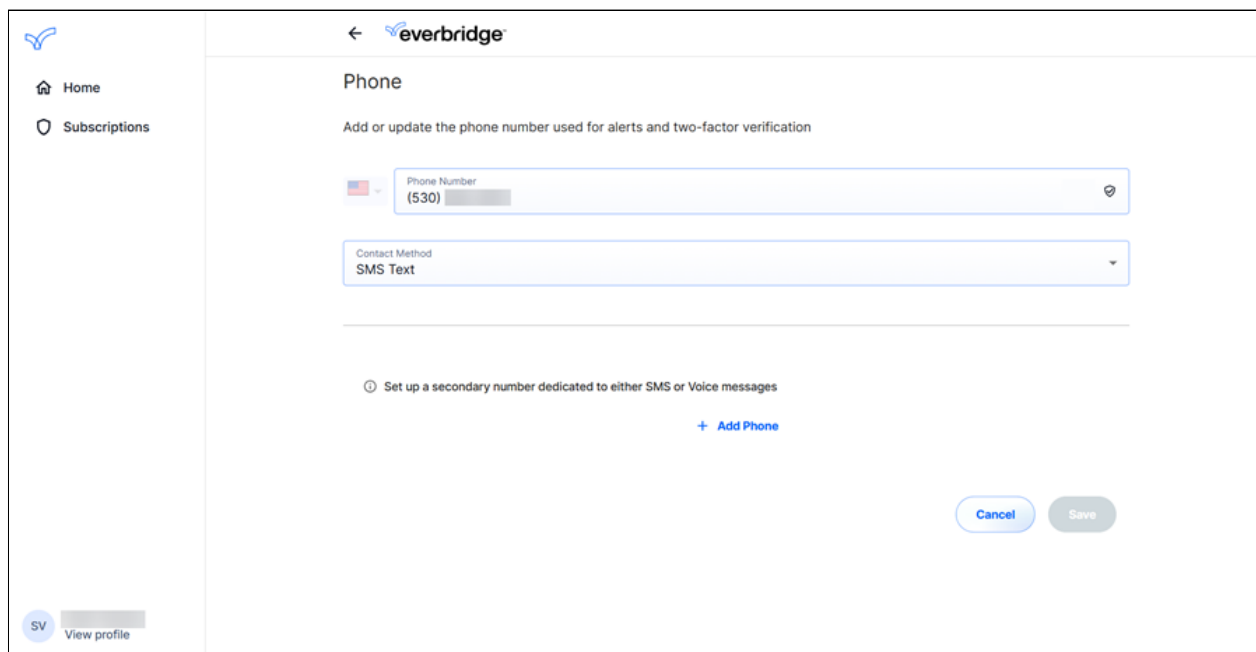
Email

Click **Email** and enter the desired email address to use for logins and receiving alerts.



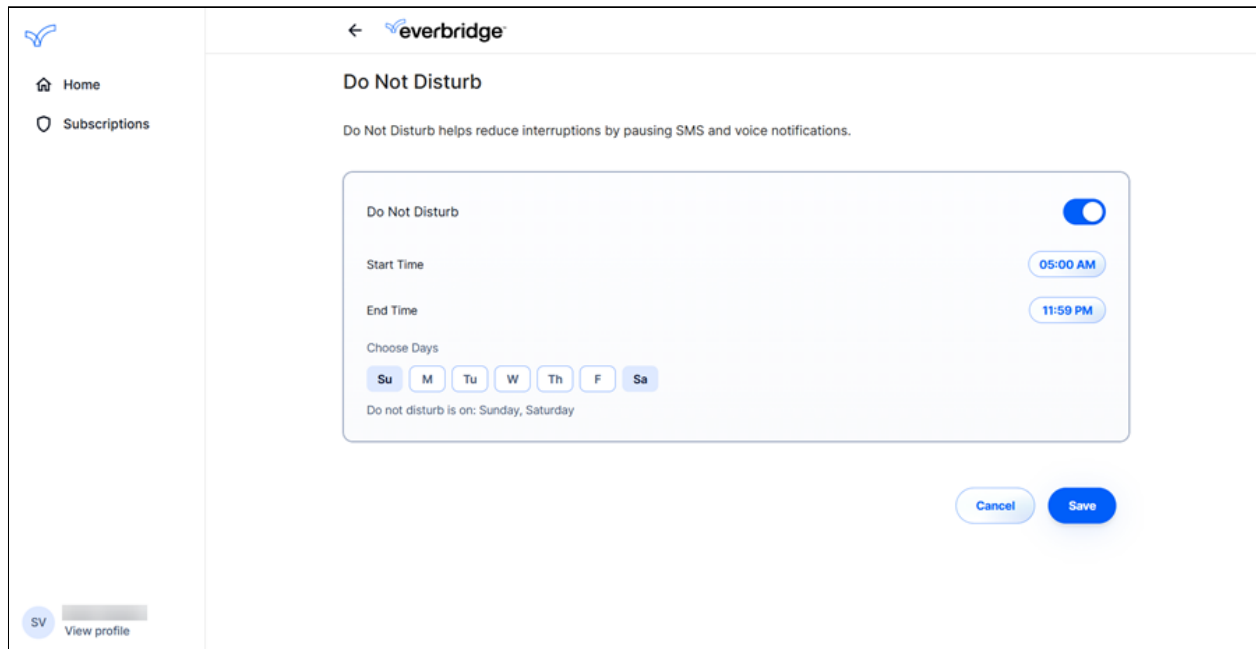
Phone

Click **Phone** to set the preferred primary phone number, select the desired contact method, and add additional phone numbers for different contact preferences.



Notification Settings

Click **Notification Settings** to set **Do Not Disturb** preferences, which specify if and when notifications should be paused. Enable the toggle and select the start time, end time, and days that notifications should be paused.





[Home](#)
[Subscriptions](#)

SV
View profile

←
everbridge

Do Not Disturb

Do Not Disturb helps reduce interruptions by pausing SMS and voice notifications.

Do Not Disturb

☒

Start Time

05:00 AM

End Time

11:59 PM

Choose Days

Su

M

Tu

W

Th

F

Sa

Do not disturb is on: Sunday, Saturday

Cancel

Save

28