# Everbridge Community User Guide

Everbridge Suite

November 2026

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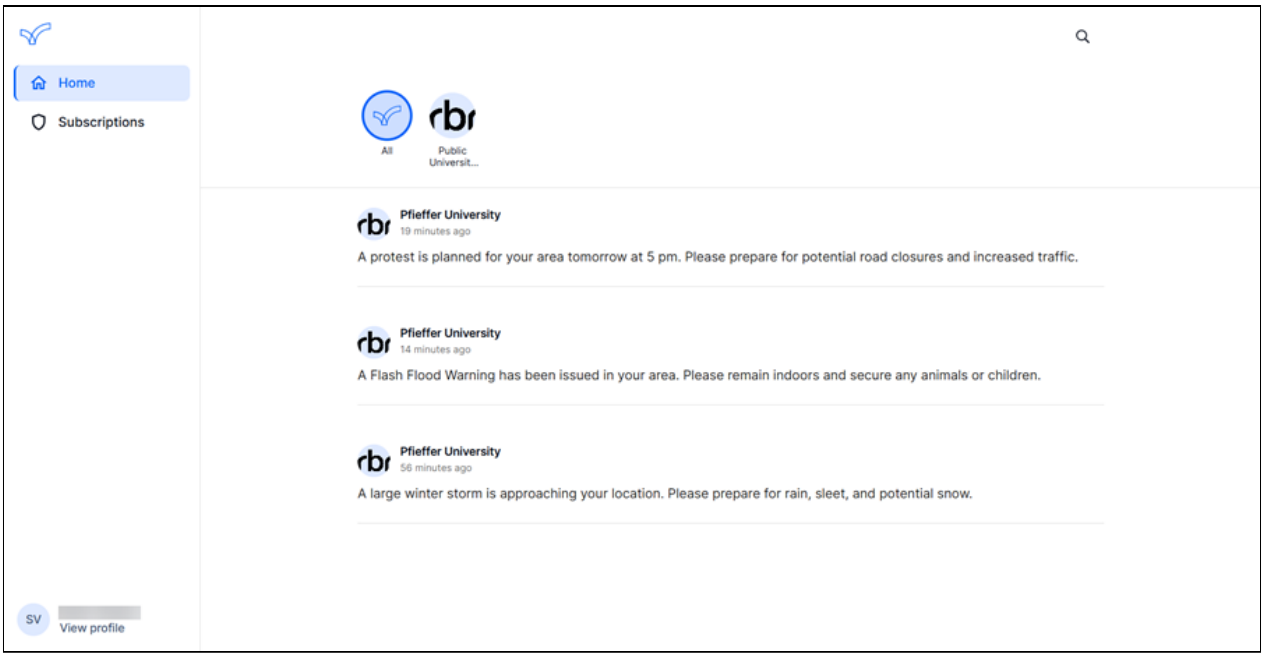
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Everbridge software is covered by US Patent Nos. 6,937,147; 7,148,795; 7,567,262; 7,623,027; 7,664,233; 7,895,263; 8,068,020; 8,149,995; 8,175,224; 8,280,012; 8,417,553; 8,660,240; 8,880,583; 9,391,855. Other patents pending.

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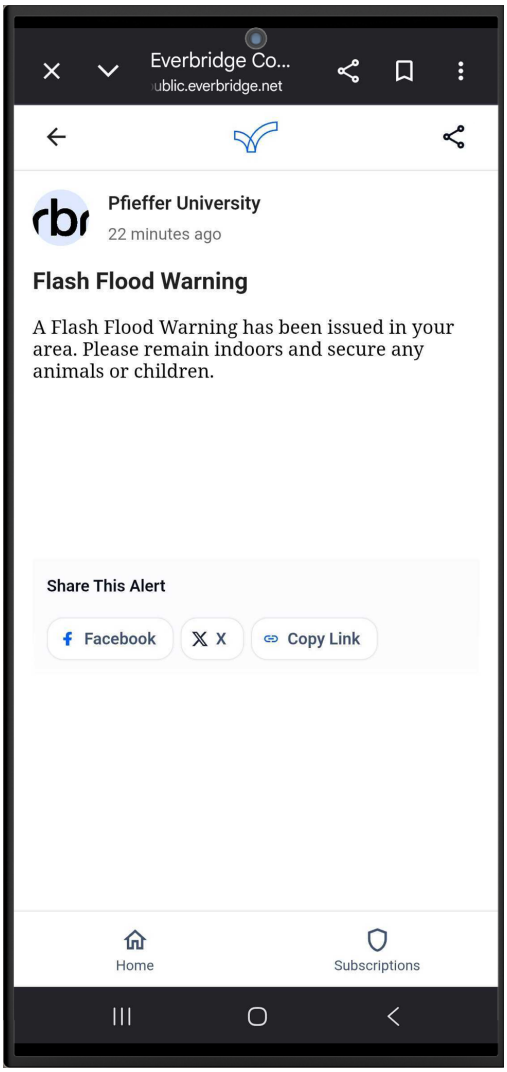
# Introduction

**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 displays Communications published by participating Organizations through the Everbridge Portal. Depending on the Organization's configuration, published messages can appear in the **Home Feed** and on subscription or Organization landing pages.

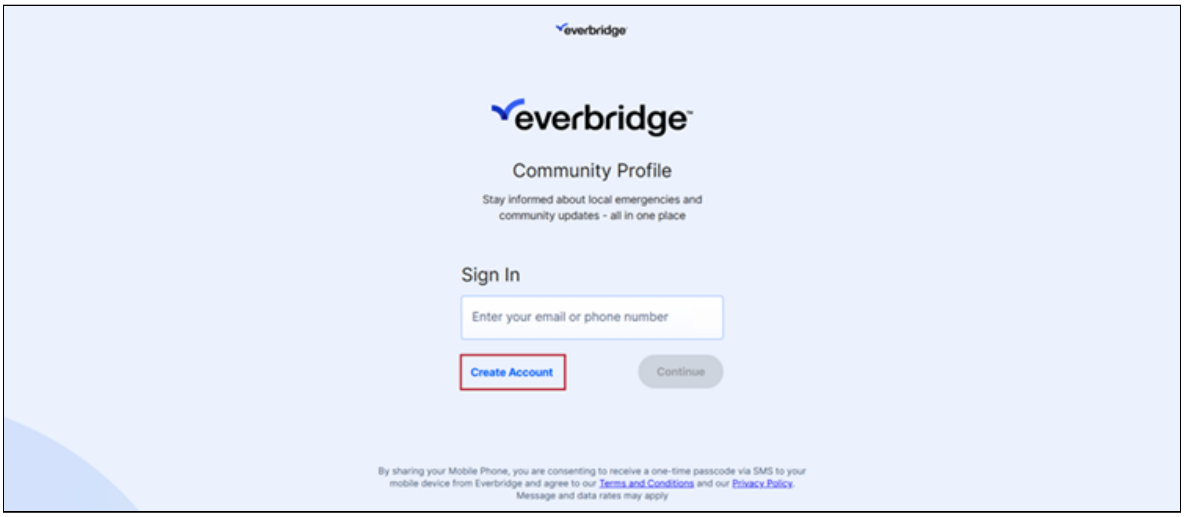
For Organizations using Public Safety by Everbridge, applicable published messages can also be displayed in the Public Safety app. Mobile App delivery is separate from portal publishing: Mobile App delivery sends a push alert, while portal publishing makes the Communication available within the Community or Public Safety experience.

# Everbridge Community Profiles

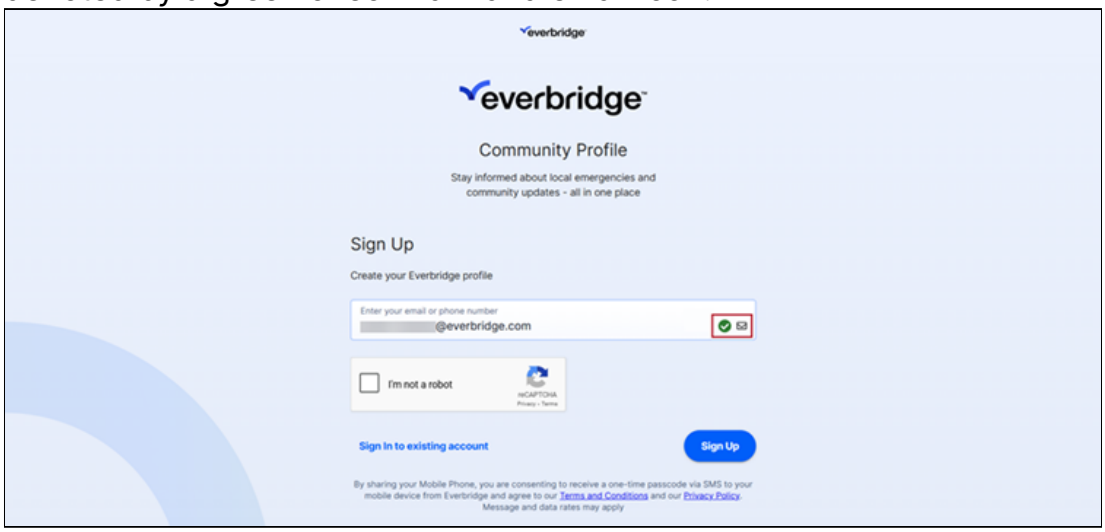
## Creating an Everbridge Community Profile

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**.

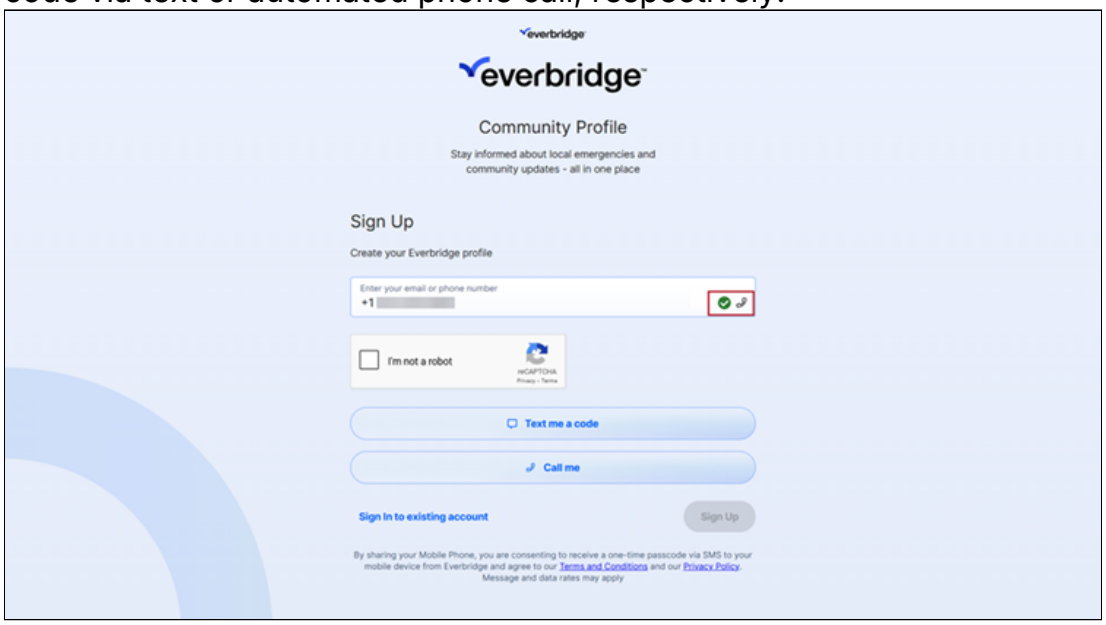



3. The **Sign Up** page will appear. Use one of the following two methods to register:
   - **Email Address** - A valid email address can be used to register for the Community Profile. Valid email addresses entered into this field will be denoted by a green checkmark and email icon.



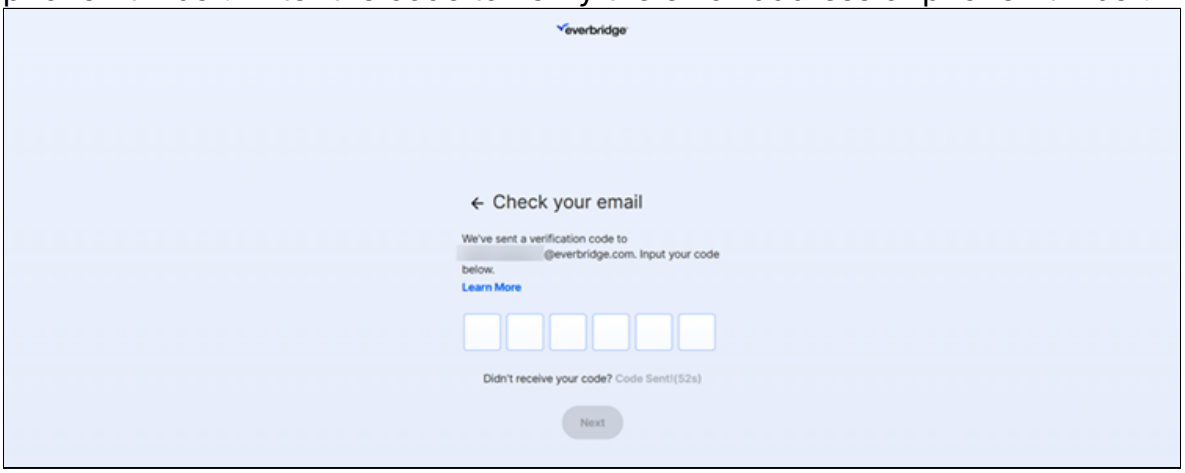

   - **Phone Number** - A valid phone number can be used to register for the Community Profile. Valid phone numbers entered into this field will be denoted by a green checkmark and phone icon. Once entered, click

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



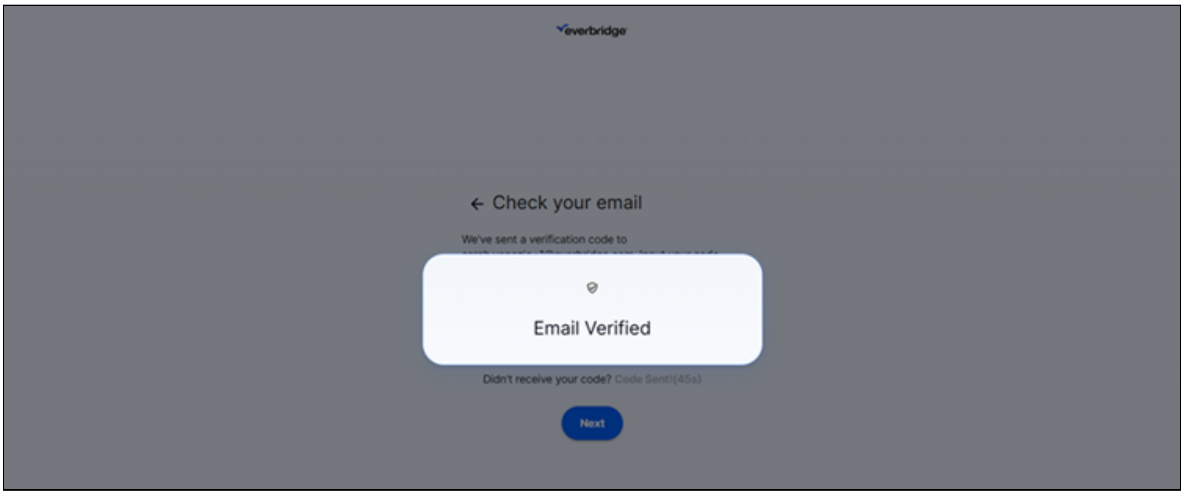

- The **Call me** option is recommended for users that only have access to a landline. It can also be used when signing in.

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.

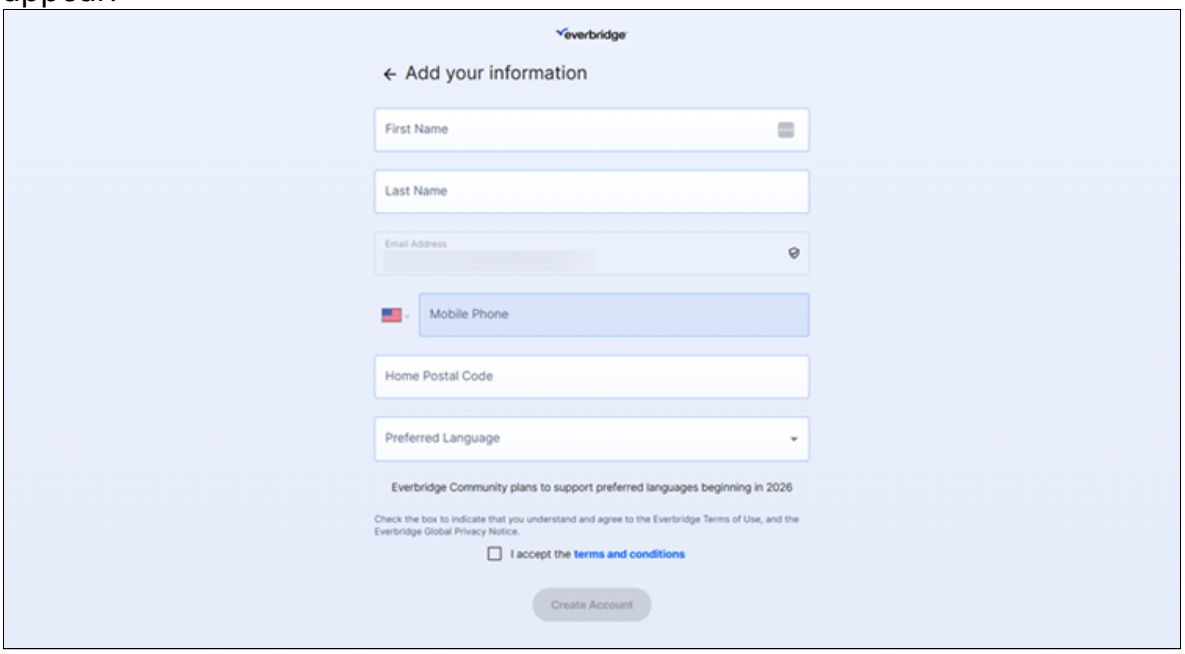



A verification message will appear if the correct verification code was

submitted.




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

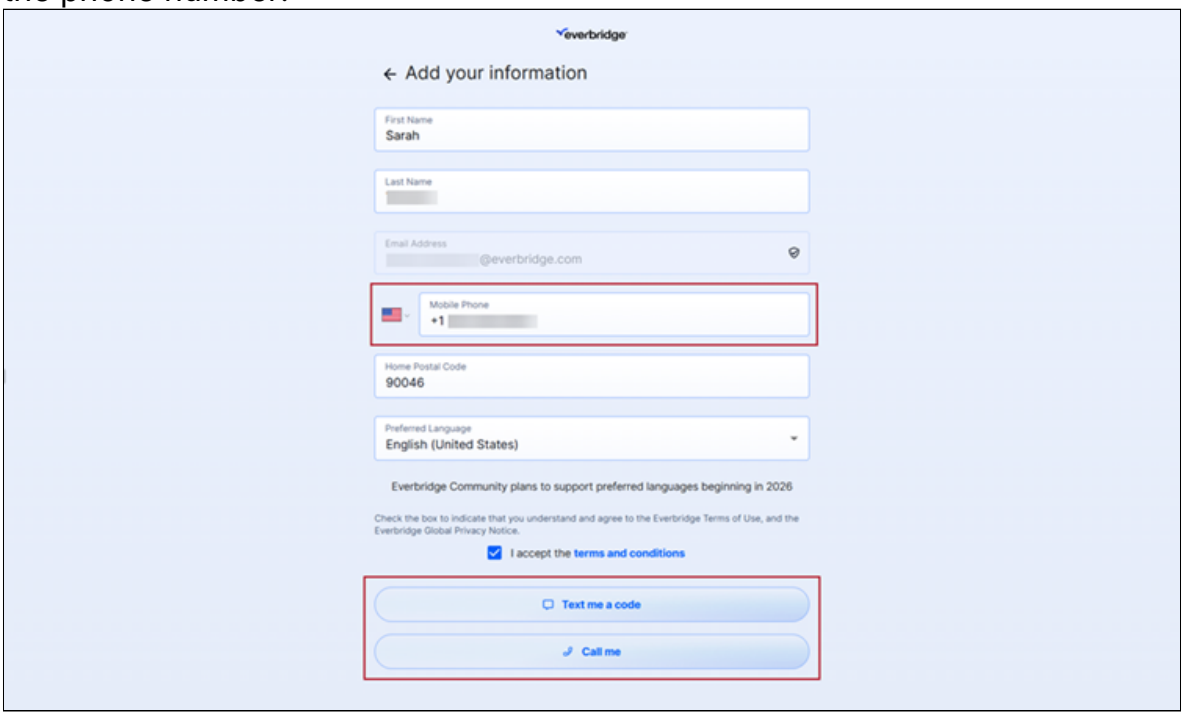



Enter the following details:

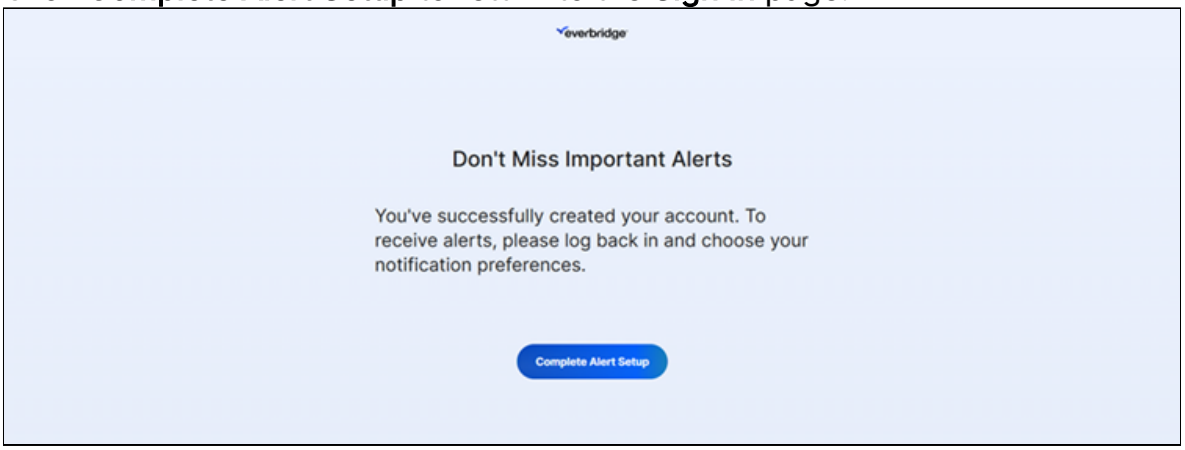
- First Name
- Last Name
- Email Address (if not already provided)
- Phone Number (if not already provided)
- Home Postal Code
- Preferred Language

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.




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.

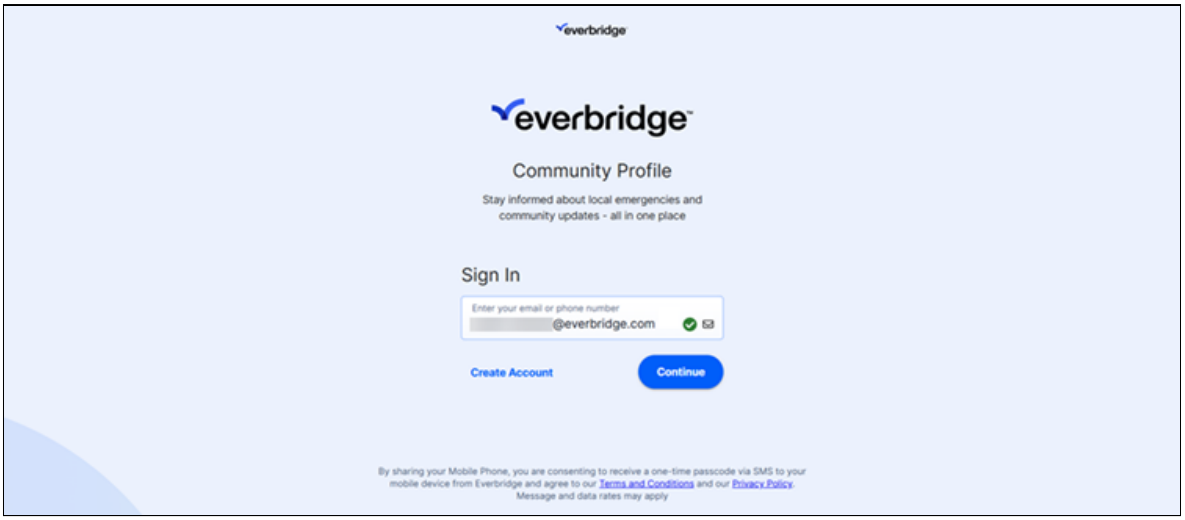


# Signing In to Everbridge Community

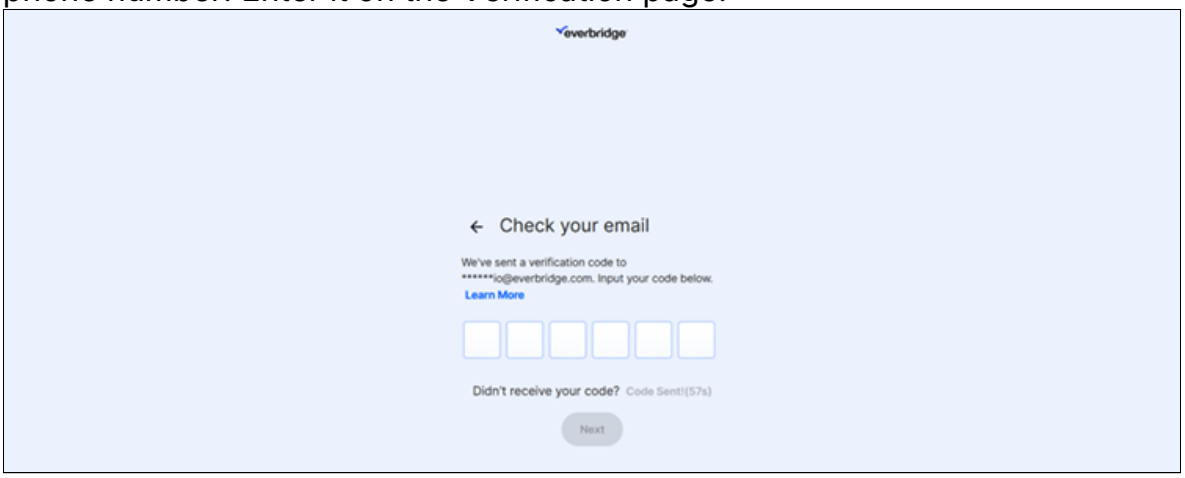
Users can sign in to the Everbridge Community by entering the email address or phone number associated with their account.

To sign in:

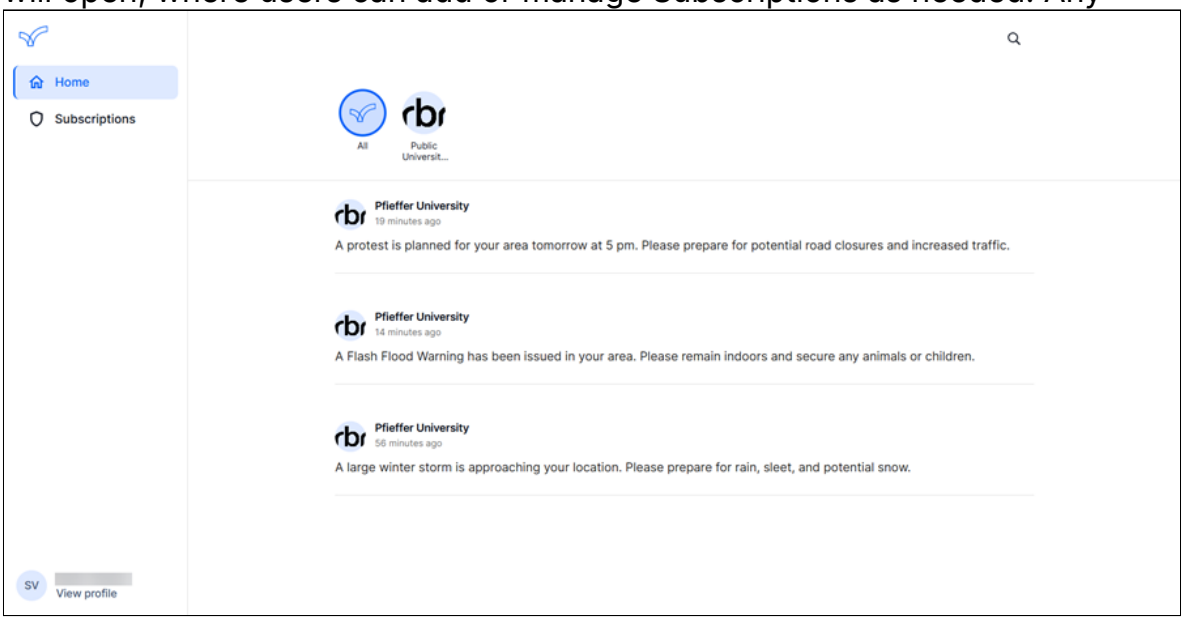
1. From the **Sign In** page, enter either the email address or phone number associated with the account.




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.



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

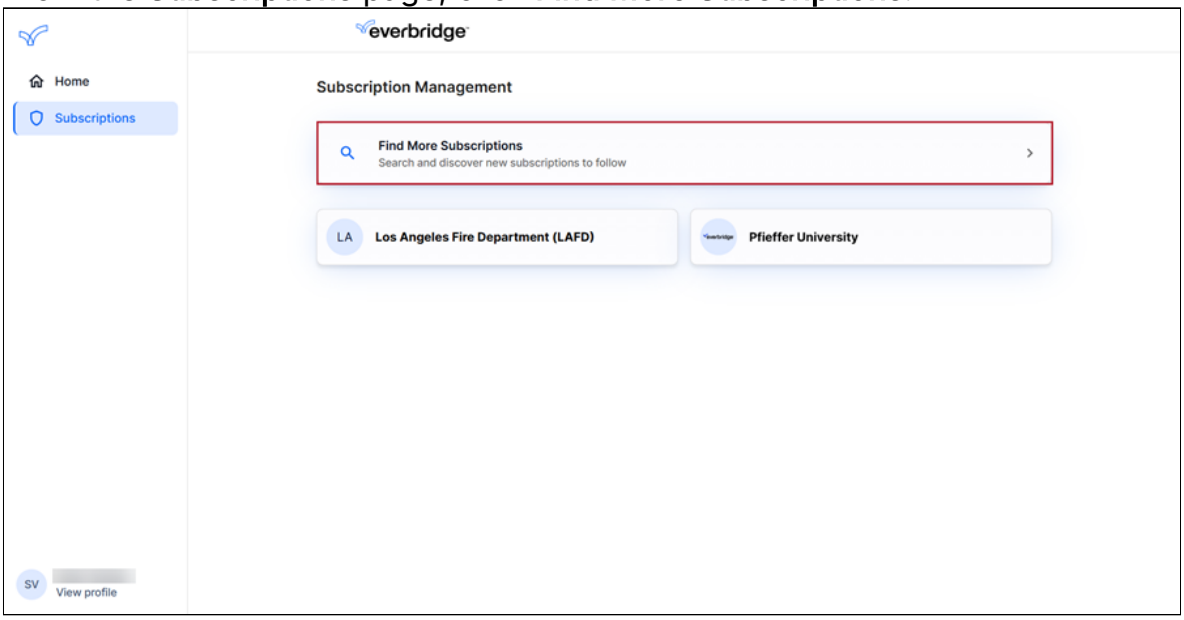


# Finding More Subscriptions

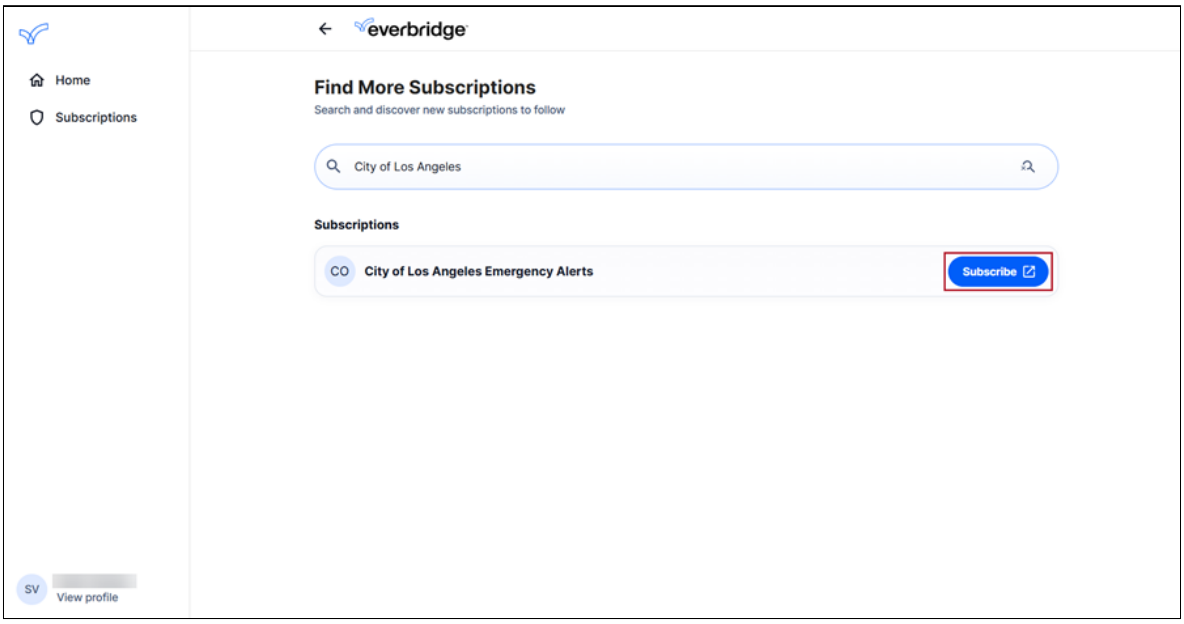
The **Subscriptions** page displays Organizations associated with the Everbridge Community profile and provides options for finding additional Organizations.

To find and add Subscriptions:

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

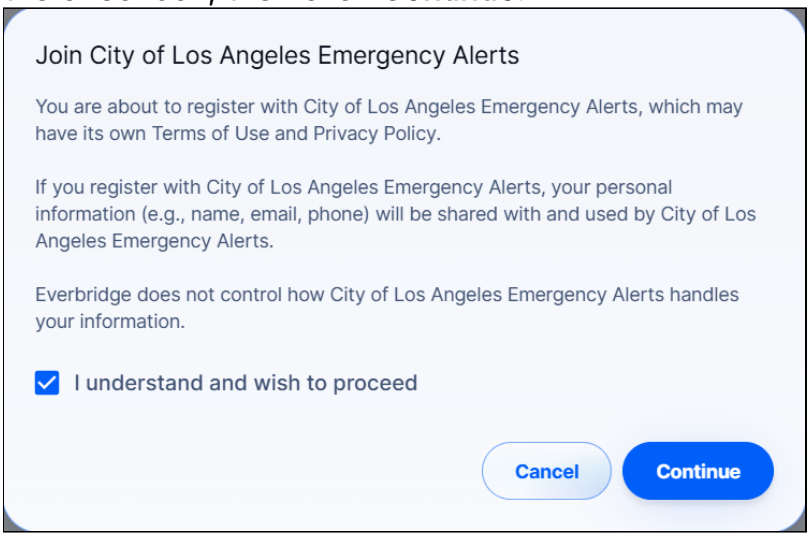



2. Search for an Organization by name, ZIP code, or Search Terms, then click **Subscribe** from the list once it's been populated. Note that only Organizations with Public Member Portals will be available to add.

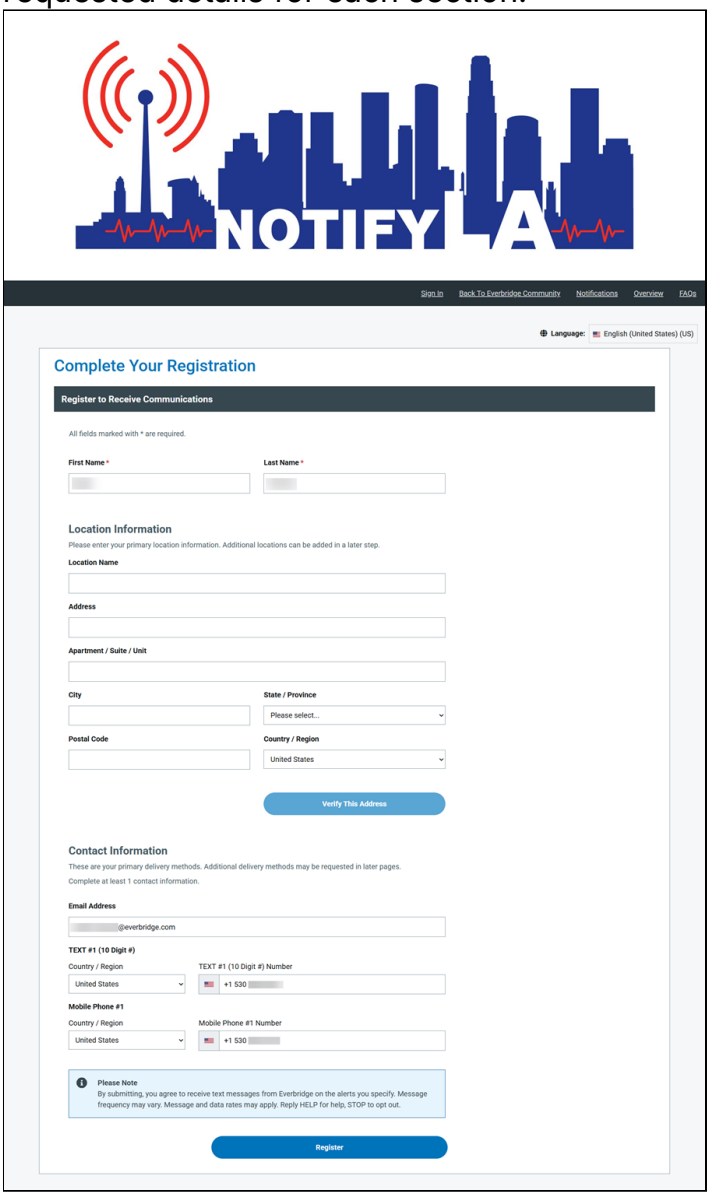


- **NOTE:** An Organization's Search Terms take about five minutes to populate in the Everbridge Community search after creation in the Manager Portal from **Settings** > **Everbridge Mobile App** > **Search Terms**.

3. 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**.

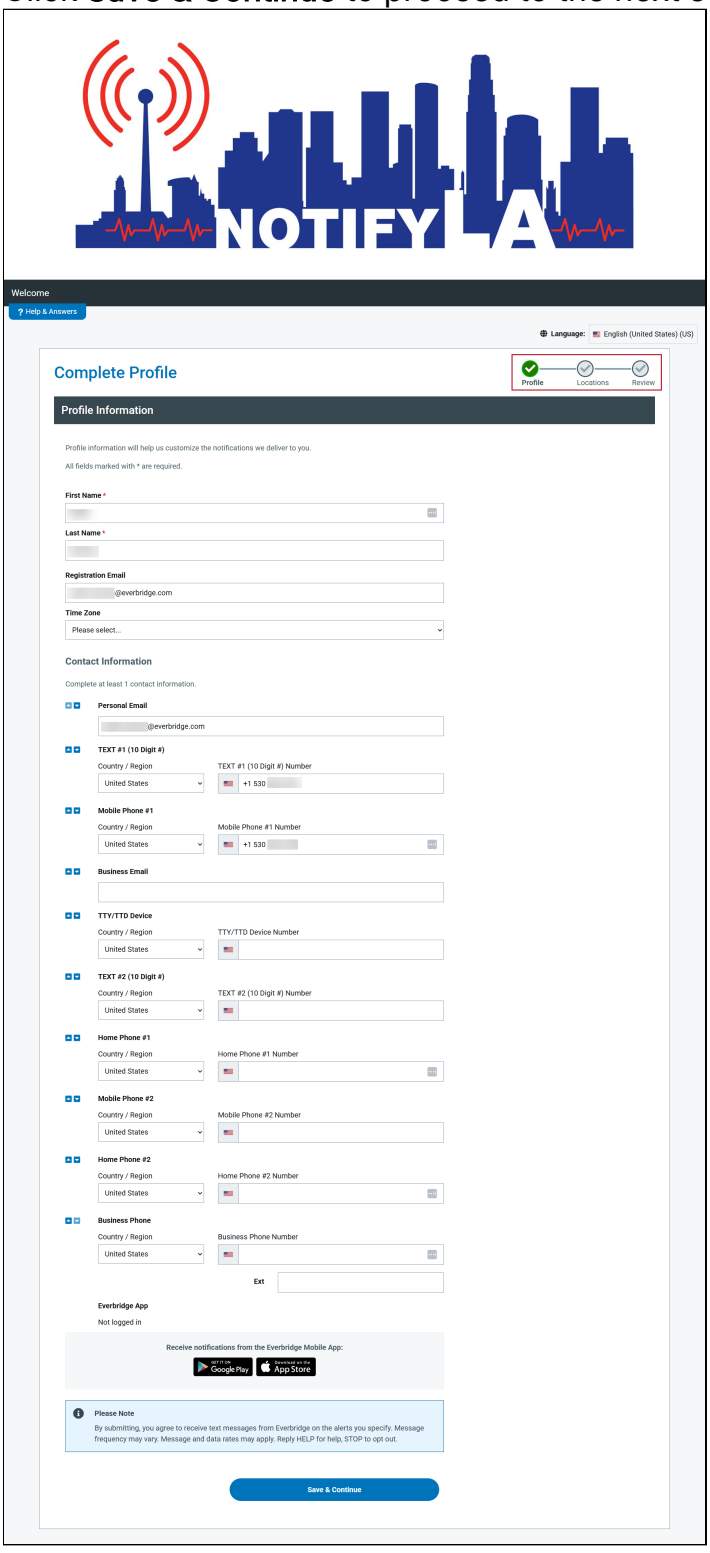


4. The Organization's Member Portal **Registration** page will appear. Fill in the requested details for each section.

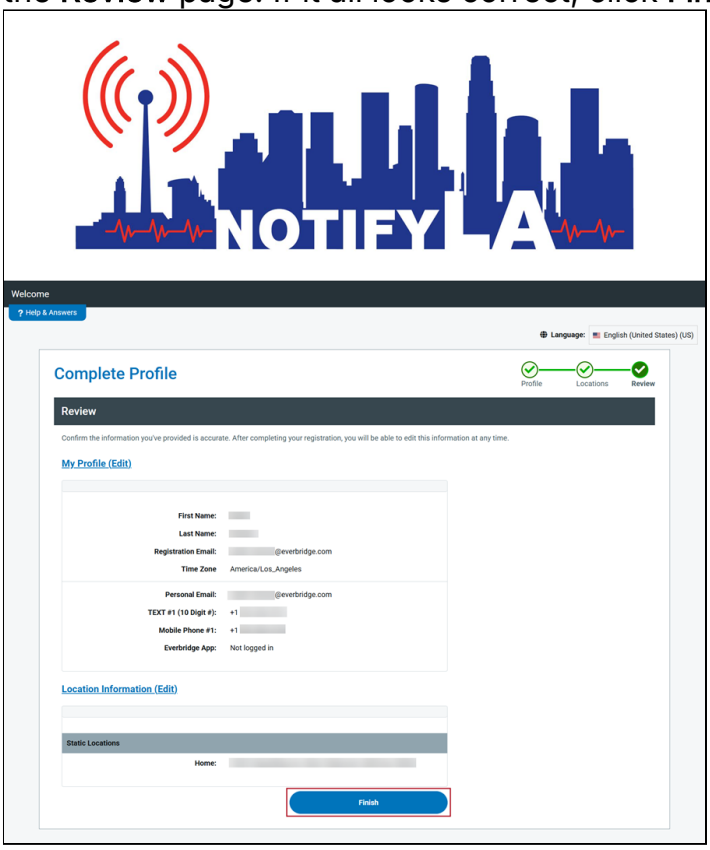



5. Click **Register**.
6. The **Complete Profil**e process will begin. Fill in the Profile's details on each required step, such as **Locations**, **Alert Subscriptions**, or **Information** pages as needed. Note that each Member Portal is customized by the individual Organization and their business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

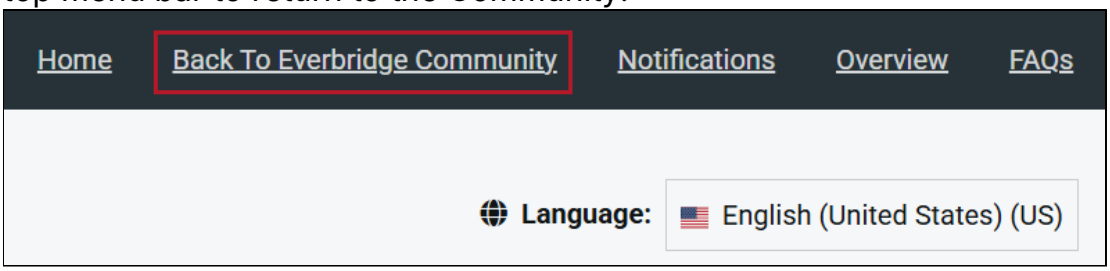
Click **Save & Continue** to proceed to the next section.



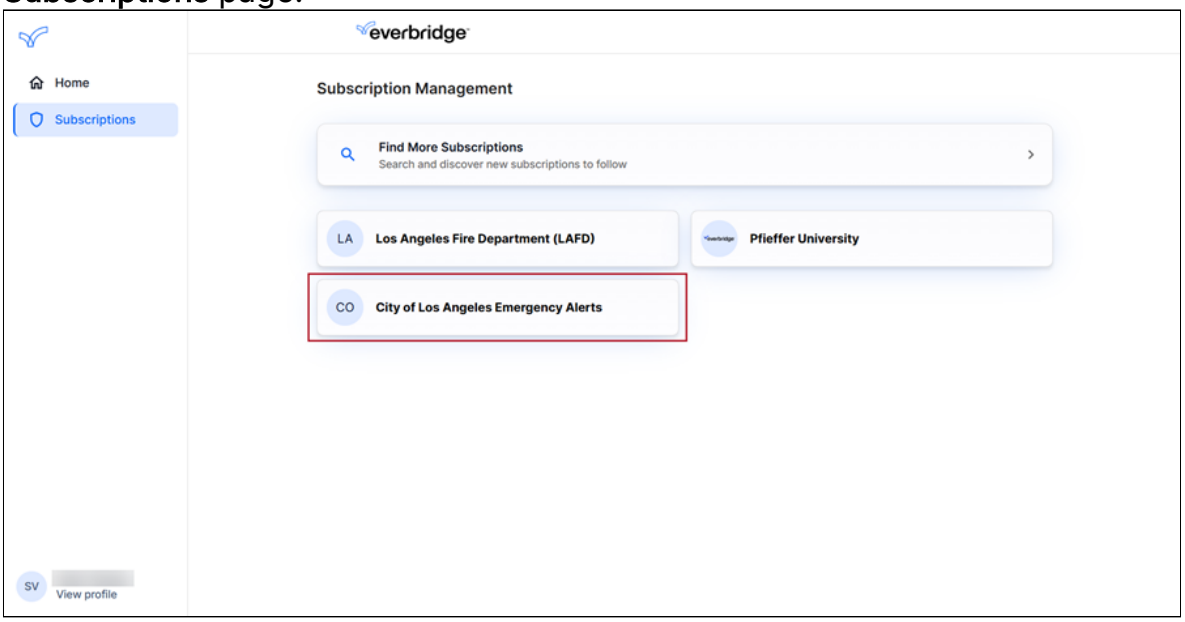
7. Once all of the pages have been filled, check the submitted information on the **Review** page. If it all looks correct, click **Finish**.




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



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

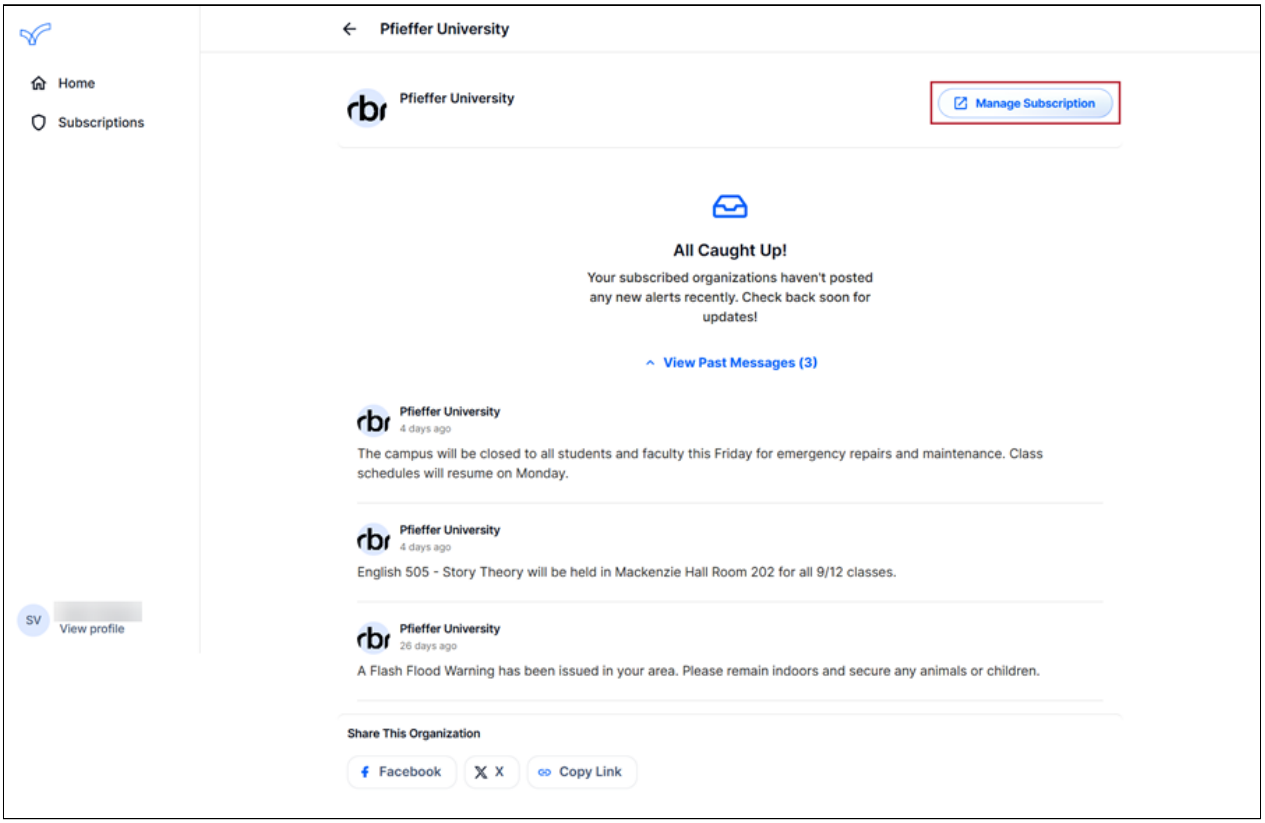


# Subscription and Organization Details

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

Communications published through the Organization's configured portal publishing options can appear on the subscription landing page and in the **Home Feed**.

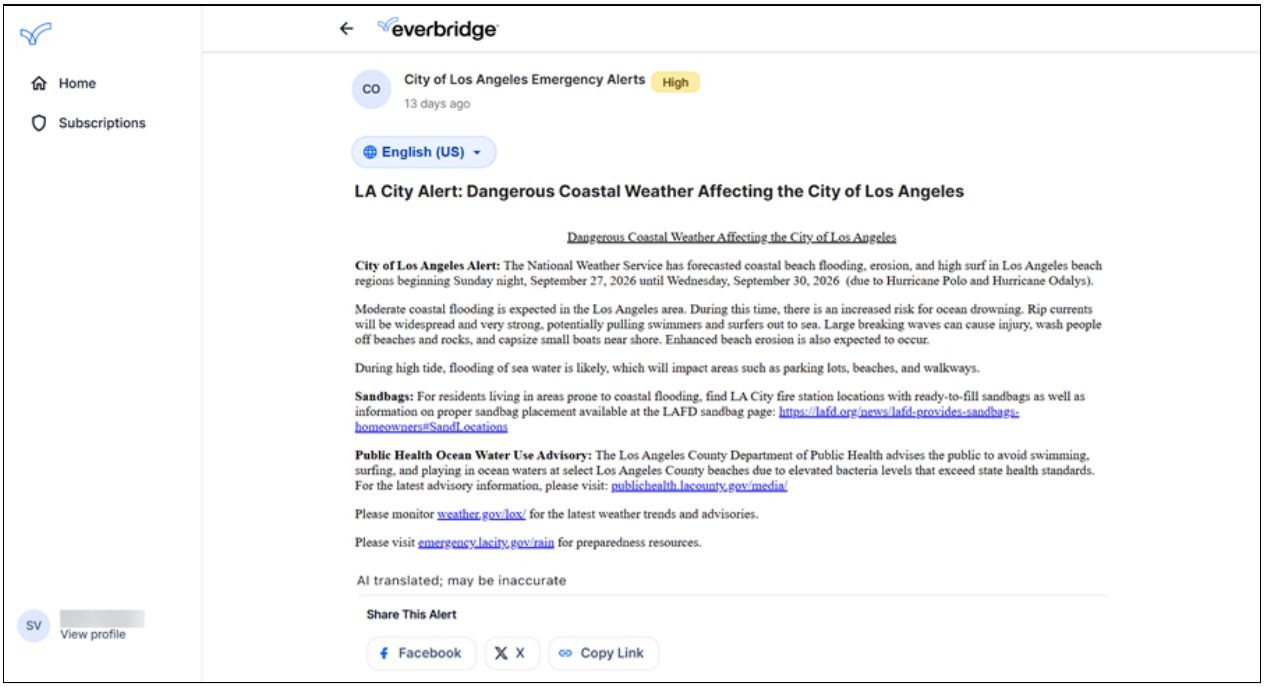
For Open Member Portal subscriptions, click **Manage Subscription** to open the Organization's Member Portal and continue managing the subscription.



# Viewing Alert Details in Everbridge Community

Recent published 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.

Published Communications may also be available from the applicable subscription or Organization landing page, depending on how the Organization is configured.




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

## Sharing an Alert

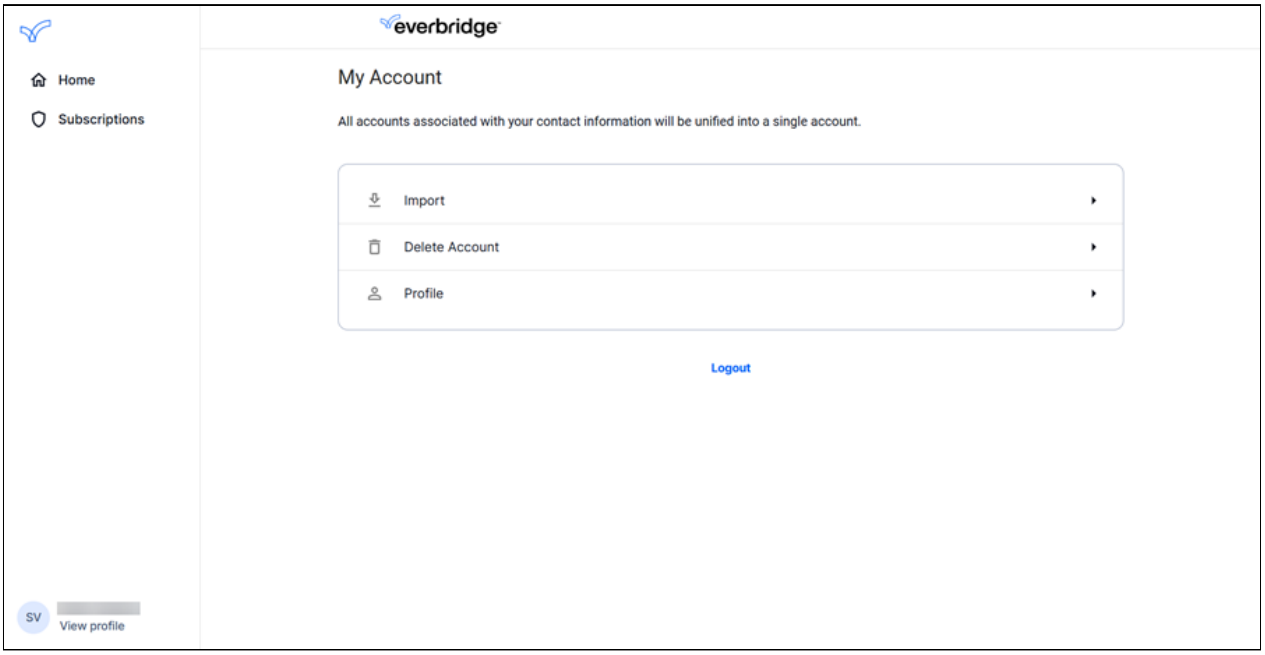
Community members can share the link via Facebook or X by using the options at the bottom of the message, or by copying a link to share externally as needed.



# 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



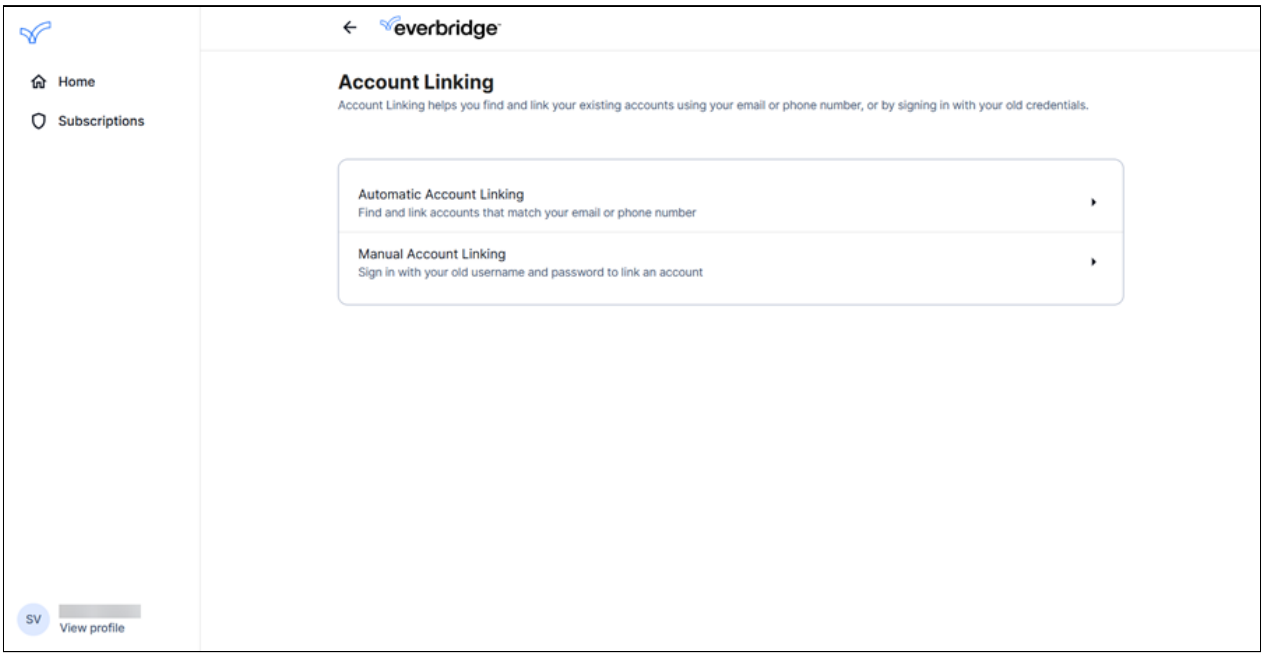

## Logging Out

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.

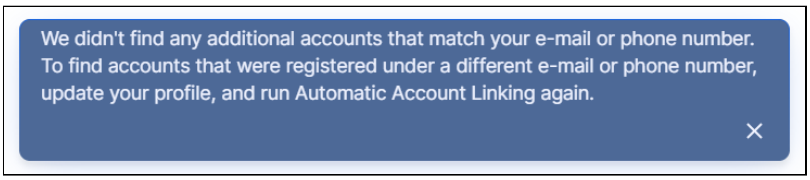
Linking an account allows previously registered Nixle information to be associated with the Everbridge Community profile. This ensures continued access to Subscriptions and enables updates to contact information.

**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.




## 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:

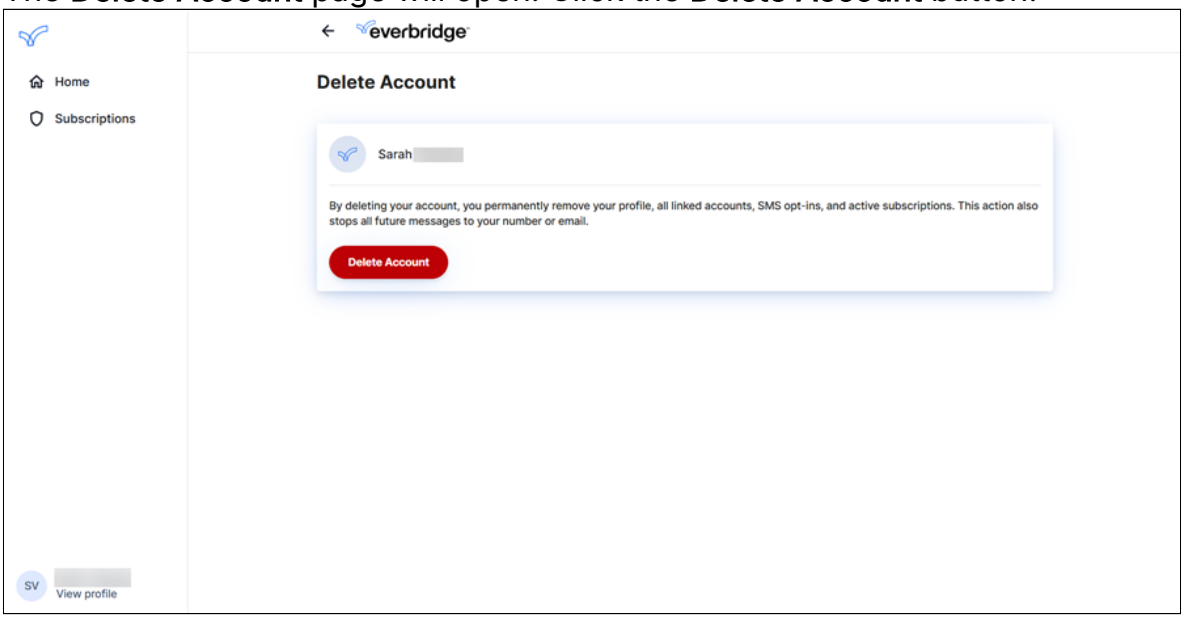
- Nixle accounts are accessed using the same phone number or email address.
- A one-time password is required to verify account ownership.
- Account linking may occur automatically or require confirmation during sign-in.

# Deleting an Account

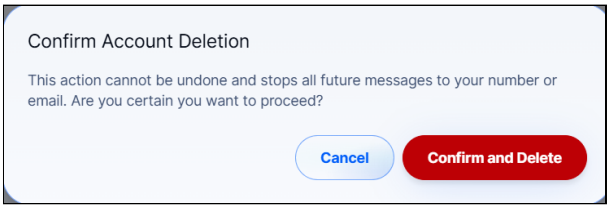
Deleting an Everbridge Community account will permanently remove your universal profile, unsubscribe you from all Organizations, and revoke any SMS opt-ins.

To delete your account:

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



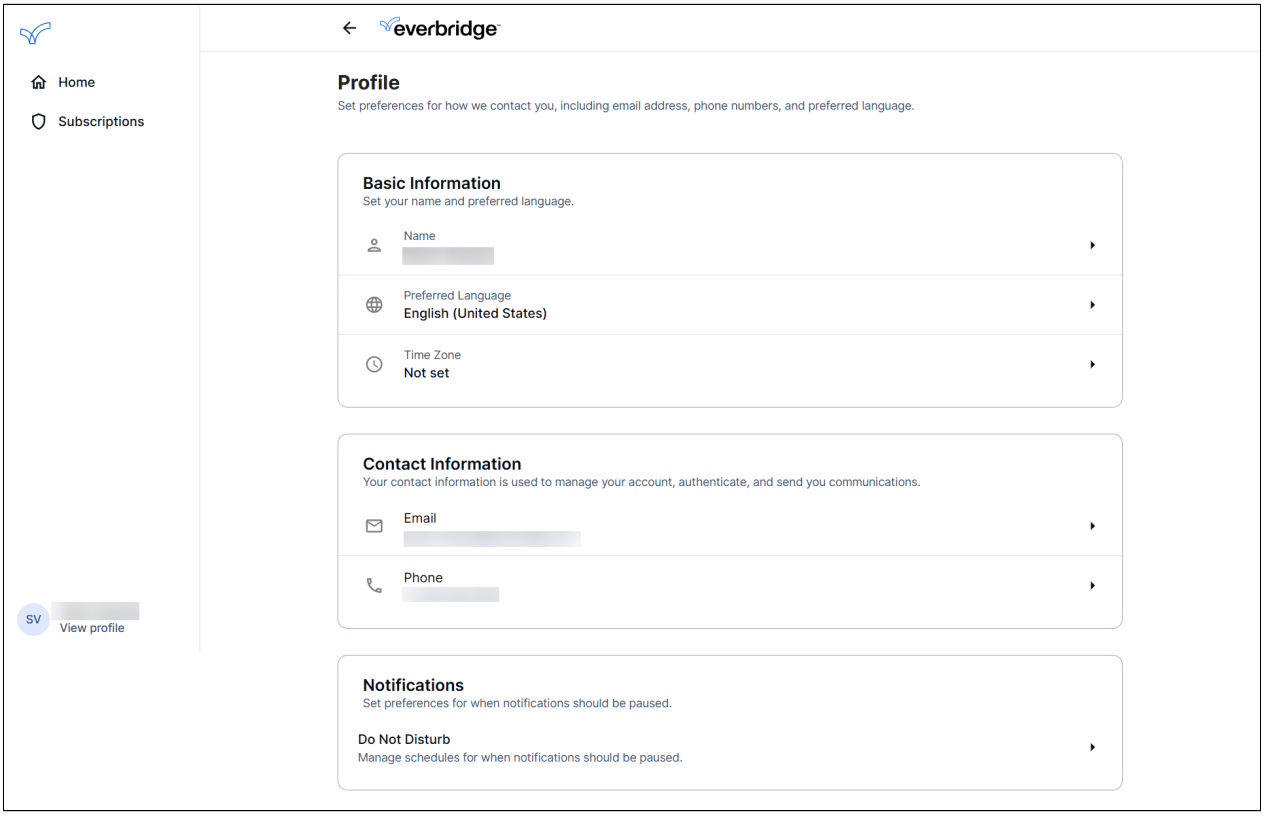

3. Click **Confirm and Delete**.




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.

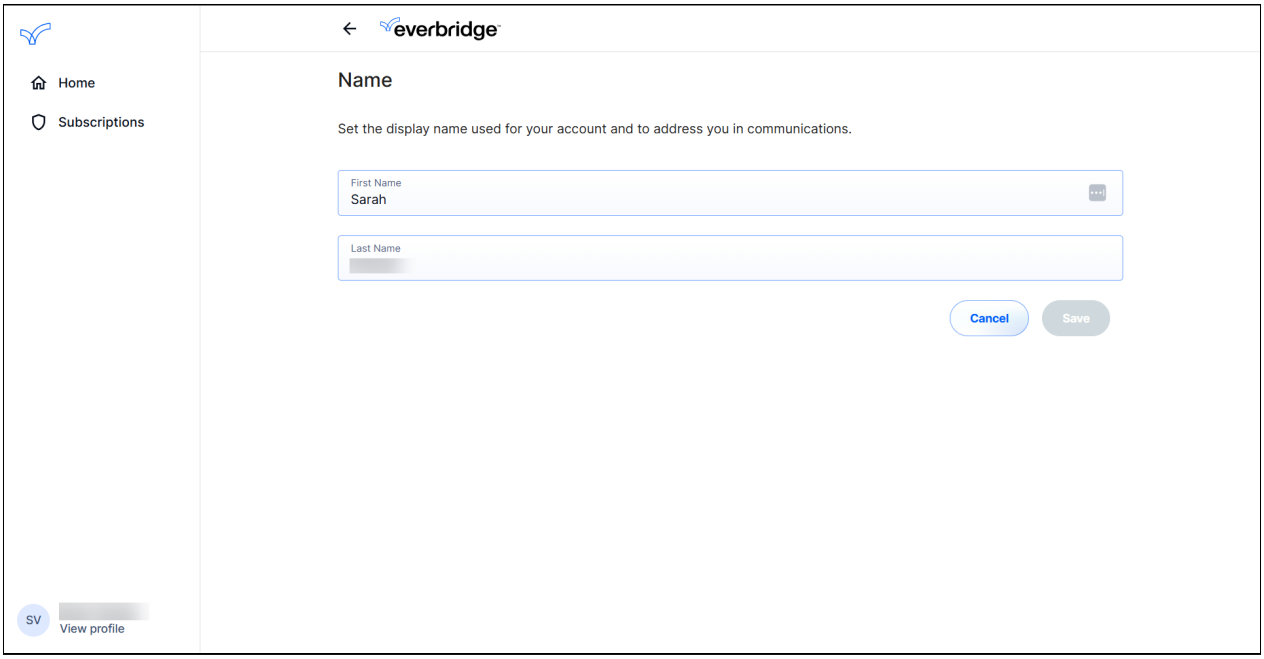



## Basic Information

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

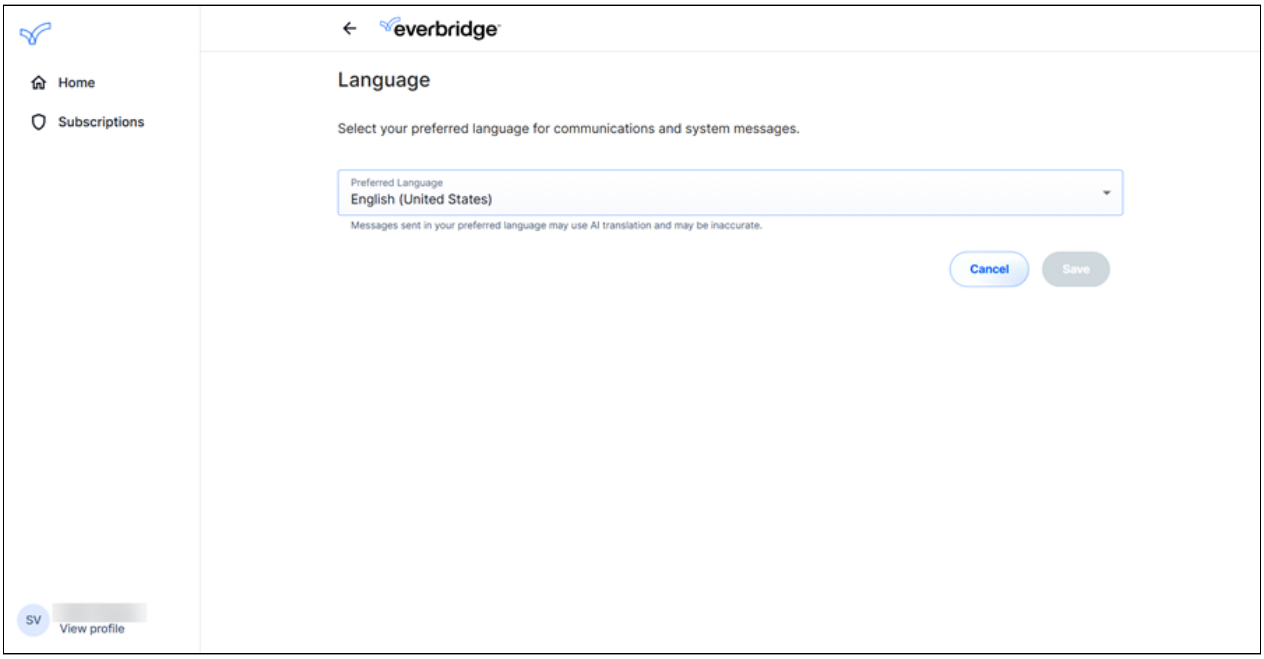
### Name

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




## Preferred Language

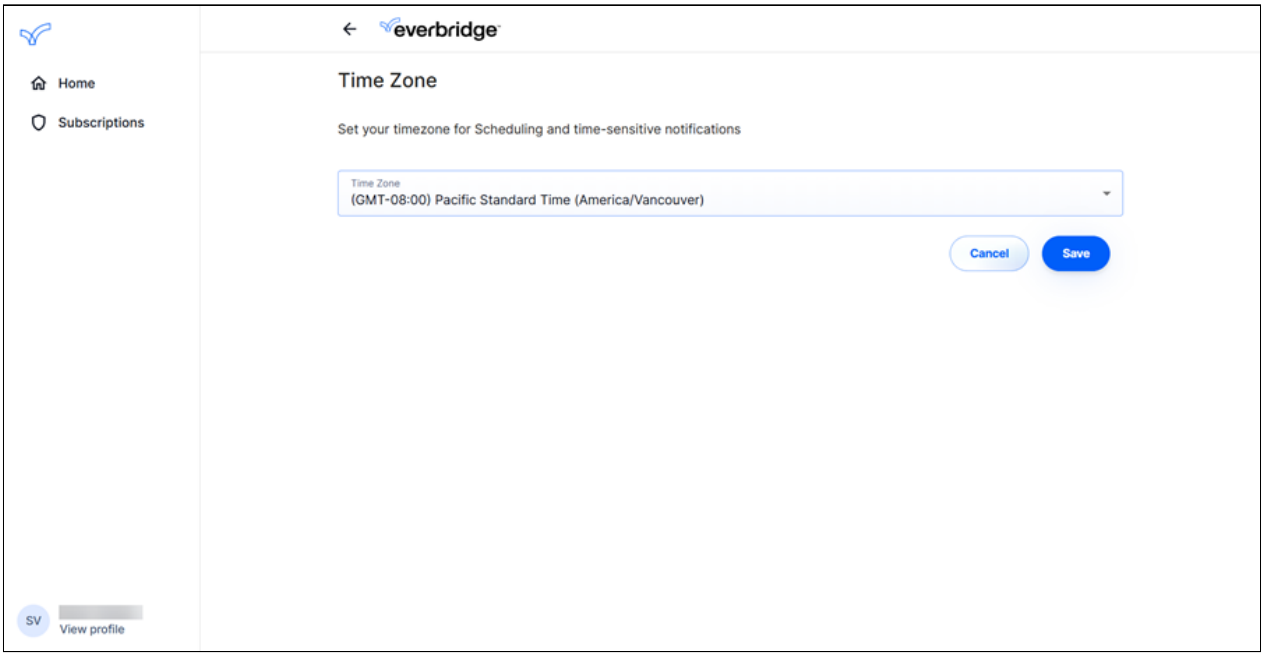
Members can click **Preferred Language** to select a Preferred Language for Communications, Notifications, and Incidents.



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

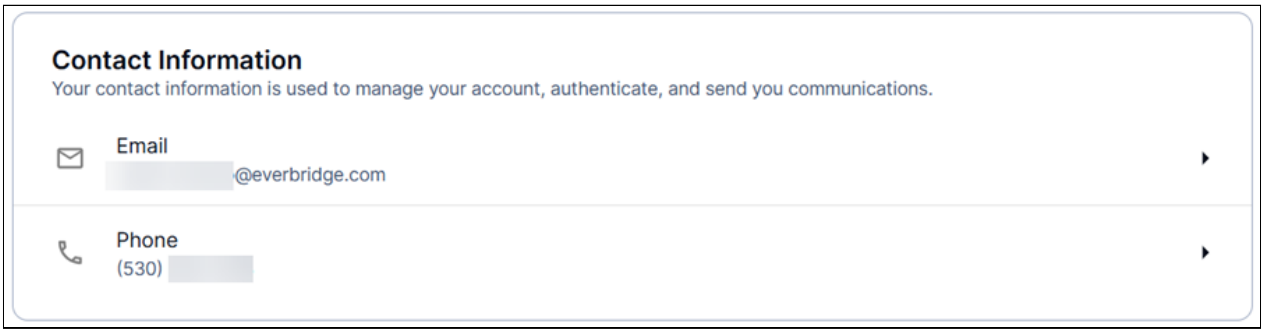
### Time Zone

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



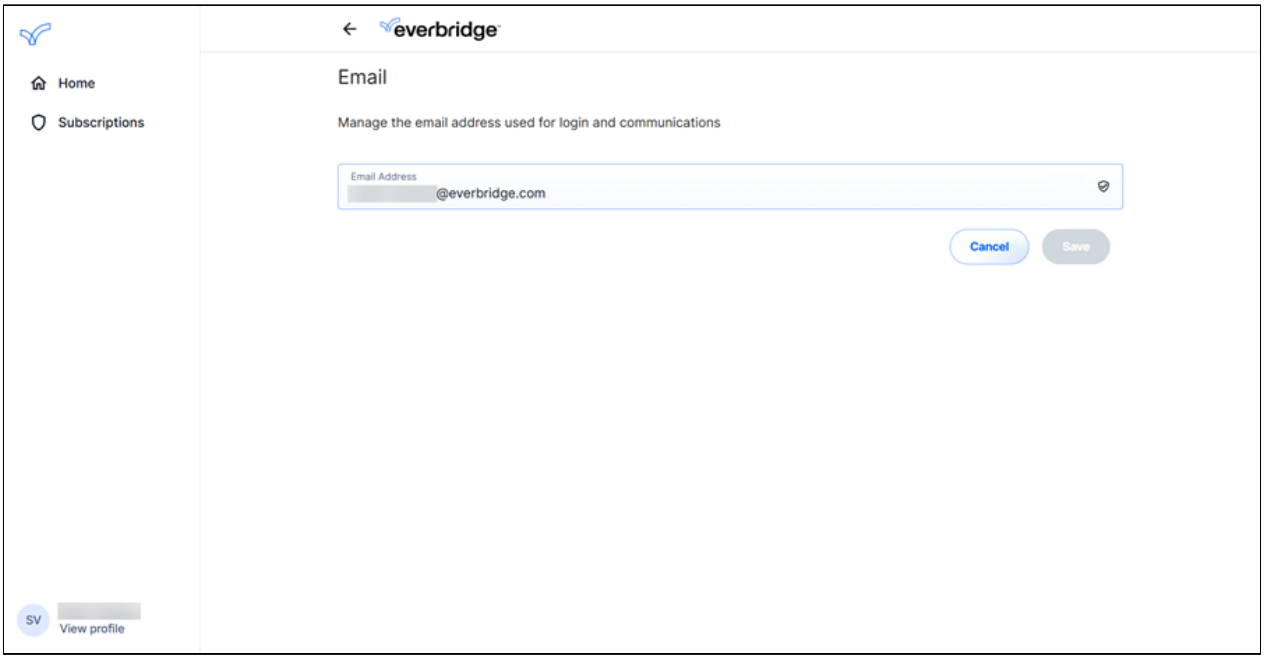

## Contact Information

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



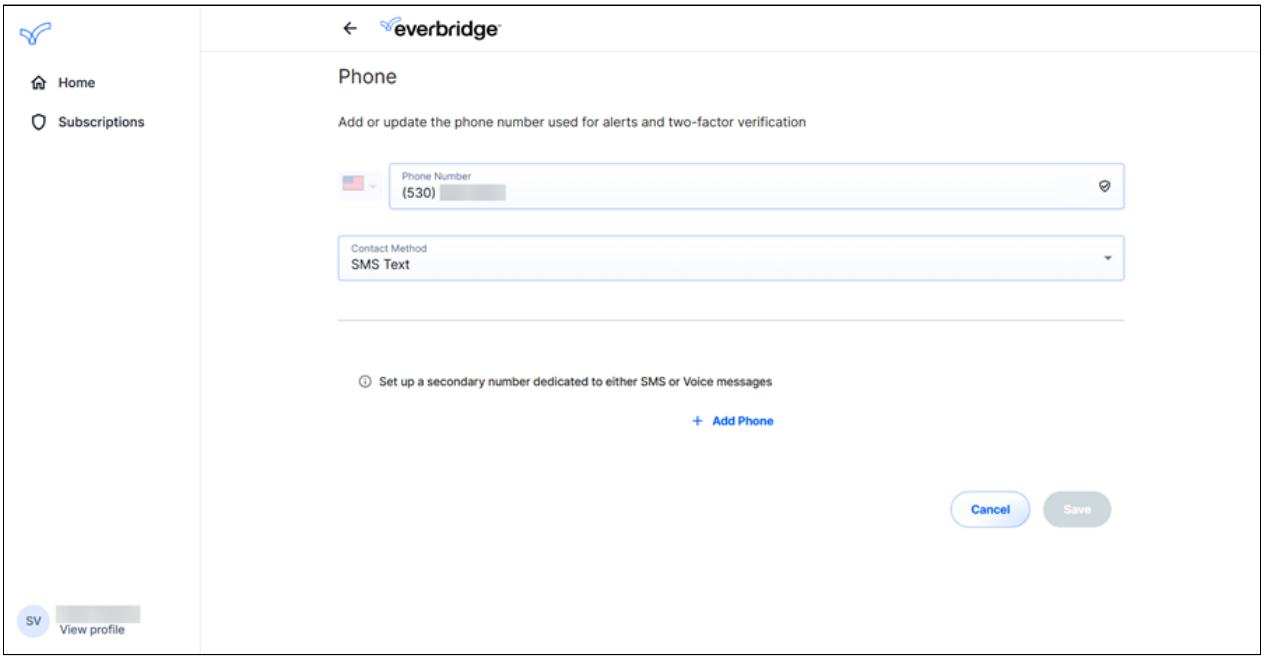
## Email

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.

