

ManageBridge User Guide

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Everbridge, Inc. 155 N. Lake Avenue, 9th Floor Pasadena, California 91101 USA Toll-Free (USA/Canada) +1.888.366.4911 Visit us at www.everbridge.com

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Getting Started	5
Logging In to ManageBridge	5
ManageBridge Biometric SSO Options	6
Switching Organizations in ManageBridge	7
ManageBridge Settings	. 10
Logging Out of ManageBridge	11
Notifications	.12
Templates Tab	.13
History Tab	.13
Active Tab	. 16
Sending Notifications From ManageBridge	. 17
Sending a New Notification Without a Template	19
Launching a Scenario from ManageBridge	.24
Creating a Notification Template	26
Batch Send Templates	. 31
Incidents	34
Templates	35
Scenarios	37
Incidents	38
Launching a New Incident From ManageBridge	. 41
Reviewing Incident Details in the ManageBridge App	45
Notification Details	46
Sending an Incident Update Notification	49
Closing an Incident in ManageBridge	56
Closing With a Notification	56
Closing With a Notification	56 56 60
Closing With a Notification Closing Without a Notification Closing Without a Notification	56 56 60 62
Closing With a Notification Closing Without a Notification Closing Without a Notification Critical Events Events	56 56 60 62 64
Closing With a Notification Closing Without a Notification Closing Without a Notification Critical Events Events Viewing Critical Events	56 56 60 62 64
Closing an Incident in ManageBridge Closing With a Notification Closing Without a Notification Critical Events Events Viewing Critical Events Creating a New Critical Event.	56 56 60 62 64 64
Closing an Incident in ManageBridge Closing With a Notification Closing Without a Notification Critical Events Events Viewing Critical Events Creating a New Critical Event. Templates	56 56 60 62 64 64 64 64
Closing an Incident in ManageBridge Closing With a Notification Closing Without a Notification Critical Events Events Viewing Critical Events Creating a New Critical Event Templates Tasklists	56 56 60 62 64 64 64 64 64
Closing an Incident in ManageBridge Closing With a Notification Closing Without a Notification Critical Events Events Viewing Critical Events Creating a New Critical Event. Templates Tasklists Creating a Task List	56 56 60 62 64 64 64 64 64 64 64
Closing an Incident in ManageBridge Closing With a Notification Closing Without a Notification Critical Events Events Viewing Critical Events Creating a New Critical Event Templates Tasklists Creating a Task List Adding a Task to a Task List Template	56 56 60 62 64 64 64 64 64 64 69 70
Closing an Incident in ManageBridge Closing With a Notification Closing Without a Notification Critical Events Events Viewing Critical Events Creating a New Critical Event Templates Creating a Task List Creating a Task to a Task List Template Edit Task List	56 56 60 62 64 64 64 64 64 64 69 70 72
Closing an Incident in ManageBridge Closing With a Notification Closing Without a Notification Critical Events Events Viewing Critical Events Creating a New Critical Event Templates Tasklists Creating a Task List Adding a Task to a Task List Template Edit Task List Edit Task	56 56 60 62 64 64 64 64 64 64 64 6
Closing an Incident in ManageBridge Closing With a Notification Closing Without a Notification Critical Events Events Viewing Critical Events Creating a New Critical Event Templates Tasklists Creating a Task List Creating a Task List Adding a Task to a Task List Template Edit Task List Edit Task List Share Task List Bemove Sharing from Task List	56 56 60 62 64 64 64 64 64 69 70 72 72 73 74
Closing an Incident in ManageBridge Closing With a Notification Closing Without a Notification. Critical Events Events Viewing Critical Events Creating a New Critical Event. Templates Tasklists Creating a Task List Adding a Task to a Task List Template Edit Task List. Edit Task List. Share Task List Remove Sharing from Task List Delete Task List	56 56 60 62 64 64 64 64 64 69 70 72 72 72 73 74 75
Closing an Incident in ManageBridge Closing With a Notification Closing Without a Notification. Critical Events Events Viewing Critical Events Creating a New Critical Event. Templates Tasklists Creating a Task List Adding a Task to a Task List Template. Edit Task List. Edit Task List. Edit Task List. Edit Task List. Bhare Task List. Remove Sharing from Task List. Delete Task List. Delete Task List. Delete Task.	56 56 60 62 64 64 64 64 64 64 69 70 72 72 73 74 75 75
Closing an Incident in ManageBridge Closing With a Notification Closing Without a Notification Critical Events Events Viewing Critical Events Creating a New Critical Event Templates Tasklists Creating a Task List Adding a Task to a Task List Template Edit Task List Edit Task List Share Task List Remove Sharing from Task List Delete Task List Delete Task	56 56 60 62 64 64 64 64 64 64 64 69 70 72 72 73 74 75 75 75
Closing an Incident in ManageBridge Closing With a Notification Closing Without a Notification Critical Events Events Viewing Critical Events Creating a New Critical Event. Templates Tasklists Creating a Task List Adding a Task to a Task List Template Edit Task List Edit Task List Share Task List Remove Sharing from Task List Delete Task List Delete Task List Adding a Document Adding a Document	56 56 60 62 64 64 64 64 64 64 69 70 72 72 73 74 75 75 77 77
Closing an Incident in ManageBridge Closing With a Notification Closing Without a Notification Critical Events Events Viewing Critical Events Creating a New Critical Event. Templates Tasklists Creating a Task List Creating a Task List Creating a Task to a Task List Template Edit Task List Edit Task List Share Task List Delete Task List Delete Task List Delete Task Documents Adding a Document Sharing a Document	56 60 62 64 64 64 64 64 64 64 64 64 69 70 72 72 73 74 75 75 77 77 77
Closing an Incident in ManageBridge Closing With a Notification Closing Without a Notification Critical Events Events Viewing Critical Events Creating a New Critical Event. Templates Tasklists Creating a Task List Creating a Task List Adding a Task to a Task List Template Edit Task List Edit Task List Edit Task List Share Task List Delete Task List Delete Task List Delete Task List Adding a Document Adding a Document Sharing a Document Removing Sharing from a Document	56 56 60 62 64 64 64 64 64 64 64 69 70 72 72 73 74 75 75 77 78 79
Closing an Incident in ManageBridge Closing With a Notification Closing Without a Notification Critical Events Events Viewing Critical Events Creating a New Critical Event. Templates Tasklists Creating a Task List Adding a Task to a Task List Template Edit Task List Edit Task Share Task List Edit Task Share Task List Delete Task Documents Adding a Document Sharing a Document Removing Sharing from a Document Removing Sharing from a Document	56 56 60 62 64 64 64 64 64 64 64 64 64 64 64 64 69 70 72 72 73 73 75 77 75 77



Safety Events	82
Incidents	83

Getting Started

Logging In to ManageBridge

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

To log in to ManageBridge:

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

MANAGEBRIDGE From [∞] everbridge
Q Username
Password 🔌
Forgot Password?
Login
Enable Single Sign-On
manager.everbridge.net
O manager.everbridge.eu

2. Type your username and password. If applicable, you can also toggle to the EU version of the Manager Portal.



- 3. Tap **Login**. If you have permission to use multiple Organizations, the app will default to the last Organization that it accessed.
- 4. You'll land on the main menu, which contains any modules available for you based on your given role within the Organization, as well as the Organization's purchased products. You'll see your username, role, and Organization at the top of the page. The Settings menu can be accessed by tapping the cog icon in the top-right corner.



ManageBridge Biometric SSO Options

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

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



Switching Organizations in ManageBridge

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

To switch Organizations in ManageBridge:

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



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



managing will be indicated by a checkmark.

← Switch Organization	
City of Midland	
Organization Admin	>
Fenwick County	
Organization Admin	>
Harbor Bay International Airport	
Organization Admin	>
Pfieffer University	
Organization Admin	>
Rainier County	
Organization Admin	>
Tower Global	
Organization Admin	>
Winchester LLC	

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



and purchased products.



ManageBridge Settings

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



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

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



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

Logging Out of ManageBridge

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



Notifications

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



NOTE: For more on Notifications in Everbridge Suite, see the <u>Everbridge</u> <u>Suite User Guide</u>.

The Notifications section is broken into three tabs:

- 1. Templates
- 2. History
- 3. Active

Templates Tab

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

- Edit
- Star
- Delete



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

- New Template
- Batch Send

History Tab

Any previous Notifications can be viewed under the History tab.



← Notifications		
Templates	History Active	
Q Search		
High Wind Warning	g 🏲	
System	3/13/2023 12:42 PM	
High Wind Warning	j 🏴	
System	12/23/2022 7:49 AM	
High Wind Warning	g 🍋	
SENT STANDARD		
System	12/22/2022 11:43 AM	
High Wind Warning	g 🍋	
SENT STANDARD		
System	12/21/2022 11:54 AM	
Severe Thunderstorm Warning		
SENT STANDARD		
System	8/26/2022 1:28 PM	
Severe Thundersto	rm Warning	

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

← ② Protest on East Campus	Stop
Updated: 04/18/2023 10:03 AM 砛	
Send Follow Up	
Confirmation Status	>
 1 - Confirmed 0 - Confirmed Late 0 - Unreachable 0 - Not Confirmed 	
Confirmations By Path	
 0 - Mobile App 0 - Text 0 - Campus Email 1 - Personal Email 0 - Campus Phone 0 - Home Phone 	
Notification Summary	>

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

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



- Request Location (Yes/No)
- Request Image (Yes/No)
- Request Additional Info (Yes/No)
- Enable Sharing Options (Yes/No)
- Language
- Override Device Time frame (Yes/No)

Active Tab

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





Sending Notifications From ManageBridge

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

To send a new Notification from ManageBridge using a template:

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



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



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



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

Sending a New Notification Without a Template

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

÷	Notifications	
Templates	History	Active
Q Search/Re	cent/Starred	
Building Clos	ure	
STANDARD		
2/13/2023 2:29	9 PM	
Road Closure	es	
STANDARD		
2/13/2023 2:24	1 PM	
Power Outag	e	
STANDARD		
2/13/2023 2:20) PM	
		D

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

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

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

÷	2 New Notification		Next
Simu	lation Mode		\bullet
Immir	nent threat to life	6	ullet
High I	priority		ullet
NOTIF	ICATION TYPE:		
۲	Standard		
Use	custom SMS message	•	ullet
0	Polling		
0	Quota		
0	Conference		

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



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

← ਊ Mes	sage Next
Message Templates	>
Title *	
Body *	
Email/Fax: 2500, SMS: 160	•
January Add Record	Attachment
Select an event	>
Save as message templa	ite 🕖

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



← ♀ Contacts	Next
Q Individual/Group/Rule/ShapeLibrary	
Individual	0
Group	0
략 Rule	0
П Мар	0

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

• Delivery Methods

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



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

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

Final Settings	Send
ds	>
Sender Information	
erence	>
	-
ing	-
ettings	>
Additional Notification Settings	
	Final Settings ds ation erence ing ettings fication Settings



Launching a Scenario from ManageBridge

To launch a Scenario:

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

← ←	Severe Weather		
Simulation N	Лоde	(
TEMPLATES Flooding Hurricane Eva Hurricane Wa VARIABLES	acuation		
Shelter Name: Select			>
Area:		0/260	
Catagory: Select			>
Evacuation Sta	rt Time: Send 3 Template(s) N	ow	

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



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

← Sev	ere Weather	
Simulation Mode		
TEMPLATES		
Flooding		
 Hurricane Evacuation 		
Hurricane Warning		
VARIABLES		
Shelter Name:		
Select		>
Area:		
	0/260	
.		
Catagory:		
Select		/
Evacuation Start Time:		
		Ē
MM-DD-YYYY HH:MM		
Evacuation Status:		
Select		>
Evacuation Zone:		
Select		>
_ Cond 2 T	Complete(s) New	
Send 3 1	emplate(s) Now	

5. Tap Send.



Creating a Notification Template

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

To create a Notification Template:

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



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

Conference



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

• Select a preexisting category, or create a new one

← 掌	Message		Next
Title *			
Body *			
Email/Fax: 2500			
SMS Message			>
JAdd Record		Attachment	
Select an event			>
Category			>

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

MANAGEBRIDGE USER GUIDE

← ĝ Cont	acts Next	← 🧿 Cc	ntacts Next
Q Individual/Group/Rule	e/ShapeLibrary	Q Individual/Group/R	ule/ShapeLibrary
List	Мар	List	Мар
Individual	2571	Select from Map Ghaut CC1 NE6 NS24 National Museum of Singapore	DT21 Bencoolen CC2 Bras Basah CHJJMES
Group	3	Park Park Ciarke Quay	Mational Gallery Singapore
로 Rule	1	n DT19 NE4 n Temple xwell TE18 i G60'gte	Telok Ayer

Once the contacts have been chosen, tap Next.

5. The Settings page will appear. Configure the following options for your message:

• Delivery Methods

- All Contact Paths
- Text Paths
- Voice Paths
- Primary SMS
- Primary EMS
- Primary Email
- Primary Mobile
- Everbridge Mobile App
- Sender Information
 - Sender Email
 - Sender Caller ID
- Voice Mail Preference
 - Message Only
 - No Message
 - Message with Confirmation
- Confirm (Yes/No)



- Delivery Throttling (Yes/No)
- Publishing Options
 - Everbridge Network
- Member App Settings
 - Request Location (Yes/No)
 - Request Image (Yes/No)
 - Request Additional Info (Yes/No)
 - Enable Sharing Options (Yes/No)

Additional Notification Settings

- Language
- Duration
- Contact Cycles
- Cycle Interval
- Path Interval

← ĝ Settings	Save
Delivery Methods	>
Sender Information	>
Voice Mail Preference	>
Confirm	
Delivery Throttling	lacksquare
Publishing Options	>
Member App Settings	>
Additional Notification Settings	>

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



Batch Send Templates

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

To send a batch of templates:

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



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



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

The batch can also be sent in **Simulation Mode** to provide practice for



operators learning the app without sending a batch of real Notifications.



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



Incidents

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



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

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

- 1. Templates
- 2. Scenarios
- 3. Incidents



Templates

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

← Q Sea	arch Incident Templa	ates
Templates	Scenarios	Incidents
	Categories	
Ad Hoc Incide	nt Template	>
Ad-Hoc IPAWS Category: IPAWS	S Template S Alert	>
Arabic Transla Category: Transl	tion ations	>
Chinese Trans Category: Transl	lation ations	>
English Transl Category: Transl	ation ations	>
Flooding Category: Severe	e Weather	>
French Transla Category: Transl	ation ations	>
Hurricane Aler Category: Severe	t Weather	>
Hurricane Eva	cuation	

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



÷	New Incident		Next
Current Time: 03:49 PM			
Today's Date: 04-28-2025			
Notification Status New	:		
*Message:			
		0/5000	
Priority: Select			>
Current Status: Select			>
IncidentID: {IncidentID}			
Latitude-Longitude	tude		
Address		0/255	•
*Location:			
		0/260	
*Incident Chat: Yes		6	>
Tapping the **Categories** button at the top of the page will display any categories these templates may fall into. Tap on a category to see which templates apply.

← Q Search Incident Template	es	÷	Categories	
Templates Scenarios	Incidents	IT		>
Categories		Safety		>
Ad-Hoc Notification	>	Travel		>
Alert Notification to Impacted Travelers in Area Category: VCC	>	VCC		>
Bomb Threat Category: Safety	>			
Employee Wellness Check Category: VCC	>			
Flood Category: Safety	>			
IT Outage - DR/BC Ops Category: IT	>			
IT Outage - Dev Ops Category: IT	>			
IT Outage - Security Ops Category: IT	>			
IT Outage - Service Ops	>			

Scenarios

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





← Q Search Scenarios	
Templates Scenarios	Incidents
Severe Weather	>
New Translation	>
Evacuation	>
Citizen Translation	>

Incidents

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



← Q Search Inc	cidents	
Templates Sc	enarios Inciden	ts
IPAWS Monthly Test	- WEA ONLY	2 >
Hurricane Evacuation	09/30/2022 05:22 PM	1 >
Hurricane Evacuation CLOSED Derek	09/27/2022 10:03 AM	2 >
Hurricane Evacuation CLOSED Derek	09/27/2022 10:13 AM	1 >
Wildfire Alert - Evacu CLOSED Derek	ate to Zone 3 09/27/2022 10:14 AM	1 >
Hurricane Evacuation CLOSED Derek	09/27/2022 10:15 AM	2 >
IPAWS Monthly Test	- WEA ONLY	1 >

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



← IPAWS M	lonthly Test - WEA ONLY	
	OPEN	
	Send update	
Clos	e - send notification	
Close -	without a notification	
INCIDENT DETAILS		
Opened:	12/09/2022 06:45 AM Dave	
Last Updated:	12/09/2022 06:52 AM Dave	
Closed:		
Duration	229d 8h 34m 41s	
Mode	Live	
NOTIFICATIONS		
IPAWS Monthly	Fest - WEA ONLY	>
IPAWS Monthly 1	Fest - WEA ONLY	>
INCIDENT JOURNAL	_	
N	ew Journal Entry	



Launching a New Incident From ManageBridge

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

To launch a new Incident from ManageBridge App:

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

← New Incident		Next
Catagory:		
Select		>
Evacuation Zone:		
Select		>
Evacuation Status:		
Select		>
Evacuation Start Time:		
MM-DD-YYYY HH:MM		
Shelter Name:		
Select		>
Area:		
	0/260	
	0/200	

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



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

← Hurricane	Evacuation Preview	
Simulation Mode		
Title Hurricane Evacuation		
Introductory text A category {Catagory} hur make landfall in {Area}. A 14:04:28 an evacuation of for zone(s) {Evacuation Z zones should find shelter	ricane is predicted to s of 04-18-2023 at rder {Evacuation Status} one}. Residents in these at {Shelter Name}.	
Variables	>	
Email/Fax: 2244, SMS: 0	0	
Ų		
Add Record	Attachment	
Contacts	>	
Settings	>	
Use SMS Text for Email	Сору	
A category (Catagory) humicane is predicted to make landfall in (Area). As of (Today's Date) at (Evacuation Start Time) an evacuation order (Evacuation Status) for zone(s) (Evacuation Zone). Residents in these zones should find shelter at (Shelter Name).		

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



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

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



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

Reviewing Incident Details in the ManageBridge App

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

← United Kii	ngdom - Avanti West Coas	t
	OPEN	
	Send update	
Close	- send notification	\supset
Close -	without a notification	
INCIDENT DETAILS		
Opened:	01/02/2025 08:24 AM Everbridge Administrator	
Last Updated:	01/02/2025 08:24 AM Everbridge Administrator	
Closed:		
Duration	117d 0h 48m 15s	
Mode	Live	
NOTIFICATIONS		
United Kingdom - Avanti West Coast m >		
INCIDENT JOURNAL		
Νε	ew Journal Entry	

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

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

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

Notification Details

Tap the included Notification to see the Notification details.



← United Kingdom - Avanti West Coa	ast
United Kingdom - Avanti West Coast managers are on strike from December	31 t
Confirmation Status	>
98.97% • • • • 0 - Confirmed • 0 - Confirmed Late • 288 - Unreachable • 3 - Not Confirmed	
Confirmations By Path	
 0 - Primary SMS 0 - Primary Email 0 - Primary Mobile 0 - Everbridge App 0 - MS Teams 	
Notification Summary	>

Details include:

- a. **Confirmation Status** For each of the confirmation states (Confirmed, Not Confirmed, Confirmed Late, and Unreachable), a list of the contact names appears.
- b. **Confirmation Status by Path** The **Confirmation Status by Path** chart shows the number of contacts that have confirmed by delivery method.
- c. Tap Notification Summary to see the following details:
 - Notification ID
 - Message Title
 - Message Text
 - Initiated By
 - Start Date
 - End Date
 - Throttling (Yes/No)
 - Emergency (Yes/No)
 - Notification Mode
 - Imminent Threat to Life (Yes/No)
 - Sender Email



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

Tap Back to return to the Incident Details page.



Sending an Incident Update Notification

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

To send update messages via ManageBridge:

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

	OPEN	
	Send update	
C	lose - send notification	
Clos	se - without a notification	
INCIDENT DET	AILS	
Opened:	04/29/2025 10:56 AM	
Last Updated:	04/29/2025 10:56 AM	
Closed:		
Duration	0d 0h 0m 33s	
Mode	Live	
NOTIFICATION	S	
Nearby Wild	fire	>
INCIDENT JOU	RNAL	
	New Journal Entry	

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



Incident.

← Up	odate	Next
Wi	ldfire	
Choose a dif	ferent template	
Copy variable value from:		
Previous Notification		
O Template Setup		
Current Time:		
10:57 AM		
IncidentID:		
2010596061019132		
Notification Status:		
Update		
Today's Date:		
04-29-2025		
*Incident Chat:		
Yes		⊗ >
Message Sender:		
fact to an		

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



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

÷	Nearby V	Vildfire		Preview
Simulation Mo	de			
Title Nearby Wildfire				
Introductory text A wildfire is burn evacuate the pre your status.	ning close emises im	e to HQ. Imediate	Please ely and	report
Variables				>
Email/Fax: 2386, S	SMS: 46			0
Ļ				
Add Record	i	A	ttachm	ent
Contacts				>
Settings 📕				>

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



return to the previous page.

← ਊ Con	itacts Oth	ers
Q Individual/Group/Ru	le/ShapeLibrary	
List	Мар	
Individual	4225	
Group	4	
≇ Rule	8	



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



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



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

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



Closing an Incident in ManageBridge

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

Closing With a Notification

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

÷	Nearby Wildfire
	OPEN
	Send update
Clos	e - send notification
Close	- without a notification
INCIDENT DETAIL	S
Opened:	04/29/2025 10:56 AM
Last Updated:	04/29/2025 10:56 AM
Closed:	
Duration	0d 0h 0m 33s
Mode	Live
NOTIFICATIONS	
Nearby Wildfire	>
INCIDENT JOURN	AL
N	lew Journal Entry

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

← Close Next
Wildfire
Choose a different template
Copy variable value from:
Previous Notification
O Template Setup
Current Time:
11:21 AM
IncidentID:
2010596061019132
Notification Status:
Close
Today's Date:
04-29-2025
*Incident Chat:
Yes 📀 >
Message Sender:
face to an

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



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



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



8. Once satisfied, tap Send.



Closing Without a Notification

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

Veverbridge

÷	Nearby	Wildfire	
	ОР	EN	
	Send u	ıpdate	
	Close - send	notification	
	Close - without	a notification	
INCIDENT	DETAILS		
Opened:	04/29/	2025 10:56 AM	
oponoai	Con	firm	۸dmin)
Last Upc	Are you sure close this	you want to incident?	\dmin)
Closed:	Cancel	Yes	
Duration		5111 003	
Mode	Live		
NOTIFICA	TIONS		
Nearby	Wildfire		>
INCIDENT	JOURNAL		
	New Jour	nal Entry	



Critical Events

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

Crganization Adm ← Tower Global	in 😥
Notifications	Incidents
Critical Events	Мар
C	
Reports	

From there, it's divided into four tabs:

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



÷	Critical Event Home		
Events	Templates	Tasklists	Documents
	New E	Event	
	Launch Event f	rom Template	
R	ecent	Starr	red
Spring 2023	B Flood		
ACTIVE Derek		4/6/2	2023 11:24 AM
Evacuation	Notice		
ACTIVE Sarah	RCISE	4/19/2	2023 12:40 PM
Hollywood I	Hills Wildfire		
CLOSED		12/14/2	2022 12:06 PM

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

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

Events

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

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

Viewing Critical Events

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

÷	Ev	ent	i
Bomb Thre	eat		
Tasklists	Incidents	Documents	Notes
	+ Add	Tasklist	
Building E	vacuation		1
		3/17/2025	5 11:42 AM

Creating a New Critical Event

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



← (Critical Event
Active	All Closed
Q Search	
Bomb Threat	
	3/31/2025 2:53 PM
Bomb Threat - Ma	ır 14, 2025
	3/14/2025 12:55 PM
Severe Warning fo	or Rain
	12/30/2024 10:12 AM
	New Event
Launch	Event from Template
	Cancel

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

← Critical E	vent Home
Events Templates	Tasklists Documents
New	Event
Launch Event	from Template
Recent	Starred
Bomb Threat	2/21/2025 2:52 DM
	3/31/2023 2.33 PW

Templates

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

NOTE: For more on Critical Event Templates, see the <u>Crisis Management</u> <u>User Guide</u>.

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

← Critical Event Template	+
Q Search	
Bomb Threat Created By Sarah Created On 04/19/2023 12:23 PM	>
Evacuation Notice Created By Sarah Created On 04/19/2023 12:21 PM	>
Active Shooter Created By Sarah Created On 04/19/2023 12:06 PM	>
Fire Created By Sarah Created On 09/13/2022 12:51 PM	>
Flood Created By Everbridge Created On 09/23/2021 09:14 AM	>
Earthquake Created By Everbridge Created On 09/23/2021 09:14 AM	>

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







Tasklists

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

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

Creating a Task List

To create a Task List within ManageBridge:

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



The New Task List page appears.

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

÷	New Tasklist	Next
* TITLE		
* DESCRIPTION		0/800
OWNER		0/800
Select		>

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

Adding a Task to a Task List Template

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

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



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



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

← Add a New Task	
* TASK NAME 🧪	
ASSIGN TO	
	>
DOCUMENT	
Add Document From Library	

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

÷	Tasklist Detail	
TITLE 🧪 Wildfire Evacua	tion	
OWNER		
Sarah		>
DESCRIPTION /	during a wildfire evacuation.	
TASKS		
Gather essentia	ıl items.	
Assignee:	Sarah	
	Add Task	ete

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

Edit Task List

To edit a Task List:

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

Edit Task

To edit an individual task:

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


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

Share Task List

To share a Task List:

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



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



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



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



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

Remove Sharing from Task List

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

To do this:

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

÷	Task List	Template	+				
Q S	earch						
Wildfire	<						
Created By Sarah Created On 07/19/2023 02:26 PM							
Severe Weather - Elood							
Created I	Remove						
Created (If you remo						
Shelter	to access the s	<					
Created I	on their mobi you sure yo						
Greated	conti						
Building	Cancel	Confirm					
Created I Created 0	On 09/23/2021 09:1	4 AM					

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

Delete Task List

To delete a Task List:

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

Delete Task

To delete a task from a Task List:

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



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



Documents

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

Everbridge Suite			Tower Global (Organi							obal (Organization Admin) 🗸		2	?	Logout
	Dashboard	Universe	Notifications 🗸	ITA 🗸	Critical Events 🗸	Incidents 🗸	Contacts 🗸	Reports	Settings 🗸					
Events	s Forms o	Documents	Reports Audi	t Log							Launcha	a New Ev	vent	0
E Fold	der	e	Actions	🖬 New D	ocument									Q
Folder	r Name Collapse all Exp	Q and all		Name	÷	Deadline	Share V	Vith Ac	ided On	Last Modified By	Last M	odified C	in	¢
All My I	Files (2)		Actions -	🕜 Ext	ternal Sharepoint			Ap	or 6, 2023 11:19:38 PDT	Everbridge 89280773673	Apr 6, 2	023 11:1	19:38 P	DT
Uncate	gorized (2)		Actions -	🔥 Bu	usiness Continuit			Ap	or 6, 2023 11:19:23 PDT	Everbridge 89280773673	Apr 6, 2	023 11:1	19:23 P	DT
Ho	me (0)													
						VIEV	VI-2012 <		507 page 🗸					
<		Documer + Add Do	nt Library ocument											
🖉 Ex La	xternal Sh ast Updated	arepoint	3 11:19 AM		<									
⊾ B	usiness C ast Updated	ontinuity	Handbook 3 11:19 AM		<									

NOTE: For more on Documents, see the Crisis Management User Guide.

Adding a Document

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

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

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



• Link: Select this option and input the desired URL.

÷	Add Document	Add				
* DOCI	ument Name ergency Plan					
0	Upload 🧿 Link					
https	https://emergencyplan.com					

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

Sharing a Document

To share a document:

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



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

Removing Sharing from a Document

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

To remove sharing:

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



proceed.



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



Reports

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

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

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

Notifications

Provides details on the following Notification Types:

- Standard
- Conference
- Polling
- Quota





Safety Events

Provides the numbers of the following events:

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





Incidents

Includes data on the following Incident types:

- ITA
- Default
- CT

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