



# Everbridge 360: Critical Events User Guide

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# Introducing Everbridge 360 Critical Events

**Everbridge 360 Critical Events** is designed to help organizations respond to emergencies with speed, precision, and consistency. By streamlining workflows and standardizing processes, the platform reduces response times, minimizes errors, and strengthens situational awareness during critical events.

With Everbridge 360 Critical Events, users can:

- **Accelerate Response Time** - Move from alert to coordinated action in seconds, ensuring rapid intervention when every moment counts.
- **Maintain Complete Situational Control** - Gain comprehensive awareness and proactive oversight to support informed decision-making and swift responses.
- **Ensure Consistent Process Excellence** - Apply standardized templates and procedures to guarantee uniform, reliable responses across all situations.

This guide provides step-by-step instructions and best practices to help leverage Everbridge 360 effectively, ensuring your organization is fully prepared to manage and resolve Critical Events with confidence.

## Prerequisites

There are certain prerequisites that must be met in order to use Everbridge 360 Critical Events:

- Enabling the Everbridge 360 Interface
- Enabling Everbridge 360 Critical Events
- Permitting User Roles

## Enabling the Everbridge 360 Interface

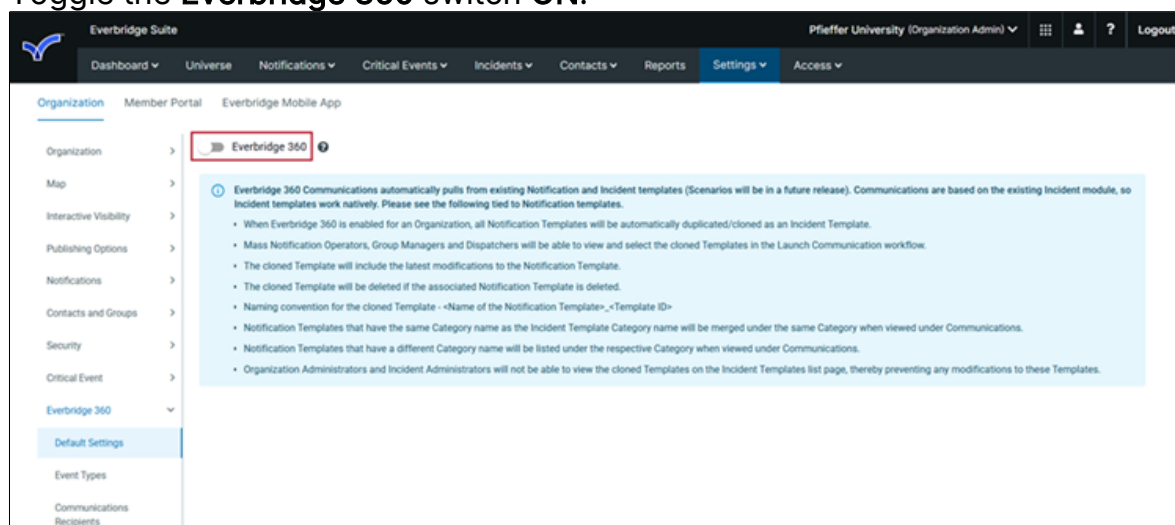
The Everbridge 360 interface is the updated, streamlined version of the Manager Portal that aims to better integrate and unify functionality across multiple core products, such as Visual Command Center, Alert Management, and Communications.

It must first be enabled by an Organization Administrator at the Organization level. From there, individual users can toggle it on and off for their profile as needed.

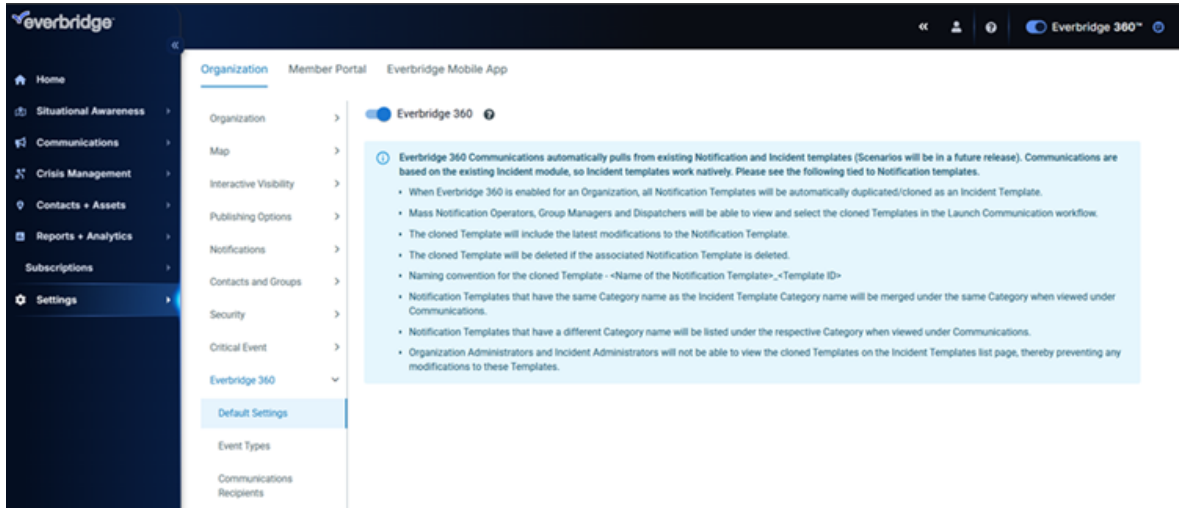
### Enabling at the Organization Level

An Organization Administrator must first enable the Everbridge 360 interface at the Organization level if it hasn't been done so already. To do this:

1. Navigate to **Settings > Everbridge 360 > Default Settings**.
2. Toggle the **Everbridge 360** switch **ON**.

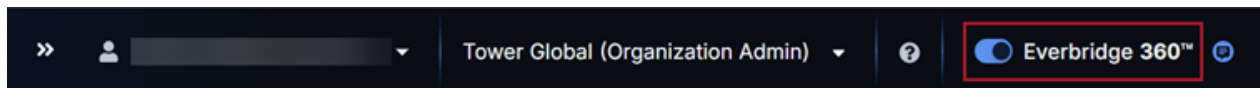


- The page will refresh with the Everbridge 360 applied instead of Everbridge Classic.



## Applying the Everbridge 360 Interface

Once enabled at the Organization level, users can apply the Everbridge 360 for their specific Manager Portal instance by clicking the **Everbridge 360** toggle in the top menu bar.



**NOTE:** For more details on the Everbridge 360 interface and its functionality, see the [Everbridge 360 User Guide](#).

## Permitting Everbridge 360 Critical Events for User Roles

Once Everbridge 360 has been enabled and applied to the interface, an Organization Administrator must grant Everbridge 360 Critical Event permissions for any user Roles that will be using it.

The following Role types can be provisioned to use Everbridge 360 Critical Events:

- Organization Administrator (enabled by default)
- Incident Administrator (configurable)
- Incident Operator (configurable)
- Custom Role (configurable)

To enable these permissions:

1. Navigate to **Settings > Access > Roles**.

2. Under **Permissions**, enable at least the following three permissions for the desired Roles to allow them to launch Everbridge 360 Critical Events:

- **Evebridge 360 > Access Everbridge 360 Critical Events**

**EVERBRIDGE 360**

- ☒ Access Everbridge 360 Critical Events
- ☐ View Communications in Critical Events
- ☐ Launch and manage Communications in Critical Events
- ☐ View Communication Templates in Critical Event Templates
- ☐ Add, update and delete Communication Templates in Critical Event Templates

- **Critical Events > Critical Event > View the Events, move the Events into/out of a folder**

**CRITICAL EVENT**

- ☒ View the events, move the events into/out of a folder
- ☒ Launch and update a critical event (by existing event template or blank event template) 🚀

- **Critical Events > Critical Event > Launch and update a Critical Event (by existing Event template or blank Event template)**

3. Optionally, enable any of the following permissions to allow greater autonomy for a Role when launching or managing a Critical Event or Event Template:
  - View Communications in Critical Events
  - Launch and manage Communications in Critical Events
  - View Communication Templates in Critical Event Templates
  - Add, update and delete Communication Templates in Critical Event Templates

4. Click **Save**.

## Considerations

When working with Everbridge 360 Critical Events, keep the following considerations in mind:

### User Flows

Everbridge 360 Critical Events user flows are available alongside the existing Classic Critical Events user flows, allowing for flexible adoption.

### Templates in Everbridge 360 Launch Critical Events

You can use any Critical Event Templates that your role currently has access to.

### Event Types

In Everbridge 360 Critical Events, the **Event Type** dropdown references Everbridge 360 Event Types instead of the Classic **Critical Events Event Types**.

### Long-Term Plan

Everbridge plans to migrate all customers from Critical Events Event Types to Everbridge 360 Event Types during Q4 2025.

## Known Issues and Limitations

Note that some functionality available in the Classic Everbridge Critical Events flow aren't yet available in Everbridge 360 Critical Events, specifically when launching a Critical Event and using bulk actions from the Events List.

### Launching a Critical Event

Keep the following limitations in mind when launching an Everbridge 360 Critical Event:

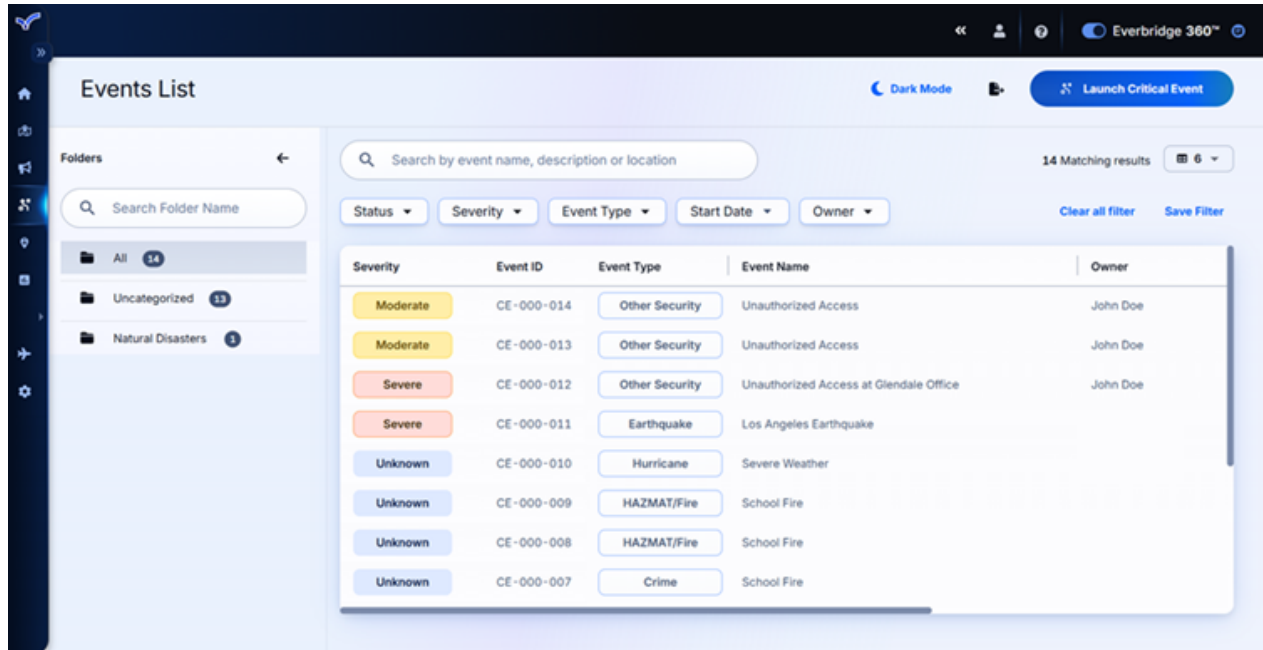
- Custom Fields can't be added on-the-fly to a Critical Event during launch. They must be included in the selected Critical Event template in order to be used.
- Critical Events don't honor the "Turn off notifications for task assignment and dashboard sharing" setting when launching Critical Event templates. Notifications will always be sent for Task assignments and Dashboard sharing for Critical Events launched via the Everbridge 360 Critical Events interface.

### Events List

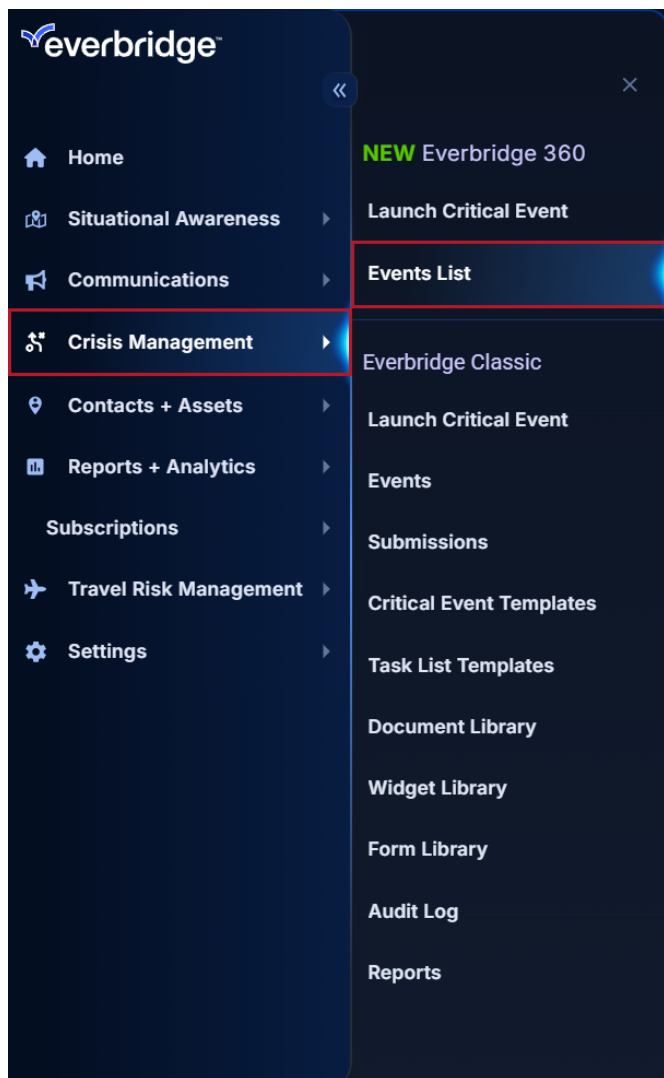
The **Events List** doesn't currently offer the capability to perform bulk actions, such as deleting Critical Events, publishing and unpublishing to Contacts, or moving between Folders.

## Everbridge 360 Critical Events List

The **Events List** displays all Critical Events launched within an Organization. Folders, filters, search and configurable columns make it easier than ever to quickly locate the desired Critical Event and address it.



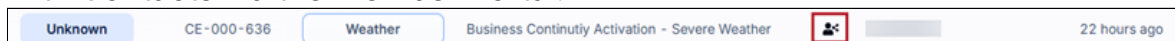
It can be found by navigating to **Critical Events > NEW Everbridge 360 > Events List**.



## List Icons

There are two different icons that can appear for a Critical Event in the List View:

- **Published to Member Portal** - Indicates that this Critical Event was shared with Contacts via the Member Portal.



- **Launched as Exercise** - Indicates that this Critical Event was launched in Exercise Mode.

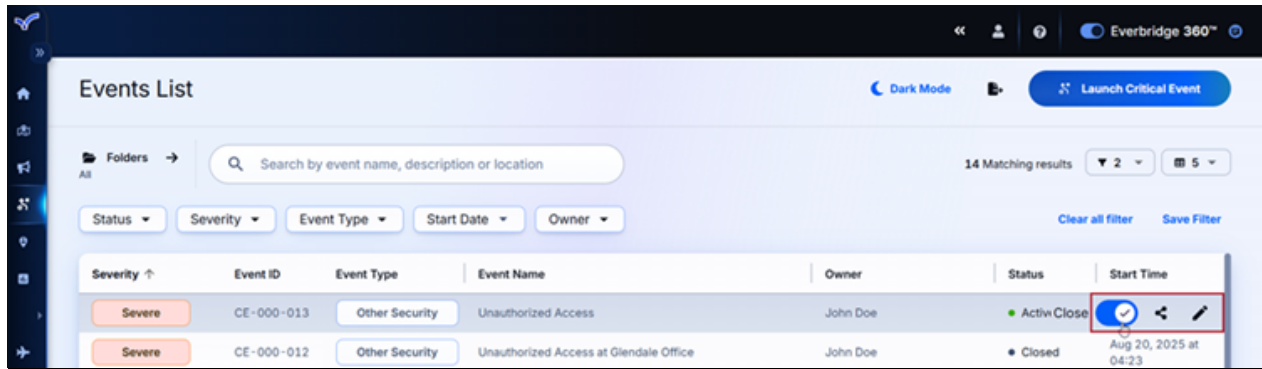


## Critical Event Quick Actions

Hover the cursor over a Critical Event in the List to open its **Quick Actions** panel.







From there, the following actions can be performed:

- **Close or Active** - Click the toggle to either Close an Active Critical Event or reactivate a Closed Event.
- Share
- Edit

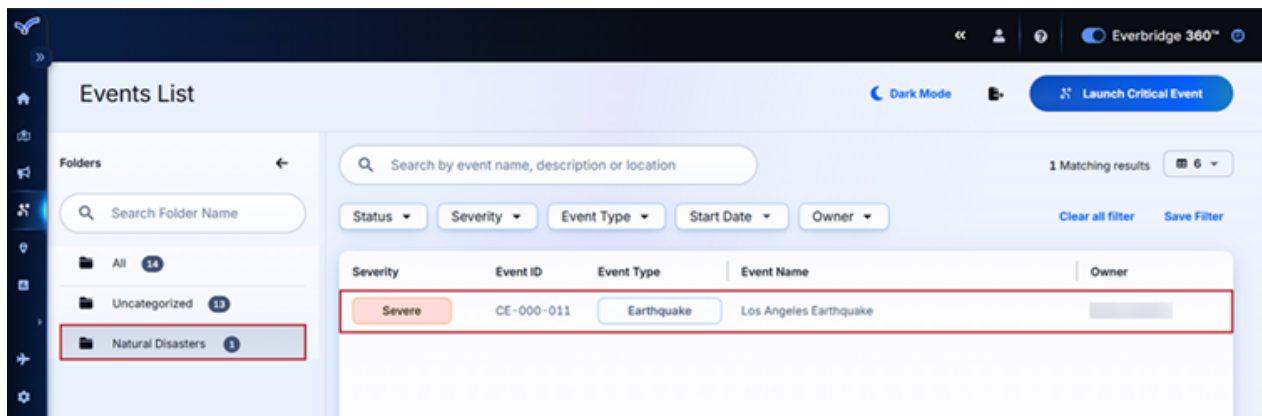
## Folders

When launched, Critical Events can be sorted into **Folders** to allow for cleaner, more organized navigation. The number next to the Folder name indicates how many Critical Events it contains.

There are two Everbridge system Folders:

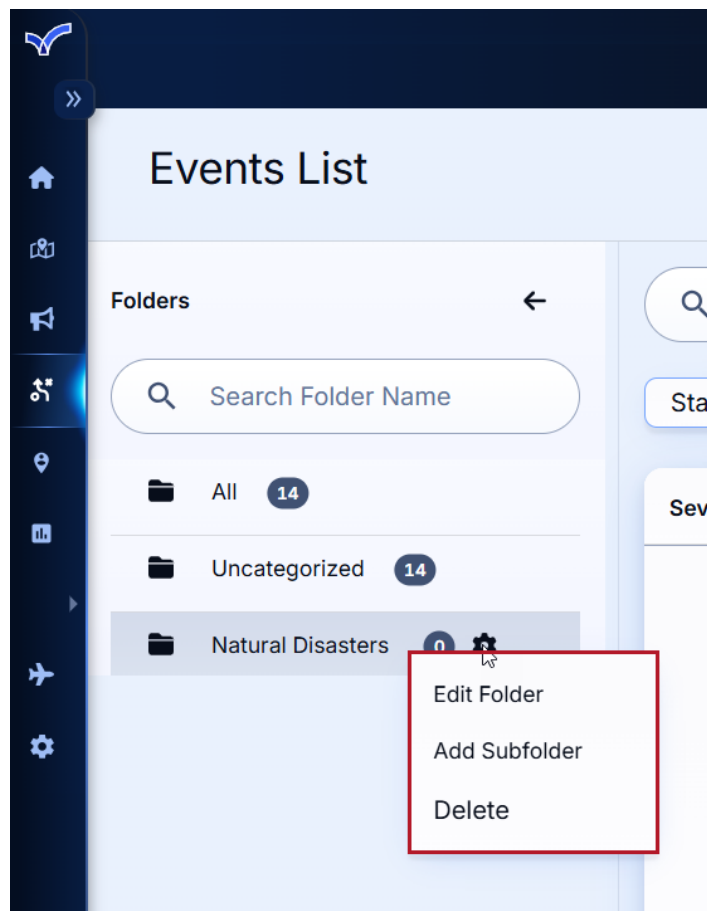
- **All** - Opens by default and contains any Critical Events launched from this Organization regardless of their Folder placement.
- **Uncategorized** - Contains any Critical Events that were launched without being placed in a designated Folder.

Click on a Folder in the **Folders** pane to the left to repopulate the table view with its contents.



## Modifying Folder Settings from the Events List

Custom Folders can be managed from the **Folders** pane by hovering the cursor over them and clicking the **Modifying Folder Settings** cog icon. Note that the default **All** and **Uncategorized** Folders aren't editable.



There are three actions that can be taken from here:

- **Edit Folder** - Allows users to edit the Folder Name and Role Permission Access.
  - **Folder Name** - Must be 200 characters or less.
  - **Permission to Access** - Specify which Roles can access the Folder. Note that Account and Organization Administrators will always have

access.

### Edit Folder Name/Permissions

\* Folder Name

Natural Disasters
17 / 200

Permission to access ⓘ

☐ All Users  
This permission will also be applied to any subfolders

☒ Selected Roles

Selected Roles (1)

Incident Operator X

Role Type Incident Operator

Search role by name

☐ Roles

☒ Incident Operator

Cancel

Save

- **Add Subfolder** - Create a child Subfolder for the parent-level Folder. Note that it will inherit the Role access permissions from the parent Folder, and that if the parent Folder is set to **All Users**, the child Subfolder can't be restricted by Role.

### Add New Folder

**\* Folder Name**

Natural Disasters - West
24 / 200

**Permission to access** ⓘ

☐ All Users  
This permission will also be applied to any subfolders
☒ Selected Roles

▼ **Selected Roles (1)**

Incident Administrator

Role Type Custom

🔍 Search role by name

☐ Roles

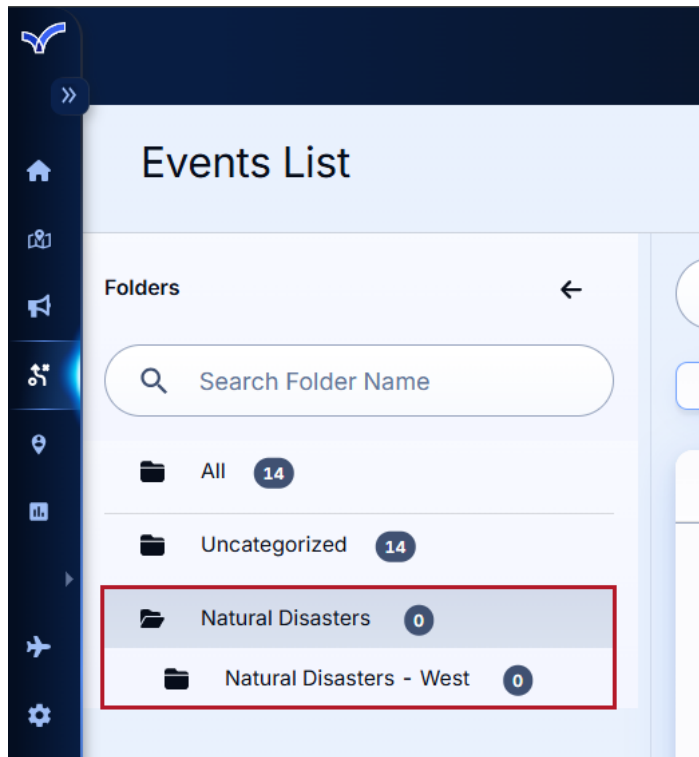
No records match the selected criteria

Cancel

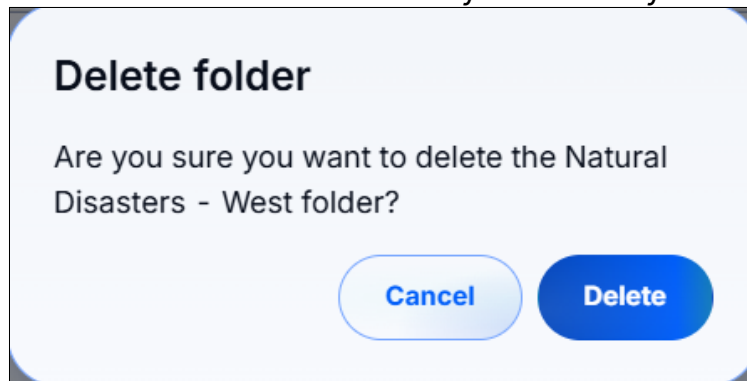
Save

Once saved, the new Subfolder can be found nested beneath its parent

Folder.

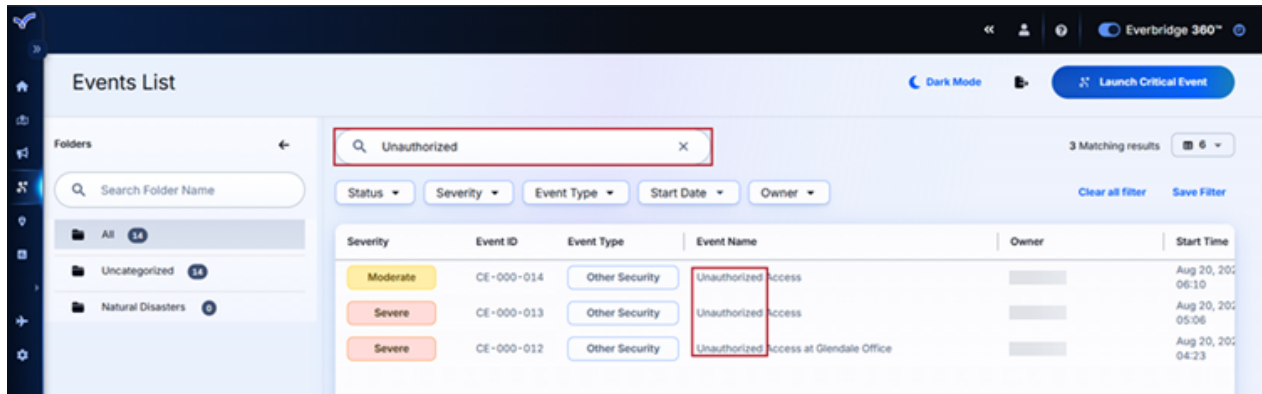


- **Delete** - Click to delete empty Folders or Subfolders. Note that parent-level Folders can't be deleted if they contain any Subfolders.



## Searching for Critical Events

Users can quickly locate Critical Events by using the **Search** bar to isolate items by the Event Name, Description, or Location.



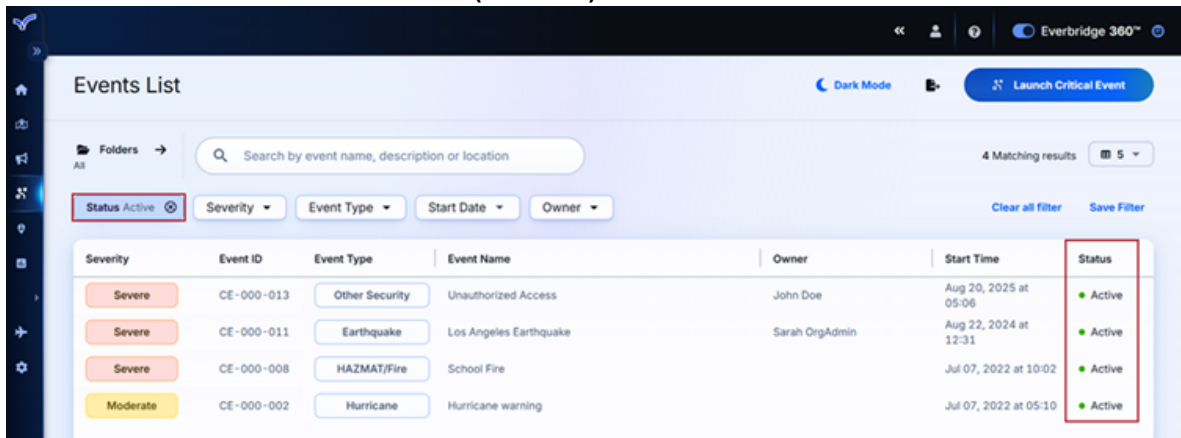
## Filtering Critical Events

The Critical Events List can be filtered to provide a more granular view of the table, allowing users to surface Events based on criteria most important to them.

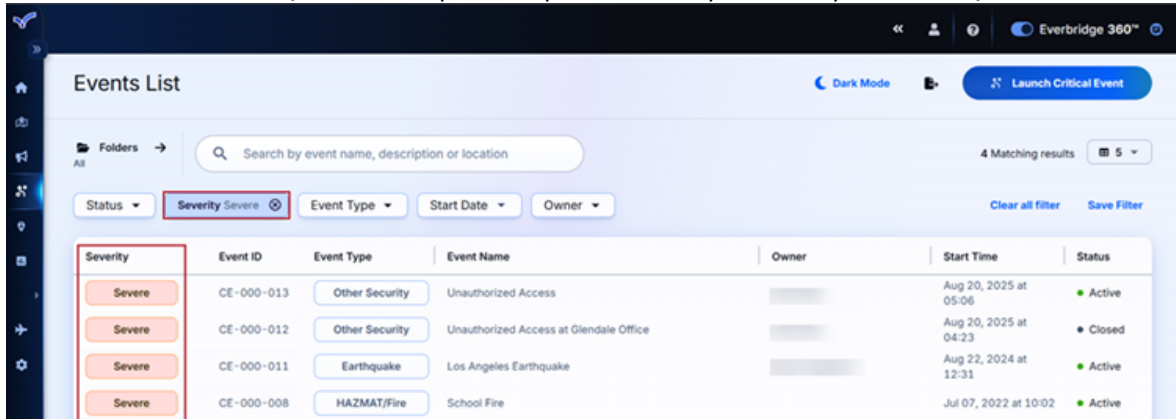
Applied Filter configurations can be saved by clicking **Save Filter** or removed by clicking **Clear All Filters**.

The following filters are available:

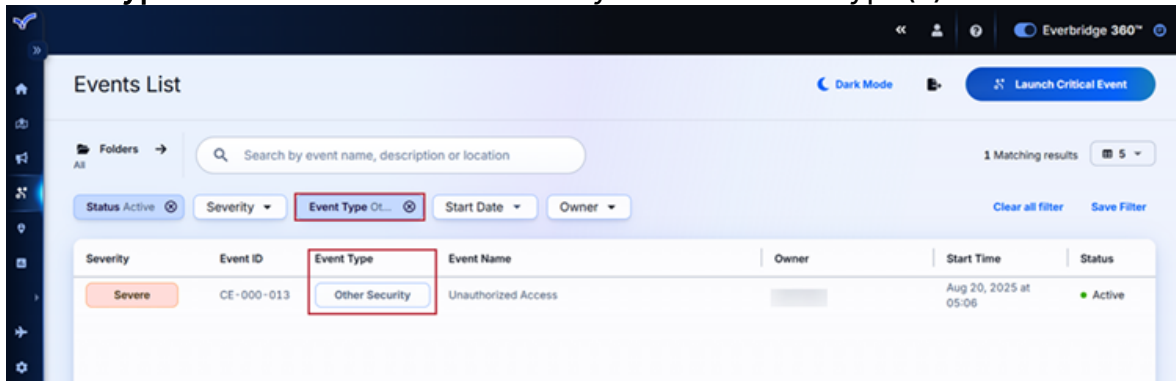
- **Status** - Filter for either **Active** (default) or **Closed** Critical Events.



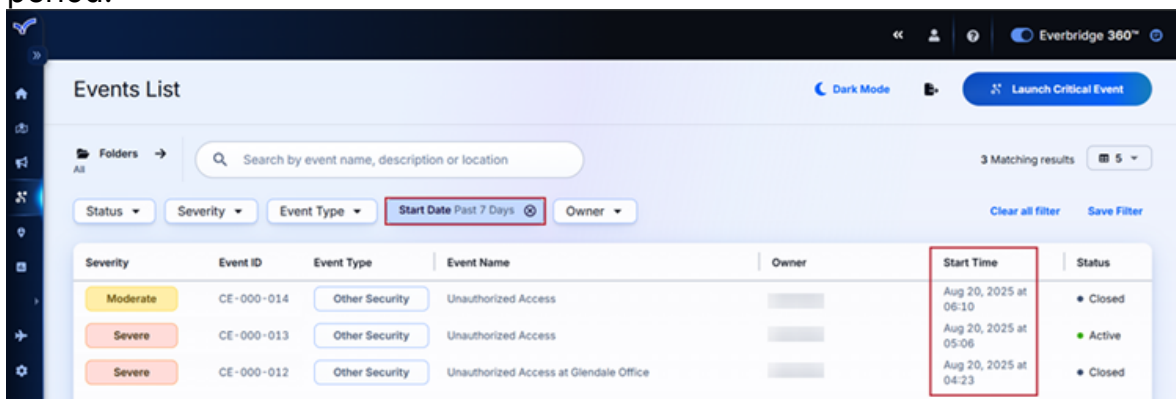
- **Severity** - Filter for Critical Events of a specific Severity or a combination of several Severities (Unknown, Minor, Moderate, Severe, Extreme).



- **Event Type** - Filter for Critical Events by Critical Event Type(s).



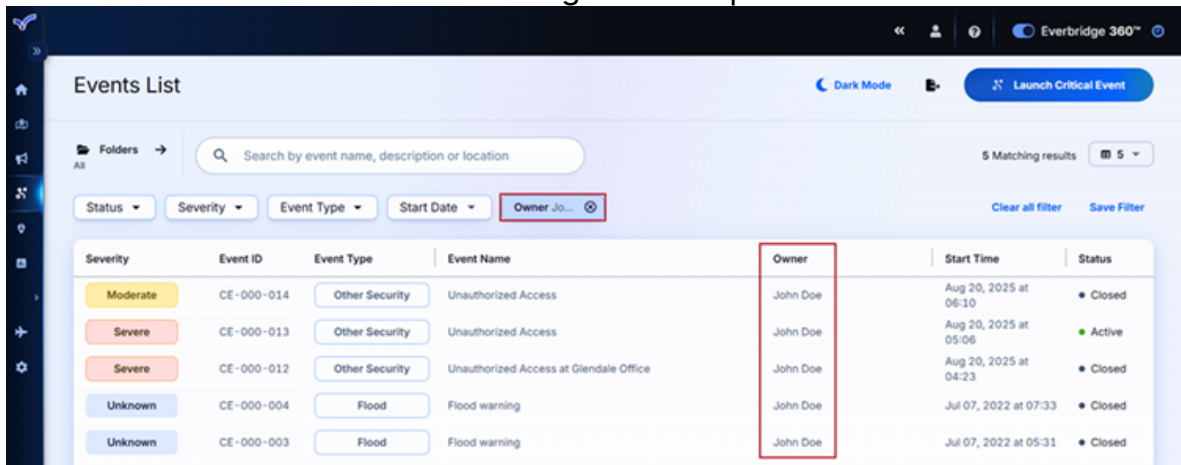
- **Start Date** - Filter for Critical Events that were launched during a specific time period.



It can be filtered by:

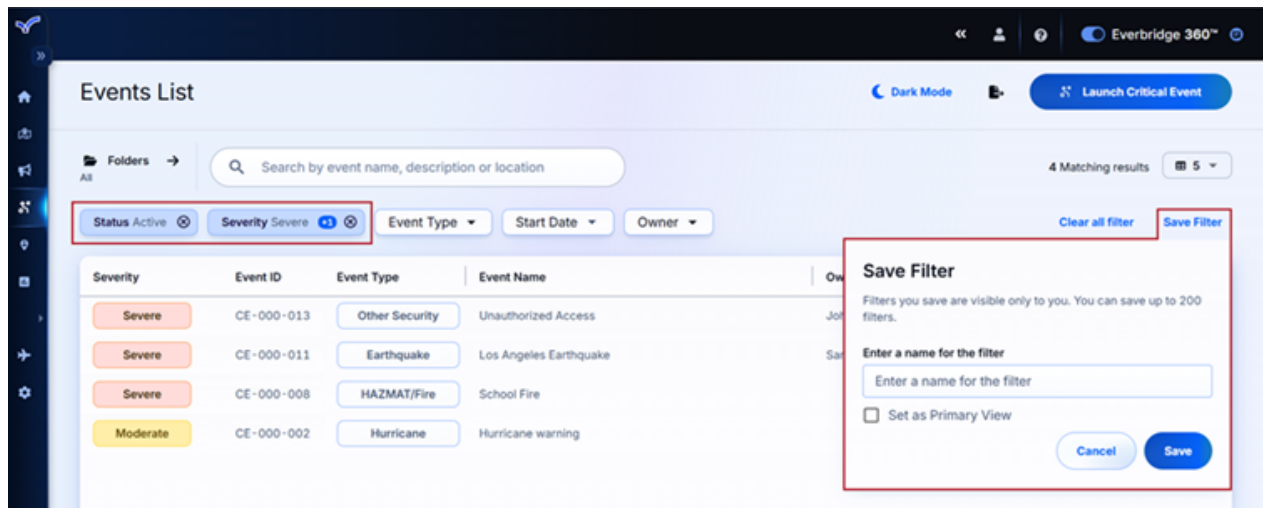
- Past 7 Days
- Past 14 Days
- Past 21 Days
- Past 30 Days
- Custom Range

- **Owner** - Filter for Critical Events assigned to a specific user.



## Saving Filters

Click **Save Filter** once one or more Filters have been applied to retain it as a reusable view, including setting it as the Primary View when accessing the Events List.



Saved Filters can be applied by clicking the **Filters** icon and selecting them from the list.



The screenshot displays the 'Events List' interface in Everbridge 360. At the top, there's a search bar and filter buttons for Status, Severity, Event Type, Start Date, and Owner. A table lists events with columns for Severity, Event ID, Event Type, and Event Name. A filter configuration panel is open on the right, showing 'Active High Severity' and 'Closed High Severity' options with their respective severities and statuses. The table shows 14 matching results.

Severity	Event ID	Event Type	Event Name
Moderate	CE-000-014	Other Security	Unauthorized Access
Severe	CE-000-013	Other Security	Unauthorized Access
Severe	CE-000-012	Other Security	Unauthorized Access at Glendale Office
Severe	CE-000-011	Earthquake	Los Angeles Earthquake
Unknown	CE-000-010	Hurricane	Severe Weather
Unknown	CE-000-009	HAZMAT/Fire	School Fire
Severe	CE-000-008	HAZMAT/Fire	School Fire
Unknown	CE-000-007	Crime	School Fire

## Column Configuration

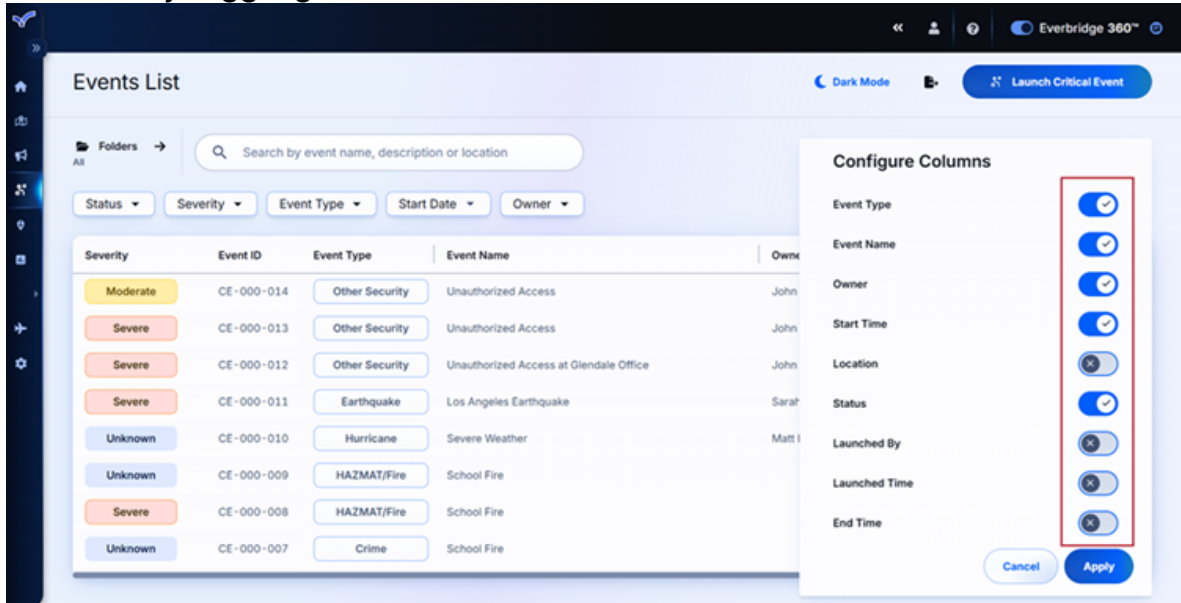
The columns in the table can be enabled or disabled to offer a more customized navigational experience, allowing users to display the data most important to them.

To manage the columns:

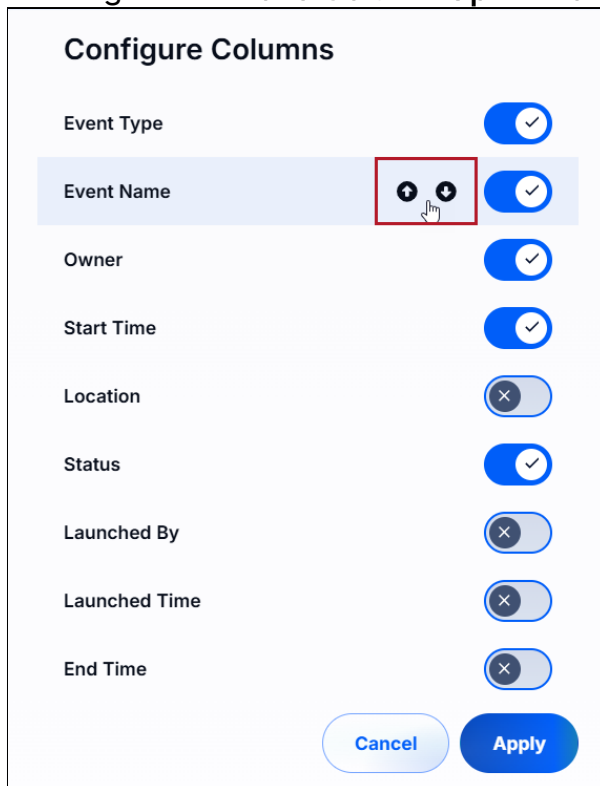
1. Click the **Columns** icon.

This close-up shows the filter configuration area. It includes '14 Matching results', a dropdown for '2' filters, and a 'Columns' icon (a grid of squares) next to a dropdown for '5' columns. Below these are 'Clear all filter' and 'Save Filter' buttons.

- The **Configure Columns** modal will open. Enable or disable the desired columns by toggling them ON or OFF.



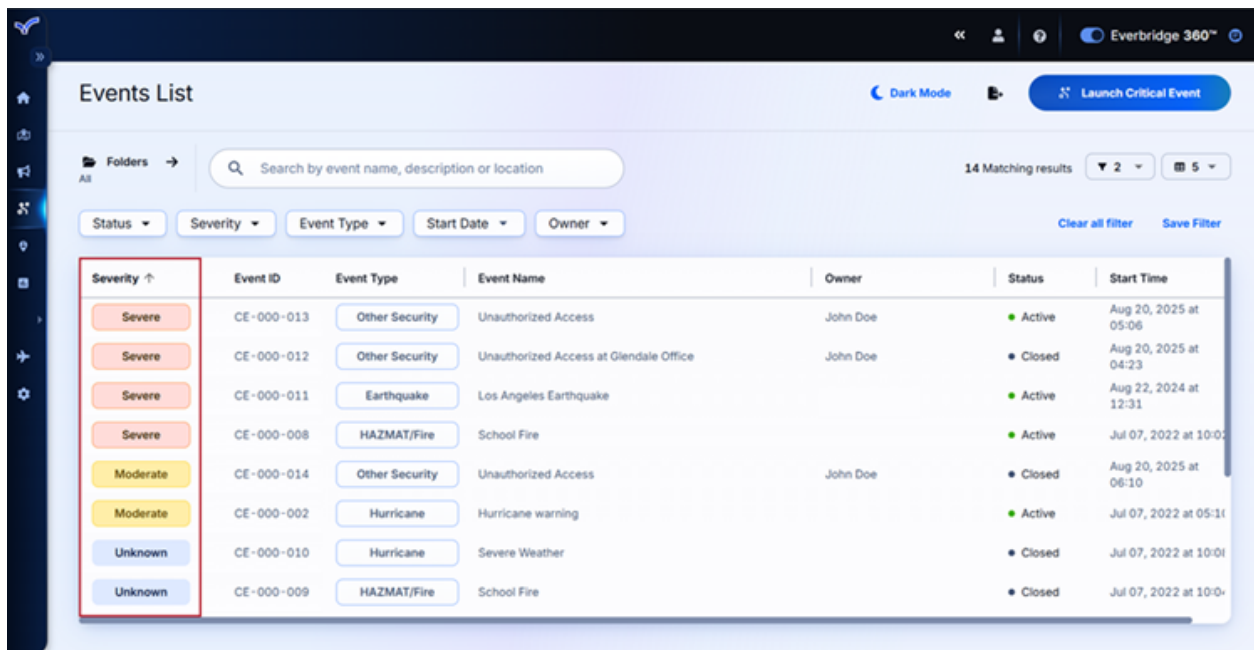
- Rearrange the columns as needed by hovering the mouse over them and clicking either **Move Column Up** or **Move Column Down**.



- Click **Apply**. The table will refresh and display only the enabled columns in the desired order.

## Sorting by Column

Click a column header to sort its data from ascending to descending, or vice versa.

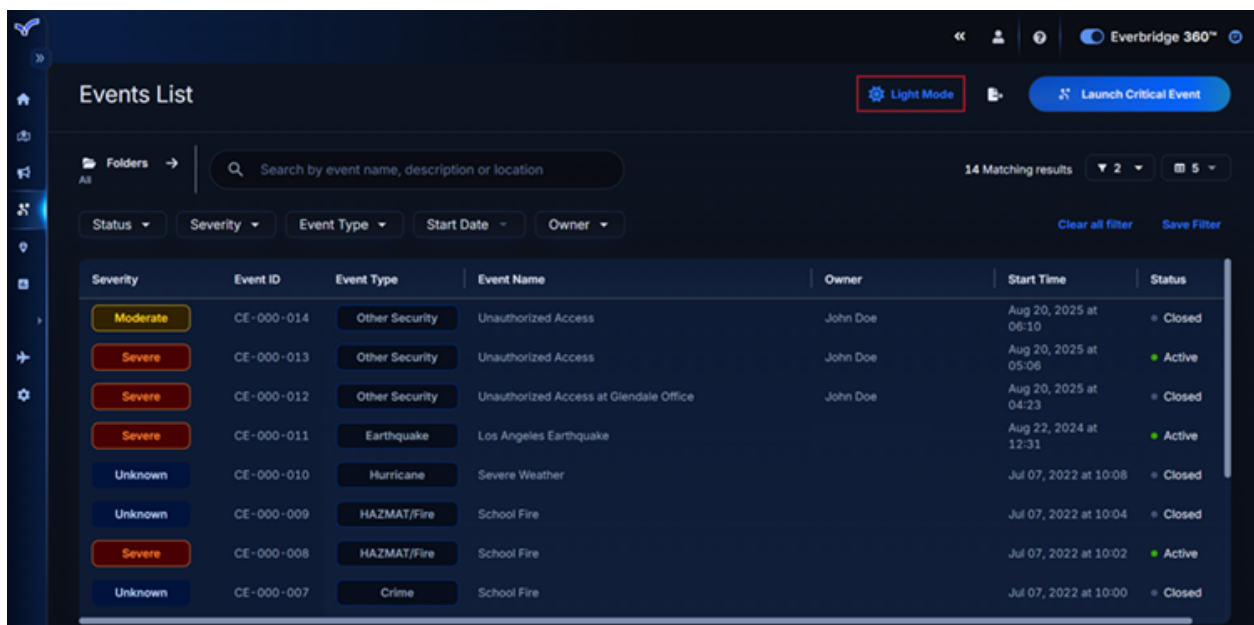


The screenshot shows the 'Events List' page in Light Mode. At the top, there's a search bar and filter buttons for Status, Severity, Event Type, Start Date, and Owner. The 'Severity' column header is highlighted with a red box. The table displays 14 matching results, sorted by severity from highest to lowest.

Severity	Event ID	Event Type	Event Name	Owner	Status	Start Time
Severe	CE-000-013	Other Security	Unauthorized Access	John Doe	Active	Aug 20, 2025 at 05:06
Severe	CE-000-012	Other Security	Unauthorized Access at Glendale Office	John Doe	Closed	Aug 20, 2025 at 04:23
Severe	CE-000-011	Earthquake	Los Angeles Earthquake		Active	Aug 22, 2024 at 12:31
Severe	CE-000-008	HAZMAT/Fire	School Fire		Active	Jul 07, 2022 at 10:02
Moderate	CE-000-014	Other Security	Unauthorized Access	John Doe	Closed	Aug 20, 2025 at 06:10
Moderate	CE-000-002	Hurricane	Hurricane warning		Active	Jul 07, 2022 at 05:11
Unknown	CE-000-010	Hurricane	Severe Weather		Closed	Jul 07, 2022 at 10:01
Unknown	CE-000-009	HAZMAT/Fire	School Fire		Closed	Jul 07, 2022 at 10:04

## Dark and Light Modes

Users can click the **Dark** or **Light Mode** toggle at the top of the page to switch the view mode from Light to Dark.



The screenshot shows the 'Events List' page in Dark Mode. At the top, there's a search bar and filter buttons for Status, Severity, Event Type, Start Date, and Owner. The 'Light Mode' toggle button is highlighted with a red box. The table displays 14 matching results, sorted by severity from highest to lowest.

Severity	Event ID	Event Type	Event Name	Owner	Start Time	Status
Moderate	CE-000-014	Other Security	Unauthorized Access	John Doe	Aug 20, 2025 at 06:10	Closed
Severe	CE-000-013	Other Security	Unauthorized Access	John Doe	Aug 20, 2025 at 05:06	Active
Severe	CE-000-012	Other Security	Unauthorized Access at Glendale Office	John Doe	Aug 20, 2025 at 04:23	Closed
Severe	CE-000-011	Earthquake	Los Angeles Earthquake		Aug 22, 2024 at 12:31	Active
Unknown	CE-000-010	Hurricane	Severe Weather		Jul 07, 2022 at 10:08	Closed
Unknown	CE-000-009	HAZMAT/Fire	School Fire		Jul 07, 2022 at 10:04	Closed
Severe	CE-000-008	HAZMAT/Fire	School Fire		Jul 07, 2022 at 10:02	Active
Unknown	CE-000-007	Crime	School Fire		Jul 07, 2022 at 10:00	Closed

# Launching an Everbridge 360 Critical Event

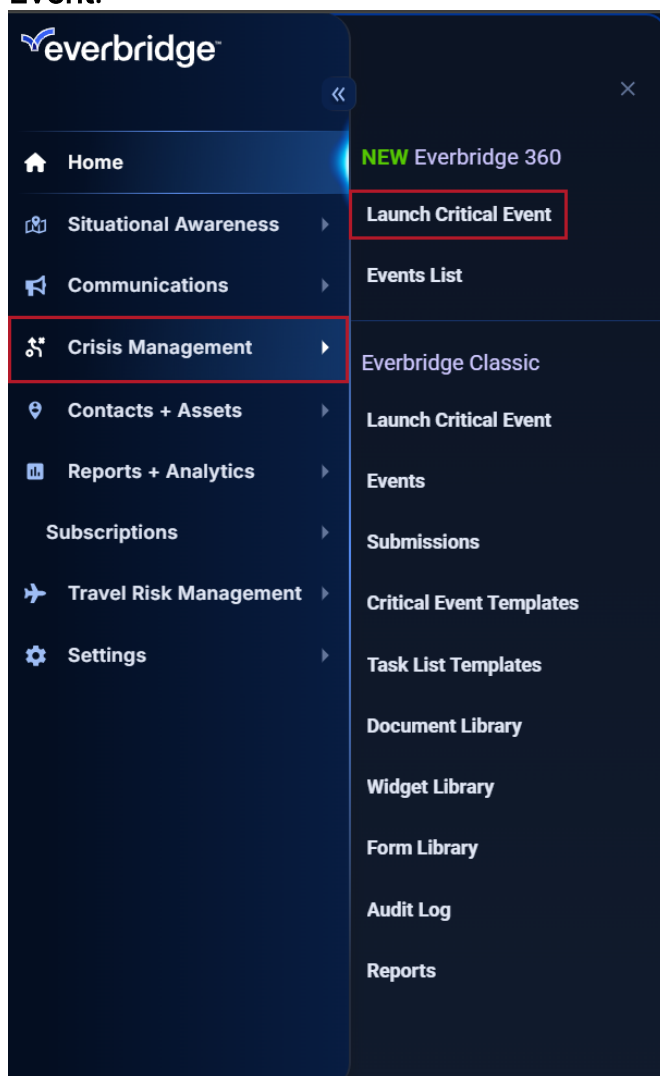
Users utilizing the Everbridge 360 interface have the ability to launch a Critical Event using a 360-specific form consistent with other key modules, including Visual Command Center, Alert Management, and Communications.

**NOTE:** Users with either interface applied (Everbridge 360 or Everbridge Classic) can still access the Classic Launch Critical Event button from the Critical Events menu.

## Launching a Critical Event from the Everbridge 360 Interface

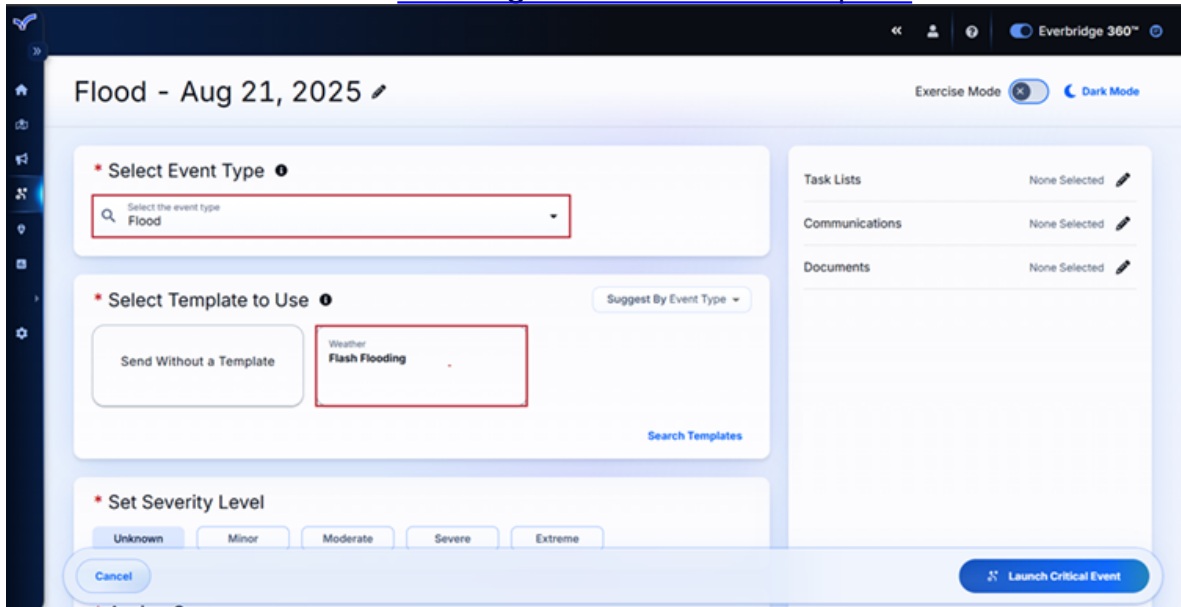
To launch a Critical Event via Everbridge 360:

1. Navigate to **Crisis Management > NEW Everbridge 360 > Launch Critical Event**.

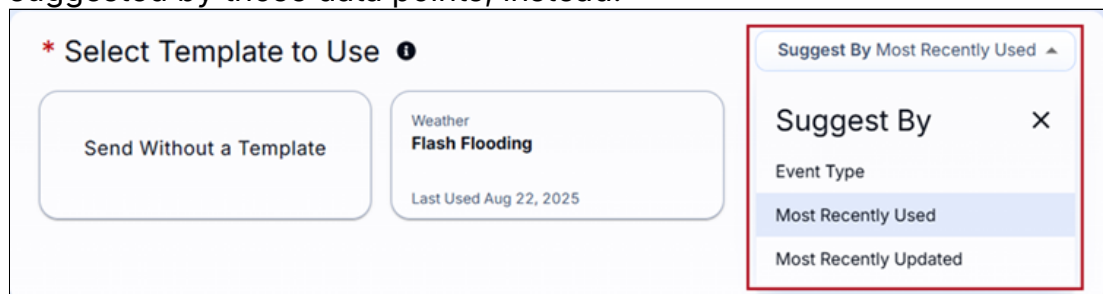


2. The **New Critical Event** form opens. Select an appropriate **Event Type** from the dropdown menu, which will prefill the Critical Event name while also being used for categorization and template recommendations. Note that a Critical Event template must be associated with the selected Event Type for it

to be recommended. See [Creating a Critical Event Template](#) for more details.



- **NOTE:** This dropdown menu displays the Everbridge 360 Event Types configured at **Settings > Organization > Everbridge 360 > Event Types**, not the Classic Critical Event Types configured at **Settings > Organization > Critical Event > Event Type**.
- The **Suggested By** can be changed from the default **Event Type** to **Most Recently Used** or **Most Recently Updated**, allowing templates to be suggested by those data points, instead.



- Users can also click **Search Templates** to search for specific template names or filter by Event Type or Suggestions.

- Choose a template or select **Send Without a Template**. Note that selecting a template will update the Critical Event name to whatever was specified in the Event Template, which can be edited again as needed. Once selected, any Task Lists, Communications, Documents, Trackers, and Dashboards associated with the template will populate in the panel to the right.

Task Lists	Communications	Documents	Trackers	Dashboards
1. Severe Weather - Flood	1. Ad-Hoc Notification	1. Critical Event Plan.docx	1. Flood Damage Tracker	1. Flash Flooding Dashboard
1 Total	1 Total	1 Total	1 Total	1 Total

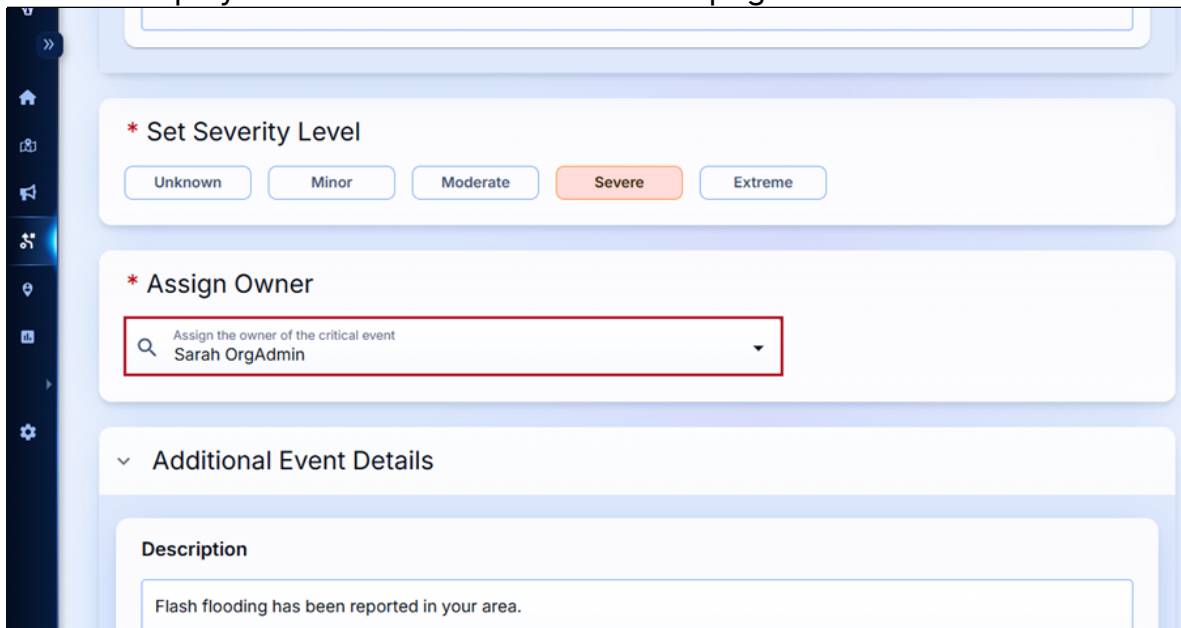
4. If the selected template includes any Custom Fields built off of Incident Variables, they'll be available to fill in under **Add Event Information**. The values entered here will later populate in the **Additional Event Details** section of the **Critical Event Details** page.

5. Set the **Severity Level** from the following options, which are unified across the Critical Event, Alert Management, and Visual Command Center interfaces:
  - Unknown
  - Minor
  - Moderate
  - Severe
  - Extreme

6. Assign an owner for the Critical Event to serve as a point of contact. If nothing is selected, it will default to the currently-logged in user. This will



later be displayed on the **Critical Event Details** page for reference.



7. Proceed to the **Additional Event Details** section and complete the following:
  - If a template was selected, then the **Description** field will be prefilled with its contents. If not, add a description of the Critical Event up to 5000 characters long.
  - Enter the location name in the field (up to 2500 characters) or click **Pick Location from Map**.
  - Enter the event date and time.
  - Set the time zone for the event.

- Optionally, select which Folder to sort the Critical Event into, or leave it Uncategorized.

Additional Event Details

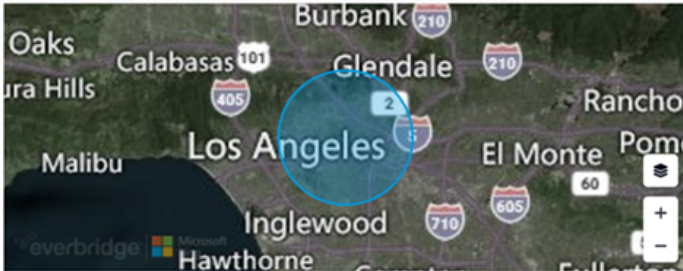
Description

Flash flooding has been reported in your area. Please seek shelter or, if needed, evacuate to higher ground and await further instruction.

138 / 5000

Location

Edit Location



Pfeiffer University

19 / 2500

Event Date & Time

Start Time

08-21-2025 12:18

End Time

MM-DD-YYYY HH:MM

Time Zone

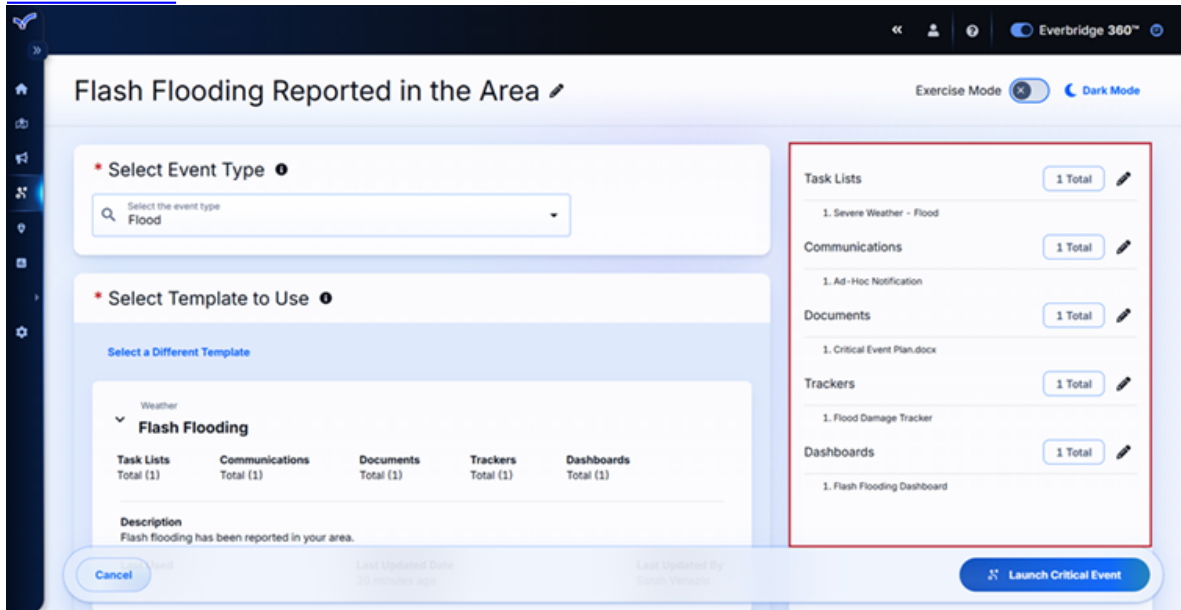
(GMT-07:00) Pacific Daylight Time (America/Los\_Angeles)

Folder

Select a folder for this critical event

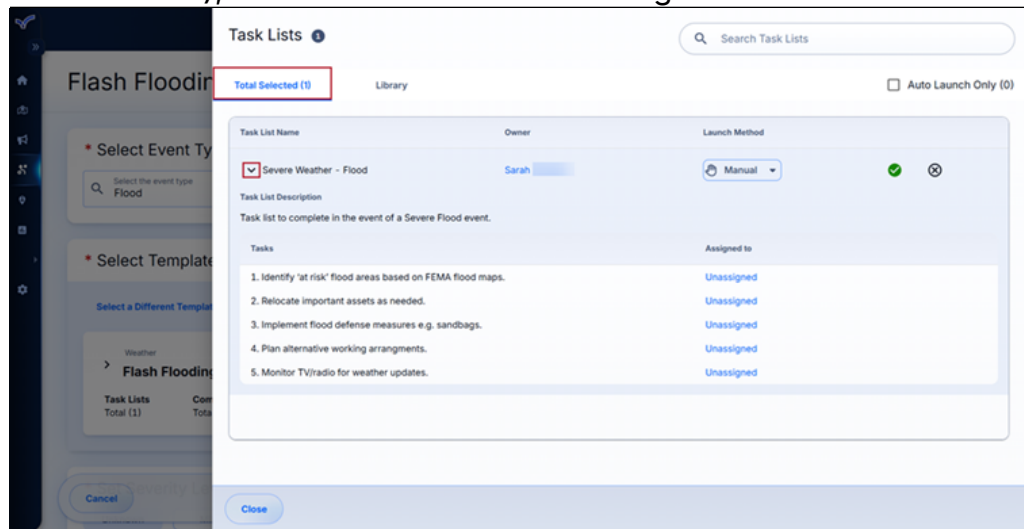
Uncategorized

8. Task Lists, Communications, Documents, Trackers, and Dashboards can be selected or changed by clicking the pencil icons and selecting the desired items. Configure them to be launched automatically with the Critical Event or manually after it's been launched. Note that if a template was selected at the beginning, any of its items will already appear in this panel and available to edit. For an in-depth overview of these items, see the [Crisis Management User Guide](#).

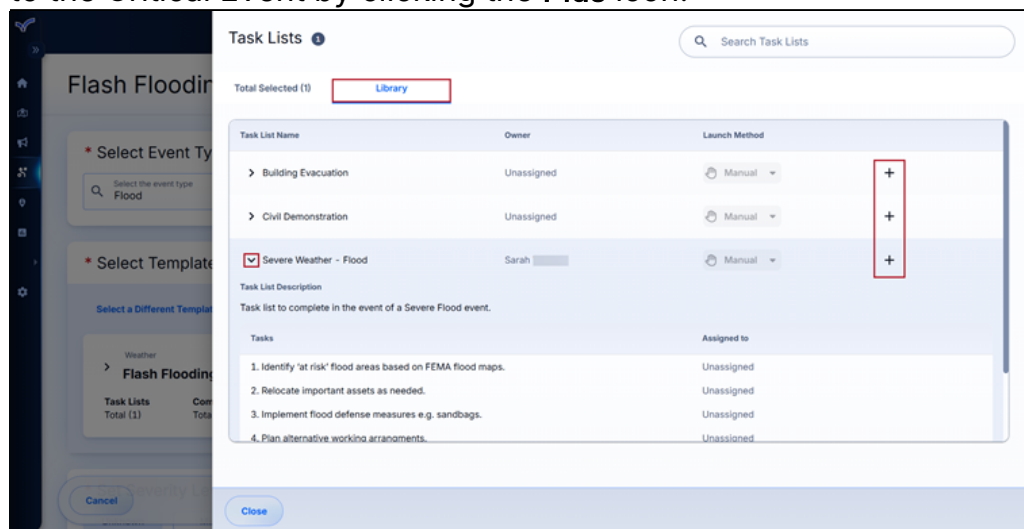


- **Task Lists** - Search for pre-created Task Lists to attach to the Critical Event or edit the Task Lists already associated with the selected template. Either:
  - Click the total number of Task Lists to open the **Total Selected** tab. Clicking the down arrow on a Task List will expand its Tasks and details, and clicking the down arrow on an individual Task will expand it further. From here, users can assign the Task List or individual Tasks to an Owner, change the Launch Method (Manual

or Automatic), or remove the Task List altogether.

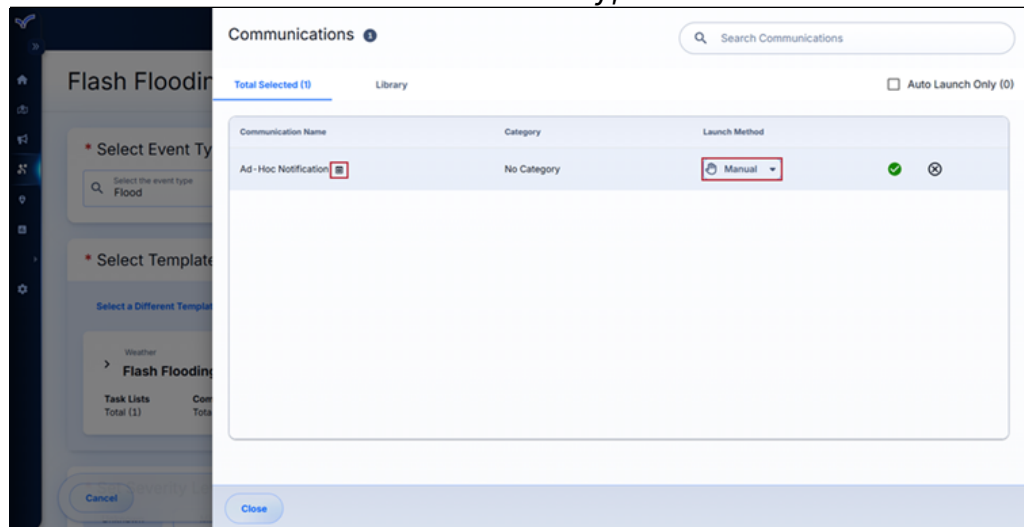


- Click the **Pencil** Icon to open the **Library** tab, where more Task Lists can be expanded by clicking the down arrow and added to the Critical Event by clicking the **Plus** icon.

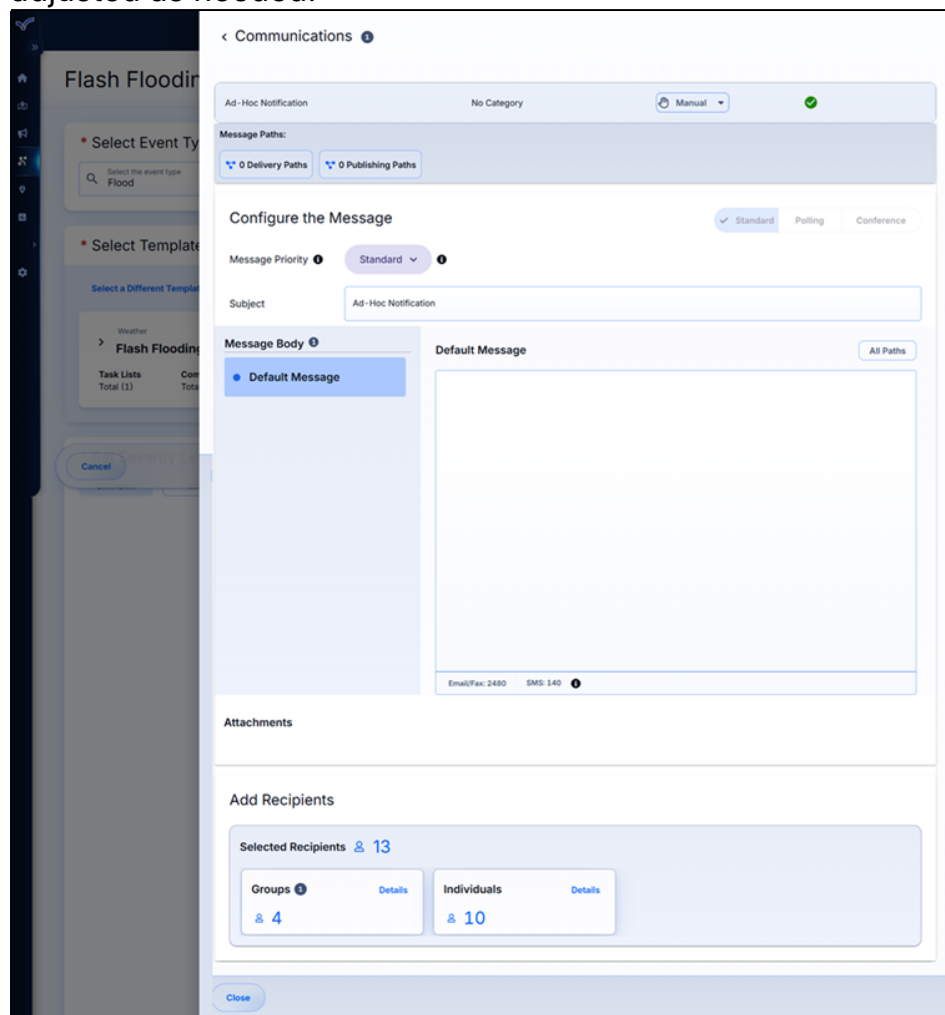


- Communications** - Search for pre-created Communication or Incident templates (depending on the Organization's configuration) to use in this Critical Event or choose to edit the one included in the chosen Critical Event template. Either:
  - Click the total number of Communications to open the **Total Selected** tab. Click the **Preview** button to review the preselected Communication. The Communication's Launch Method (either Manual or Auto) can be set here, or the Communication can be

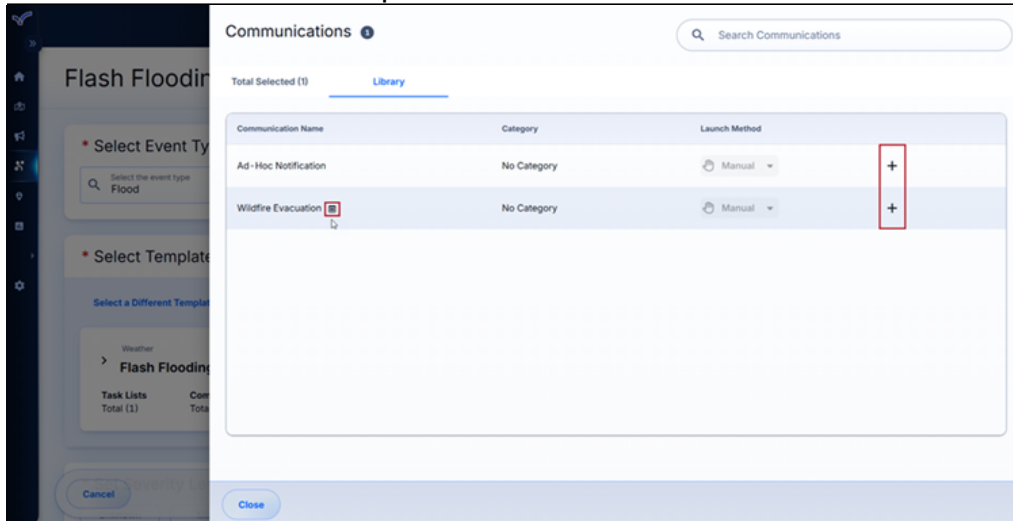
removed from the Critical Event entirely, if needed.



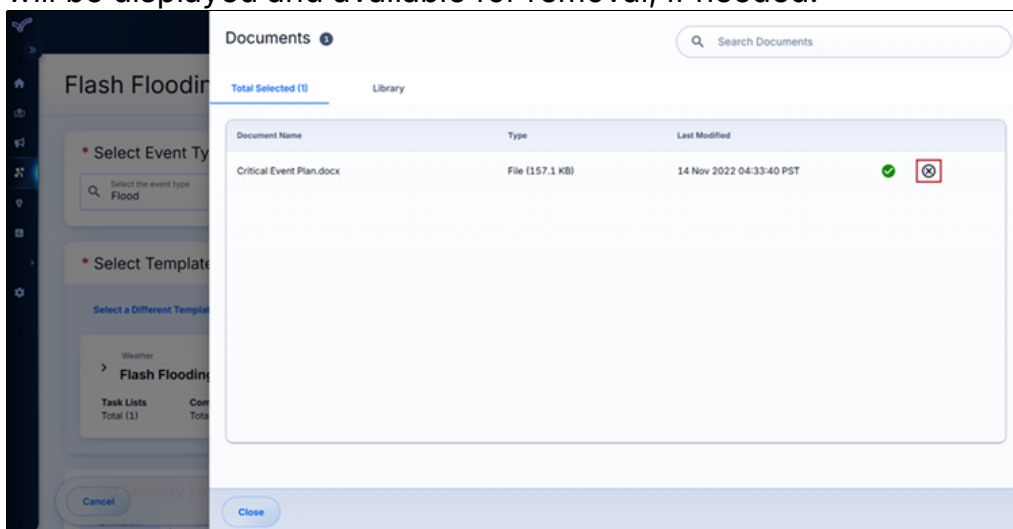
- It's recommended to preview a template before using it to verify the contents and recipients so that they can be adjusted as needed.



- Click the **Pencil** Icon to open the **Library** tab, where more Communications can be previewed or added to the Critical Event.

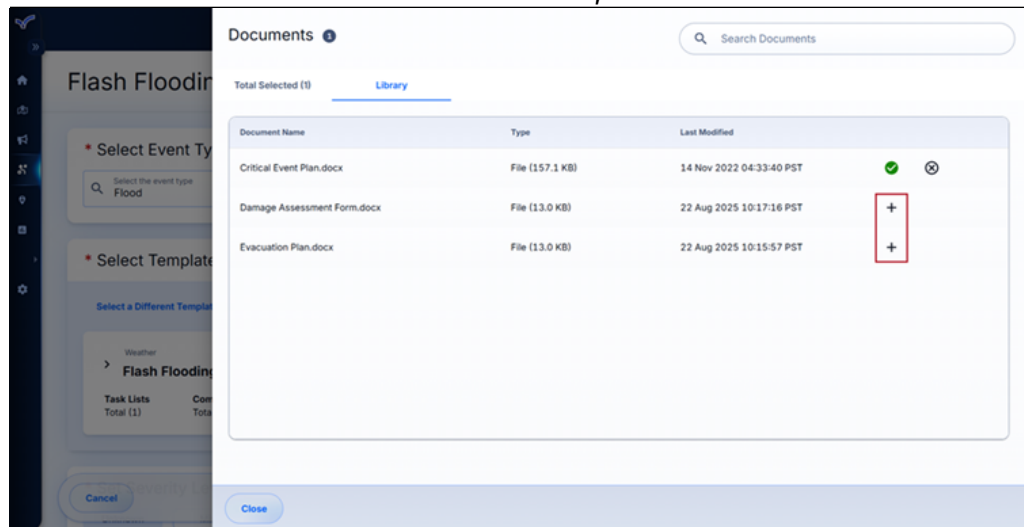


- **Documents** - Search and attach any applicable Documents that have been uploaded to the Document Library, such as emergency plans or escape routes. Either:
  - Click the total number of Documents to open the **Total Selected** tab, where any Documents associated with the chosen template will be displayed and available for removal, if needed.

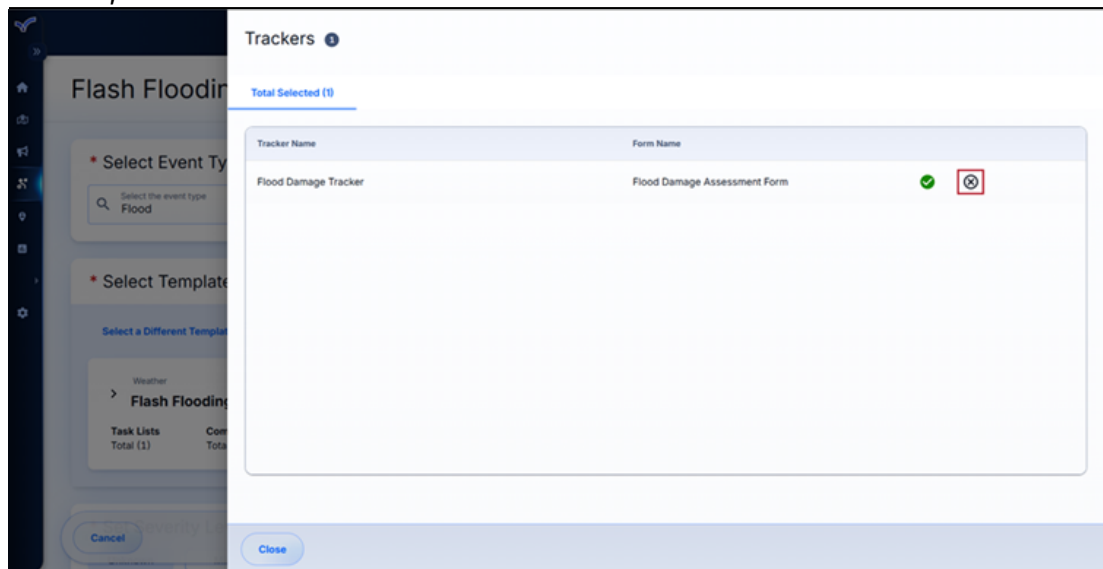


- Click the **Pencil** Icon to open the **Library** tab, where more Documents can be added to the Critical Event. Any attached

Documents can be removed from here, as well.

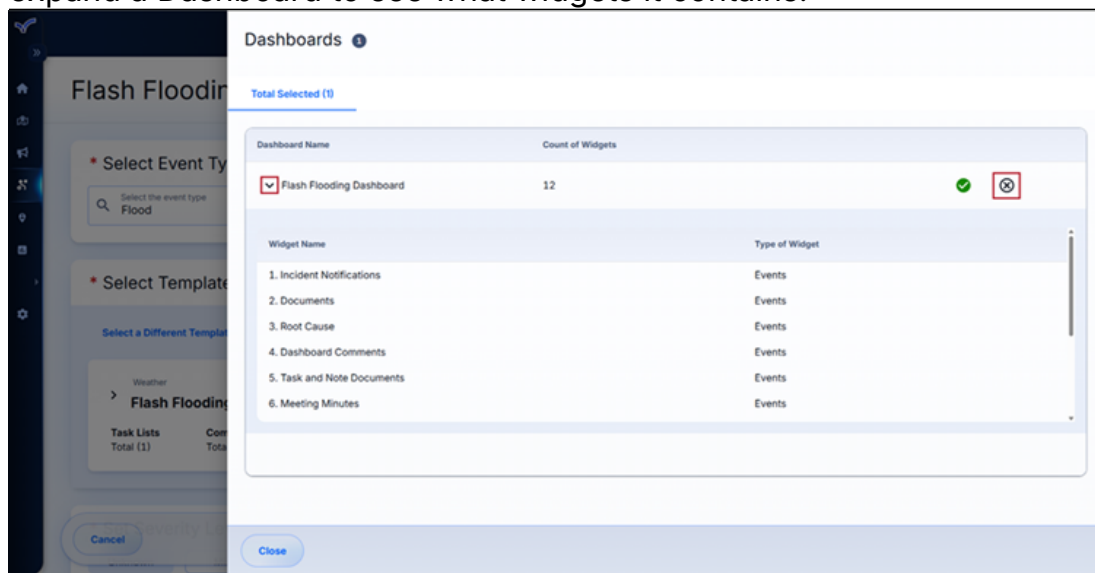


- **Trackers** - Any Trackers included in the Critical Event Template will be shown, and can be removed as needed.

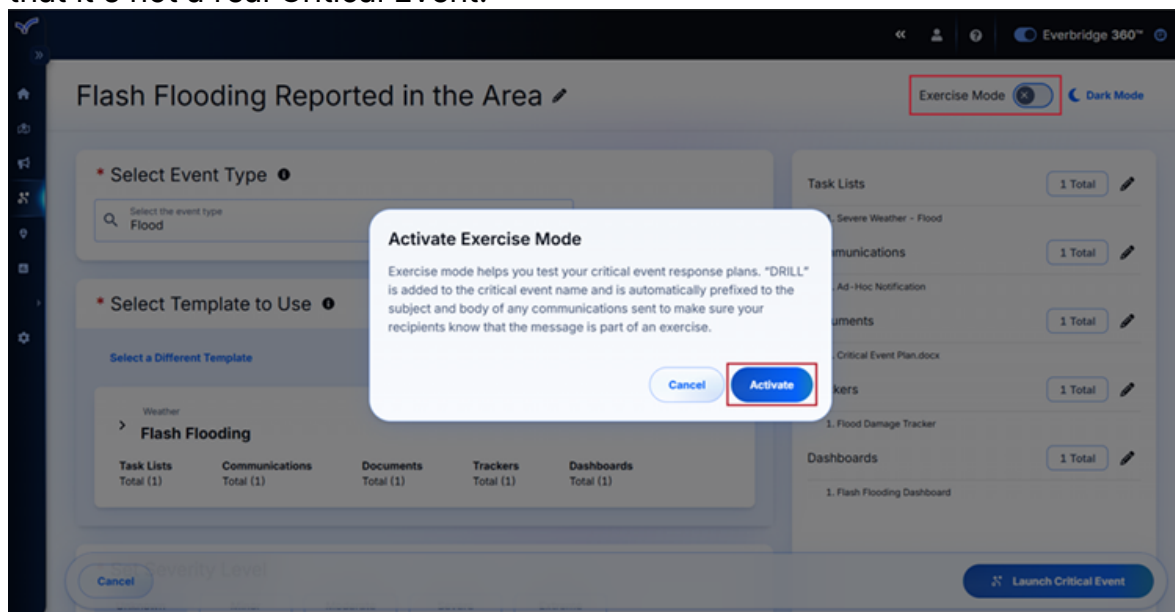


- **Dashboards** - Any Trackers included in the Critical Event Template will be shown, and can be removed as needed. Click the down arrow to

expand a Dashboard to see what widgets it contains.



- If this Critical Event is intended to be used for training purposes, click the **Exercise Mode** toggle in the top-right corner of the page. Doing so will add "DRILL" to the Critical Event name and automatically prefix it to the subject and body of any sent Communications, making it easy for recipients to know that it's not a real Critical Event.



Click **Activate** again on the modal to confirm.



- Review the selections from the entire form and make any adjustments as needed. Once ready, click **Launch Critical Event**.

The screenshot shows the Everbridge 360 interface for creating a critical event. The title is 'Flash Flooding Reported in the Area'. The form has several sections: 'Select Event Type' with a dropdown menu showing 'Flood'; 'Select Template to Use' with a dropdown menu showing 'Flash Flooding'; and a list of associated items: 'Task Lists' (1 Total), 'Communications' (1 Total), 'Documents' (1 Total), 'Trackers' (1 Total), and 'Dashboards' (1 Total). At the bottom right, there is a blue button labeled 'Launch Critical Event'.

- The Launch modal will appear. If there are any last-minute changes to make, click **Stop Launch** to make them. If not, wait for the timer to finish or click **Launch Immediately** to launch the Critical Event.

The screenshot shows the 'Launching Critical Event' modal. The modal has a progress bar and two buttons: 'Stop Launch' and 'Launch Immediately'. The background shows a map of Los Angeles and the event details form, including 'Event Date & Time' with 'Start Time' and 'End Time' fields.

- After the launch, the sender will immediately be routed to the **Critical Event Details** page for review and management. See [Managing a Live Critical](#)

Event for more details about this page.

The screenshot displays the Everbridge 360 Critical Events user interface. At the top, the header shows the Everbridge logo and the title 'EVERBRIDGE 360: CRITICAL EVENTS USER GUIDE'. Below the header, the main content area is titled 'Flash Flooding Reported in the Area' with a pencil icon for editing. The event details section includes fields for ID (CE-000-009), Severity (Severe), Status (Active), Owner (Sarah), Event Type (Flood), Event Start Time (08-22-2025 12:24 PST), Event End Time (MM-DD-YYYY HH:MM), and Duration (1 hour). A navigation bar below the details section includes links for Overview, Dashboards, Alerts, Communications, Task Lists, Documents, Trackers, Form Reports, Situation Reports, Meeting, Root Cause, and Escalated Submission. The main content area is divided into three columns: Task Lists, Communications, and Trackers. Each column shows a count of 1 and a 'Not Launched' status. The Task Lists column also shows an 'Unassigned' status. The Communications and Trackers columns show 'Not Launched' status. The Description section at the bottom left states 'Flash flooding has been reported in your area.' with an 'Edit' link. On the right side, there is a map of the Los Angeles area with a blue circle highlighting the event location. The map shows various cities including Glendale, Pasadena, East Pasadena, Arcadia, Temple City, San Gabriel, Rosemead, El Monte, South El Monte, Pico Rivera, Whittier, Huntington Park, Los Angeles, East Los Angeles, and Alhambra.

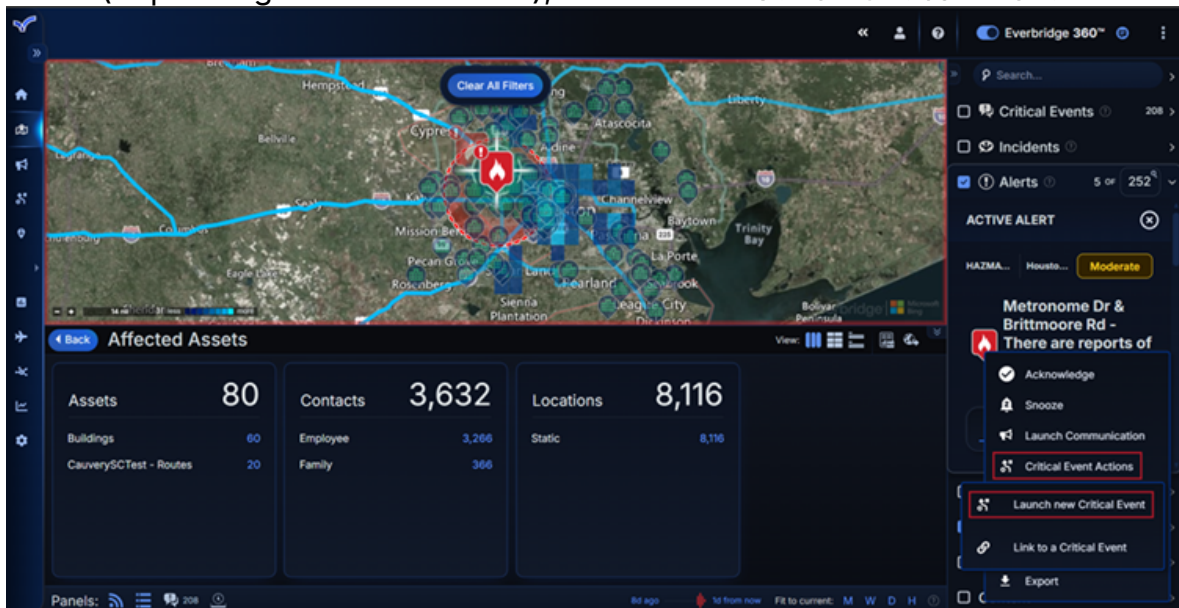
## Launching a Critical Event from an Alert

Critical Events can be launched from an Alert, which will prefill its details with the Alert's information. This can be done in one of two ways: from within an Alert in **Visual Command Center (VCC)**, or from the **Alert Details** page in Alert Management.

### Launching from an Alert VCC

To launch a Critical Event from an Alert in VCC:

1. Locate the Alert in the **Alerts** panel and click it to open.
2. Once the Alert is open, click **Critical Event Actions** from the action bar or menu (depending on column width), then select **Launch Critical Event**

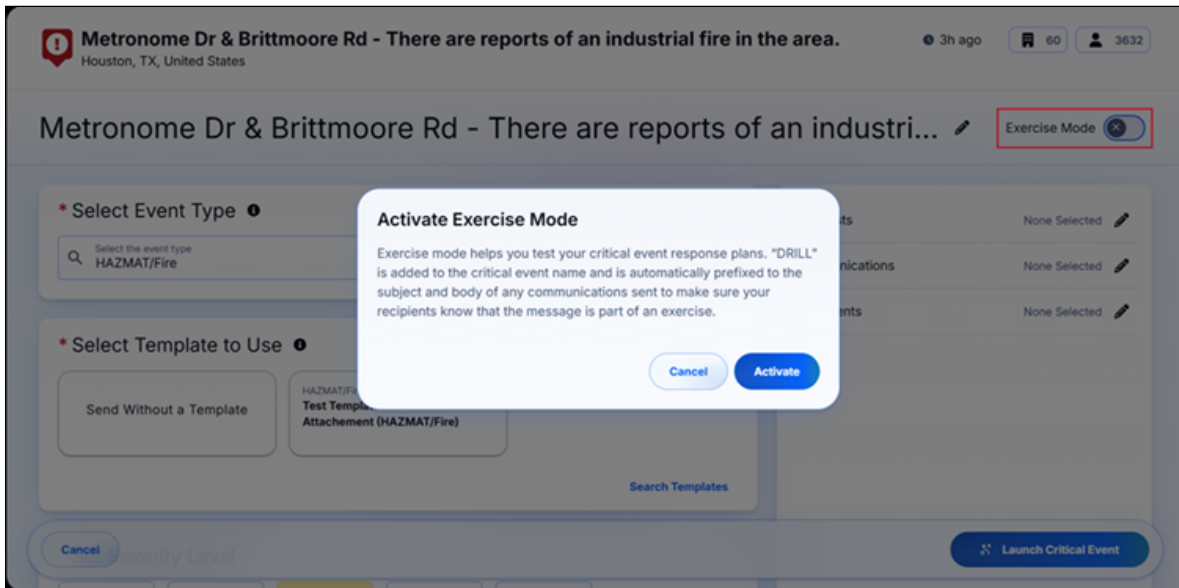


- 
- 
3. The **Launch Critical Event** form will open.



Edit the fields and make the selections as described in the instructions above. The Alert's details already prefilled, including:

- Event Type
  - Template
  - Severity Level
  - Owner
  - Description
  - Location
  - Event Date and Time
  - Time Zone
  - Folder
4. Depending on the selected Critical Event Template, add any applicable Task Lists, Communications, Documents, Trackers, and Dashboards.
  5. If this is intended to be a practice drill, click the **Exercise Mode** toggle, then **Activate**.



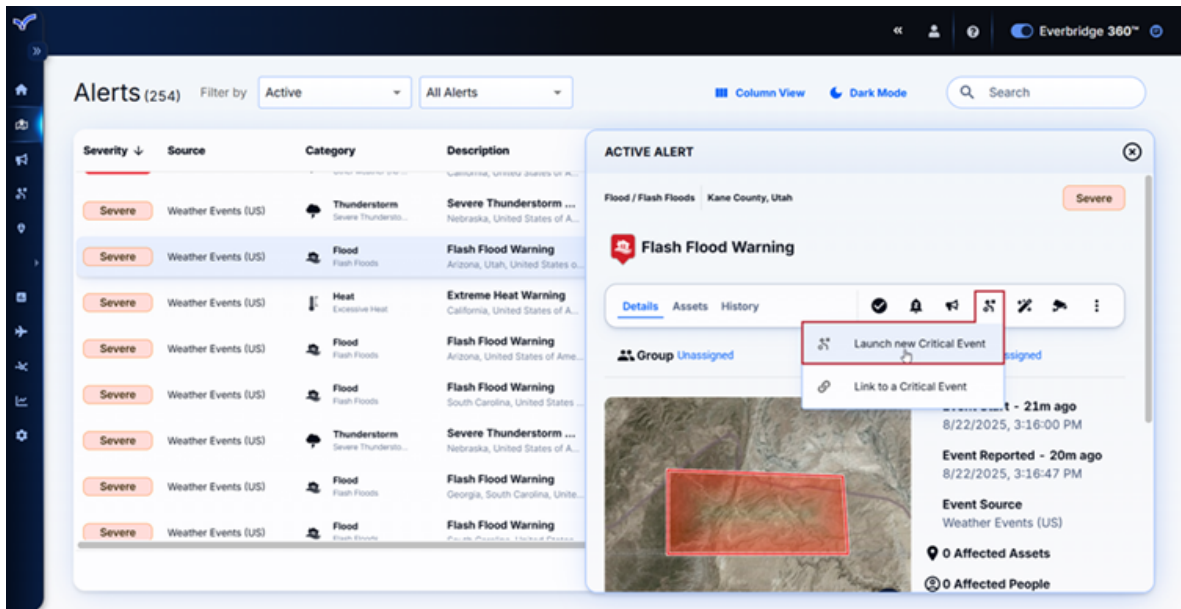
6. Click **Launch Critical Event**.

## Launching from Alert Management

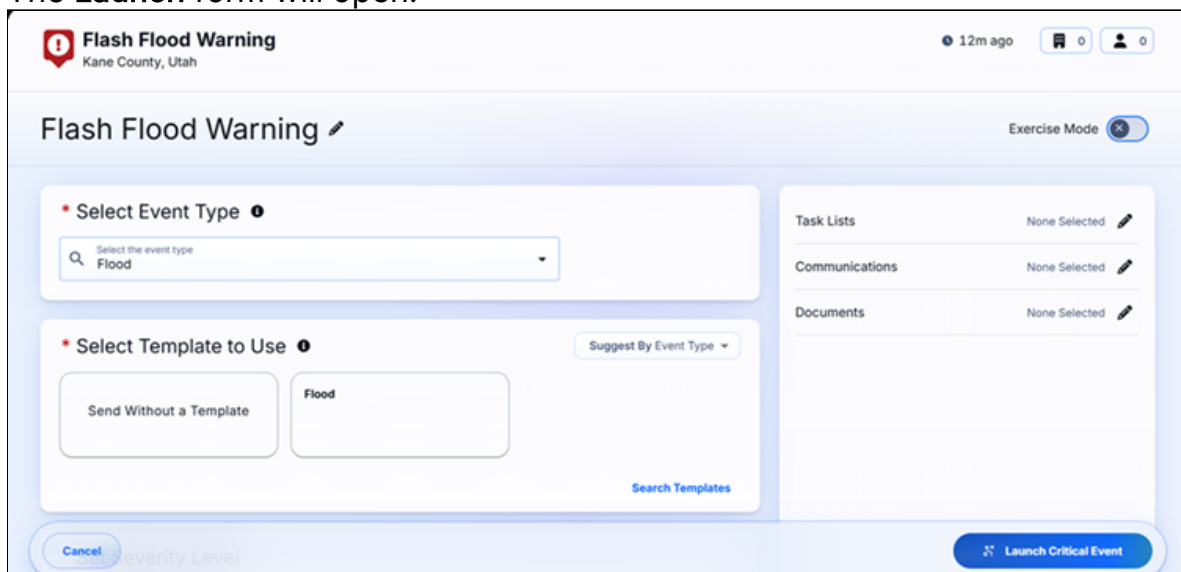
To launch a Critical Event from Alert Management:

1. Navigate to **Situational Awareness > Alert Management**.
2. Select an Alert from the list to open the **Alert Details** modal.

- Click **Critical Event Actions > Launch Critical Event** from the actions toolbar.

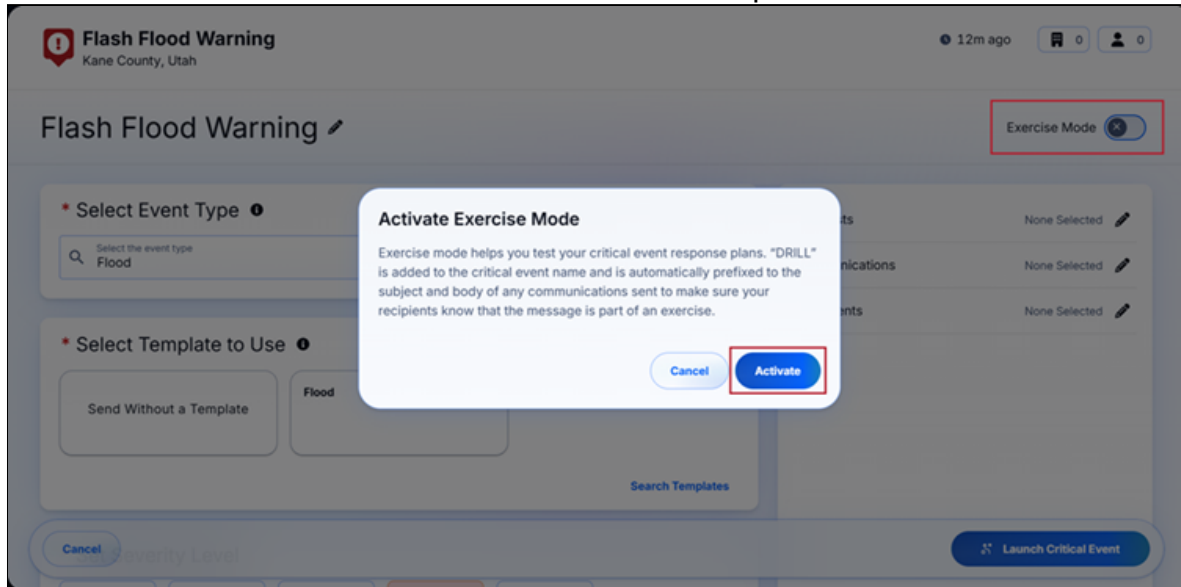


- The **Launch** form will open.



- Edit the fields and make the selections as described in the instructions above. The Alert's details are already prefilled, including:
  - Event Type
  - Critical Event Template
  - Severity Level
  - Owner
  - Description
  - Location
  - Event Date and Time
  - Time Zone
  - Folder

6. Depending on the selected Critical Event Template, add any applicable Task Lists, Communications, Documents, Trackers, and Dashboards.
7. Activate **Exercise Mode** if this is intended to be a practice drill.



8. Click **Launch Critical Event**. The user will immediately be routed to the [Everbridge 360 Critical Event Details](#) page, where they can monitor and manage its progress.



## Launching an Everbridge 360 Critical Event from a Map Filter in VCC

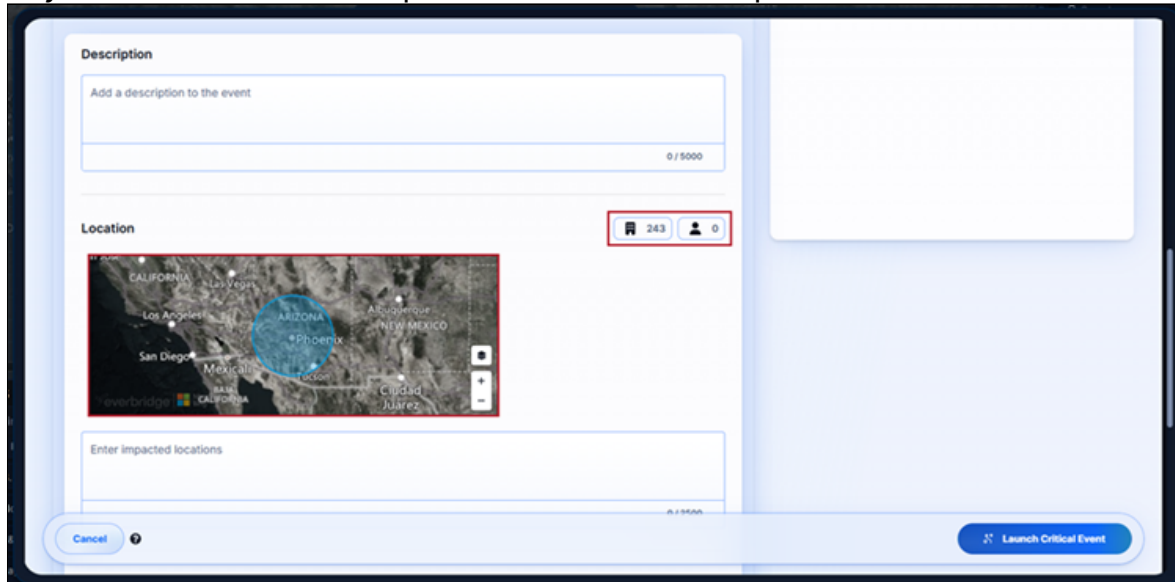
Critical Events can be launched directly from a drawn Map Filter in Visual Command Center, making it easy to capture affected Assets or Contacts in a geographic area.

To do this:

1. In the Visual Command Center Operator Console, click the kebab menu icon in the top-right corner and select **Map Filter**.
2. Draw a Map Filter shape on the map.
3. Click the **Launch Critical Event (Everbridge 360)** button on the **Actions** bar.



4. The **New Critical Event** form will open with the **Location** section prefilled with any Assets or Contacts captured in the drawn Map Filter.



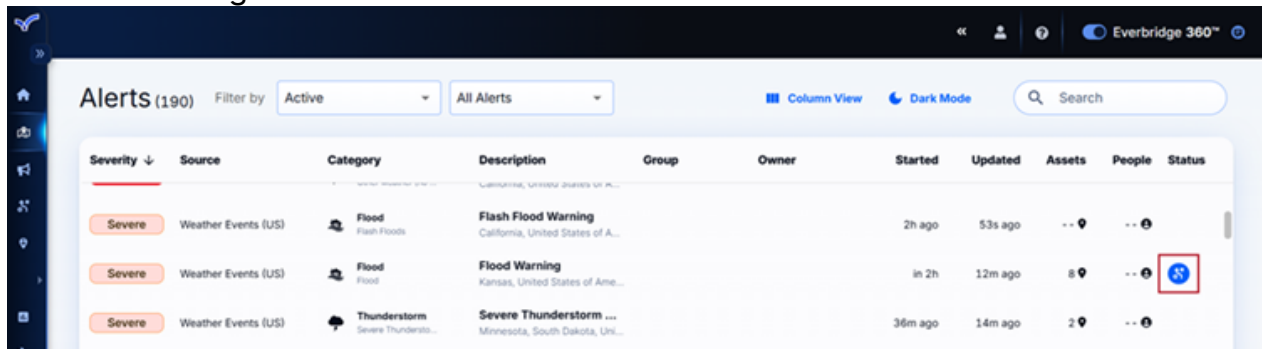
The screenshot shows the 'New Critical Event' form. The 'Description' section has a text input field with a placeholder 'Add a description to the event' and a character count '0 / 5000'. The 'Location' section features a map of the southwestern United States with a blue circle highlighting Phoenix, Arizona. To the right of the map is a red-bordered box containing a building icon, the number '243', and a person icon with the number '0'. Below the map is a text input field labeled 'Enter impacted locations'. At the bottom of the form are 'Cancel' and 'Launch Critical Event' buttons.

5. Complete the rest of the Critical Event fields, then click **Launch Event**.

## Linking Alerts to Existing Critical Events

Alerts can be manually linked to existing Critical Events from the **Alert Management** page, which can be found by navigating to **Situational Awareness > Alert Management** in the Manager Portal.

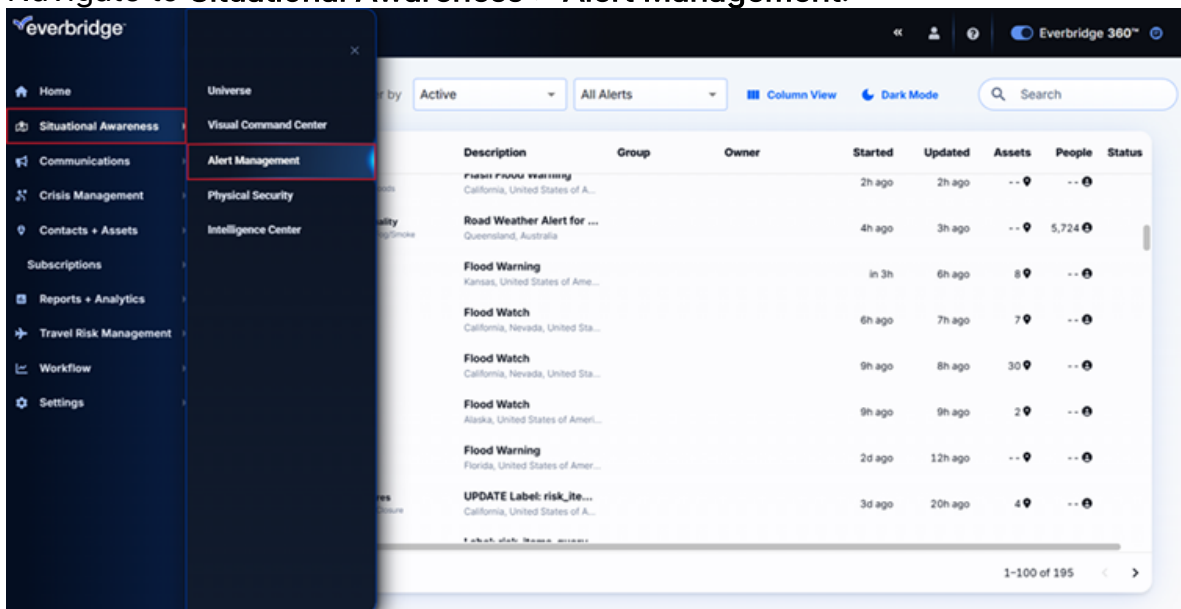
Alerts that have been linked to a Critical Event will show the **Critical Event** icon in the Alert Management list view.



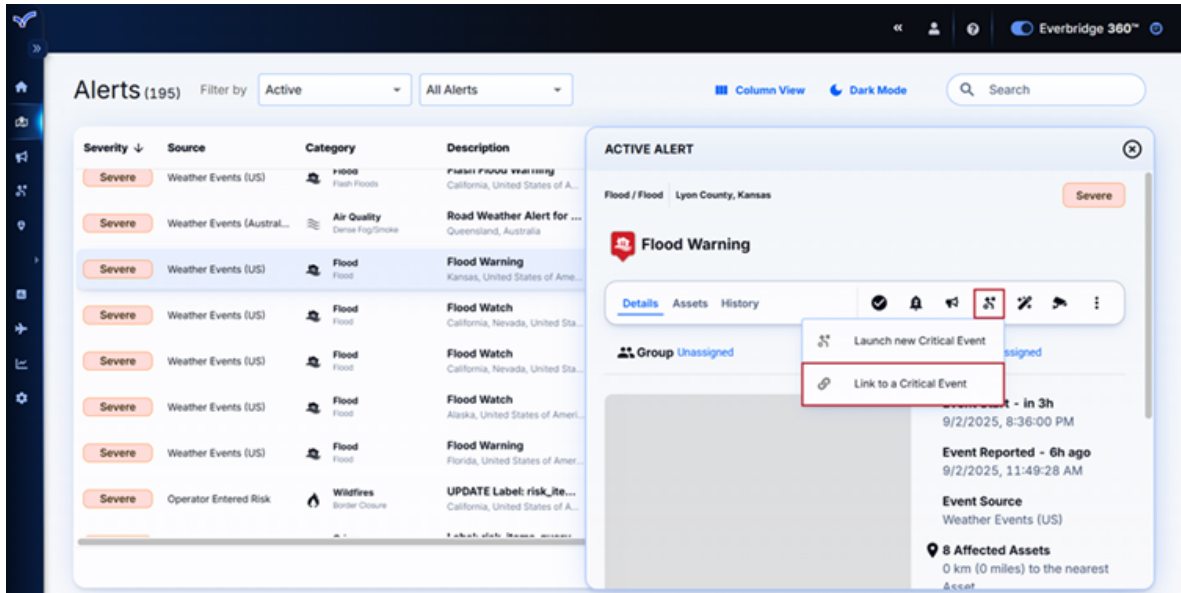
**NOTE:** For more on Alert Management, see the [Visual Command Center User Guide](#) or Online Help.

To link an Alert to a Critical Event:

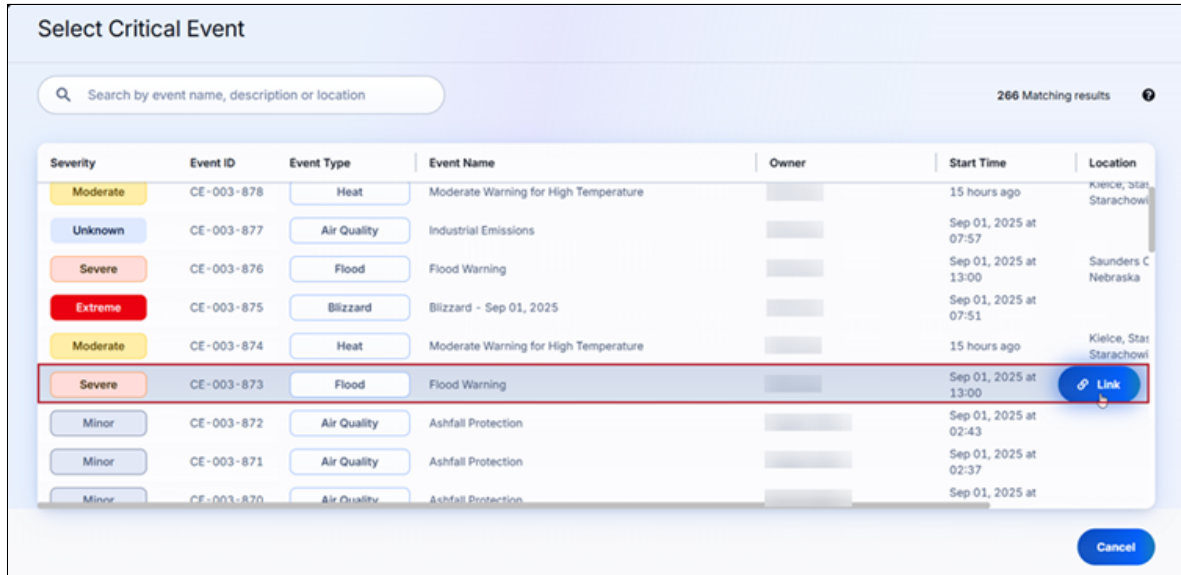
1. Navigate to **Situational Awareness > Alert Management**.



2. Click the Alert that needs to be linked.
3. The **Alert Details** modal will open. Click the **Critical Event Actions** icon and select **Link to a Critical Event**.



4. The **Select Critical Event** modal will open. Either search for a Critical Event by Event Name, Description or Location, or just scroll through the list and select the appropriate Critical Event. Hover the cursor over the Event and click **Link**.



5. The **Alert Details** modal will refresh, and the linked Critical Event will now be displayed at the bottom. Clicking the link will open the **Critical Event Details**

page for the linked Event.

ACTIVE ALERT

8 Affected Assets  
0 km (0 miles) to the nearest Asset

0 Affected People

Description

The National Weather Service has issued a Flood Warning effective 2025-09-02T22:36:00-05:00 for Lyon, KS until 2025-09-03T23:48:00-05:00

More Information

<https://alerts.weather.gov/search?id=urn:oid:2.49.0.1.840.0.43700d56194afb21a4ecbd90cdd79c0d6dbdde...>

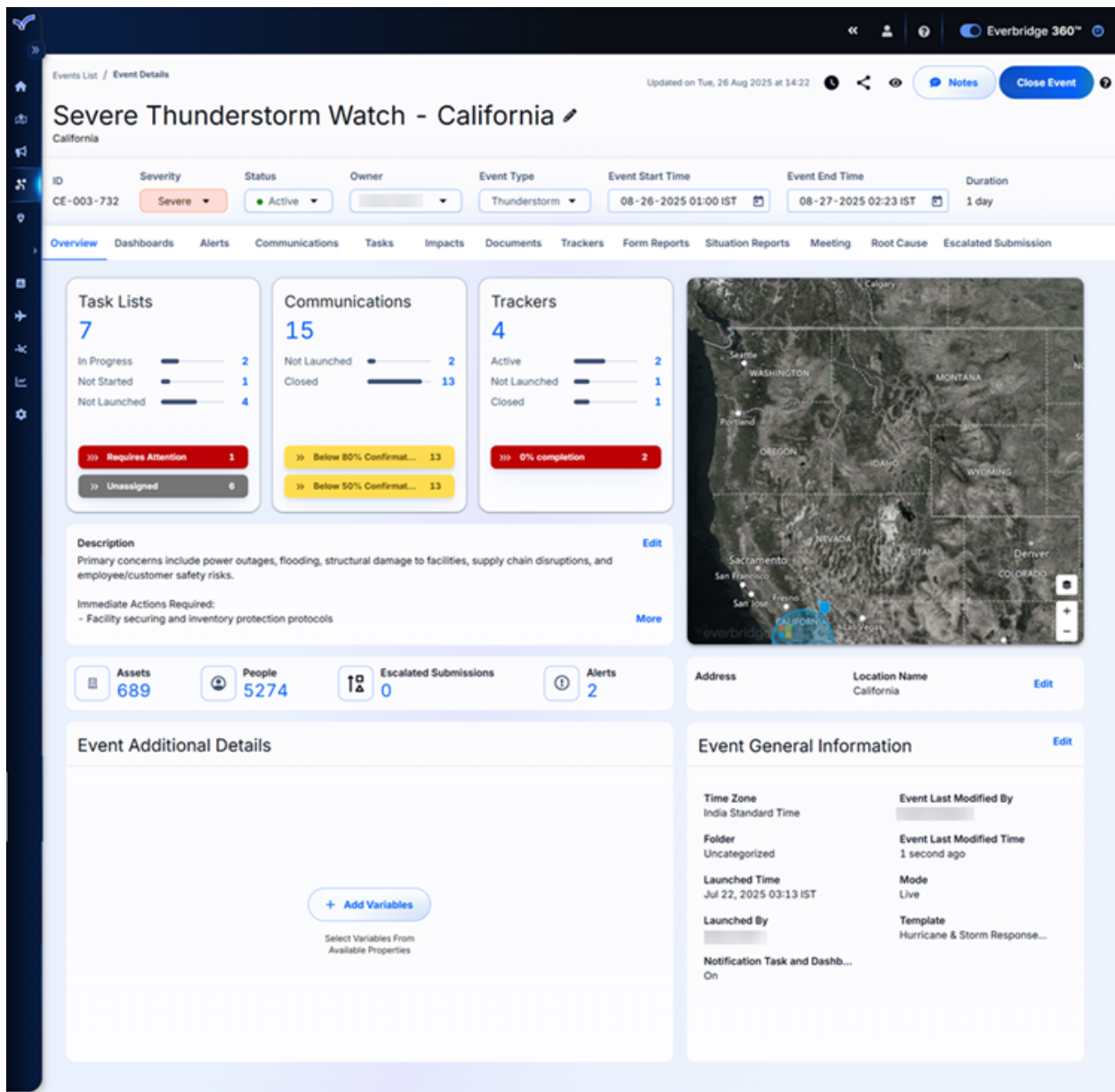
Segments

Lyon, KS  
Until 9/3/2025, 9:48:00 PM

Linked to Critical Event  
Flood Warning

# Everbridge 360 Critical Event Details

Click on a Critical Event from the Critical Events List to open the **Critical Event Details** page, which displays crucial information about a launched Critical Event and allows the user to take further actions on it as needed.



The screenshot displays the 'Severe Thunderstorm Watch - California' event details page. The page is organized into several sections:

- Header:** Shows the event title 'Severe Thunderstorm Watch - California' and a status of 'Active'. It includes filters for ID (CE-003-732), Severity (Severe), Status (Active), Owner, Event Type (Thunderstorm), Event Start Time (08-26-2025 01:00 IST), Event End Time (08-27-2025 02:23 IST), and Duration (1 day).
- Overview Tab:** The active tab, showing a summary of the event. It includes a map of California and surrounding states.
- Task Lists:** A section with 7 tasks, categorized by status: In Progress (2), Not Started (1), and Not Launched (4). It also shows a 'Requires Attention' count of 1 and an 'Unassigned' count of 6.
- Communications:** A section with 15 communications, categorized by status: Not Launched (2) and Closed (13). It also shows a 'Below 80% Confirmed' count of 13 and a 'Below 50% Confirmed' count of 13.
- Trackers:** A section with 4 trackers, categorized by status: Active (2), Not Launched (1), and Closed (1). It also shows a '0% completion' count of 2.
- Description:** A section providing details about the event, including primary concerns (power outages, flooding, structural damage, supply chain disruptions, and employee/customer safety risks) and immediate actions required (facility securing and inventory protection protocols).
- Assets:** A section showing 689 assets.
- People:** A section showing 5274 people.
- Escalated Submissions:** A section showing 0 escalated submissions.
- Alerts:** A section showing 2 alerts.
- Event Additional Details:** A section for adding variables to the event.
- Event General Information:** A section for editing event details, including Time Zone (India Standard Time), Folder (Uncategorized), Launched Time (Jul 22, 2025 03:13 IST), Launched By, Notification Task and Dashb... (On), Event Last Modified By, Event Last Modified Time (1 second ago), Mode (Live), and Template (Hurricane & Storm Response...).

The Critical Events Details page is broken into multiple tabs or areas, allowing users to easily navigate to any items included in the Critical Event:

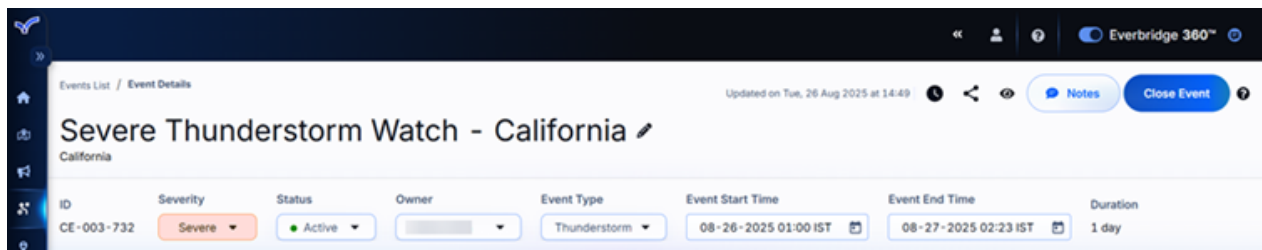
- Basic Critical Event Details
- Overview (default tab)

- Dashboards
- Alerts
- Communications
- Tasks
- Impacts
- Documents
- Trackers
- Form Reports
- Situation Reports
- Meeting
- Root Cause
- Estimation

## Basic Critical Event Details

The **Basic Critical Event Details** is an omnipresent panel at the top of the page that displays editable information about the Critical Event, including:

- Event Title
- Severity
- Status
- Owner
- Event Type
- Event Start Time
- Event End Time



Several actions can also be taken from the Basic Critical Event Details panel, such as:

- Closing or Reopening the Critical Event
- Using the Audit Log
- Publishing to Contacts/Previewing Contacts
- Reviewing or Leaving Notes

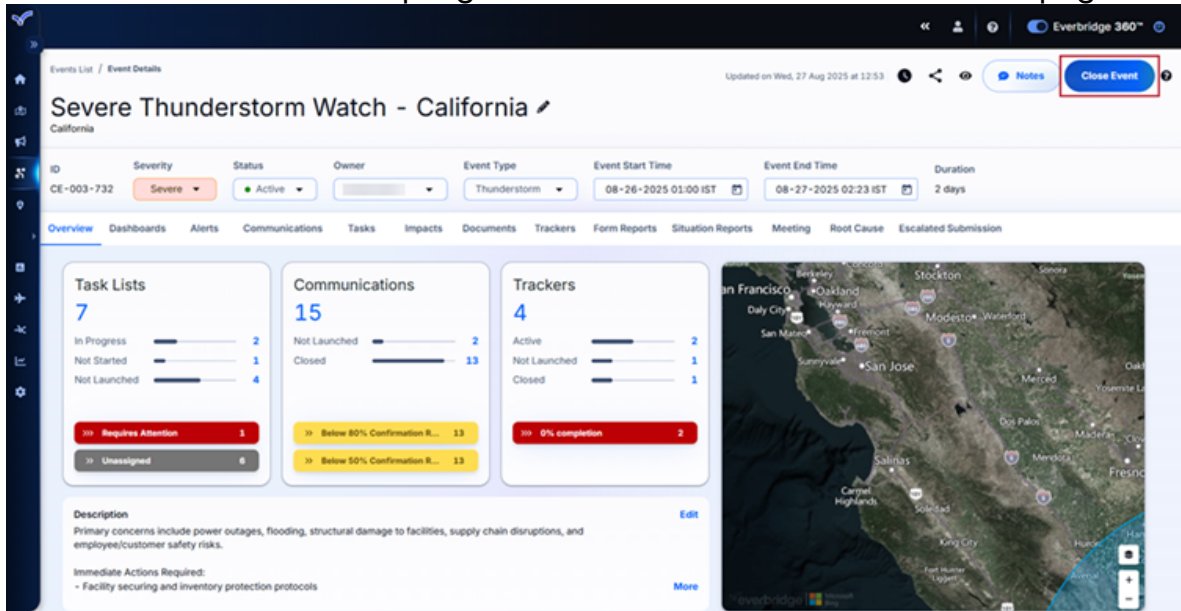


## Closing a Critical Event

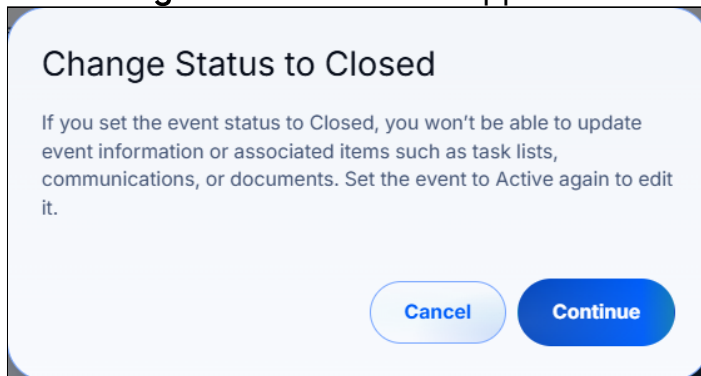
Active Critical Events can be closed directly from the **Critical Events Details** page. Once a Critical Event has been closed, no further changes can be made or actions taken on it.

To close a Critical Event:

1. Click **Close Event** in the top-right corner of the **Critical Event Details** page.



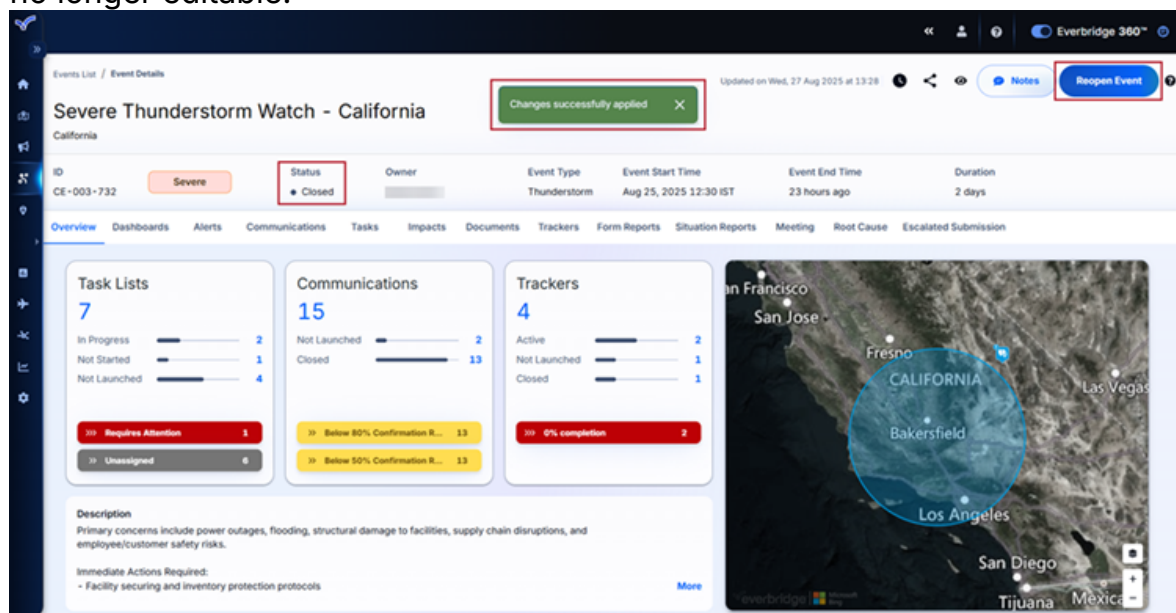
2. The **Change Status** modal will appear. Click **Continue**.



3. A success message will appear at the top of the page, and the Critical Event **Status** will now be set to **Closed** instead of **Active**. Note that the **Close Event** button has become the **Reopen Event** button, and the fields on the page are



no longer editable.

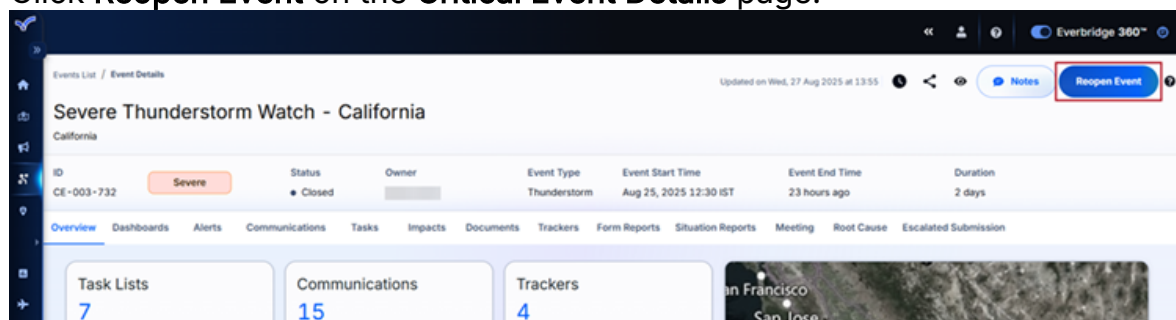


**NOTE:** Critical Events can also be closed or reopened with Quick Actions from the Critical Event List. See

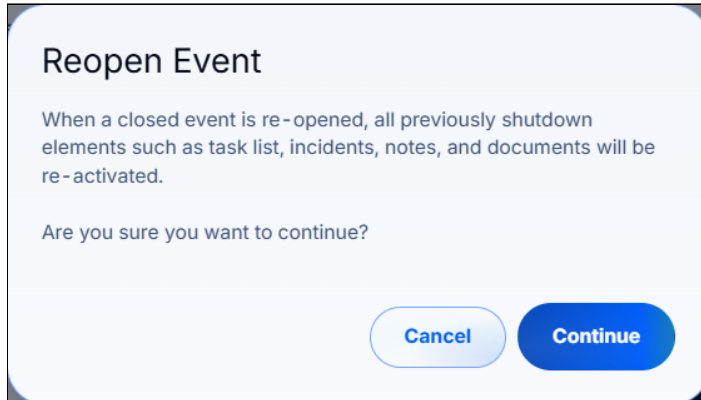
## Reopening a Critical Event

Closed Critical Events can be reopened as needed, which will allow operators to edit or take actions on it again. To reopen a Critical Event:

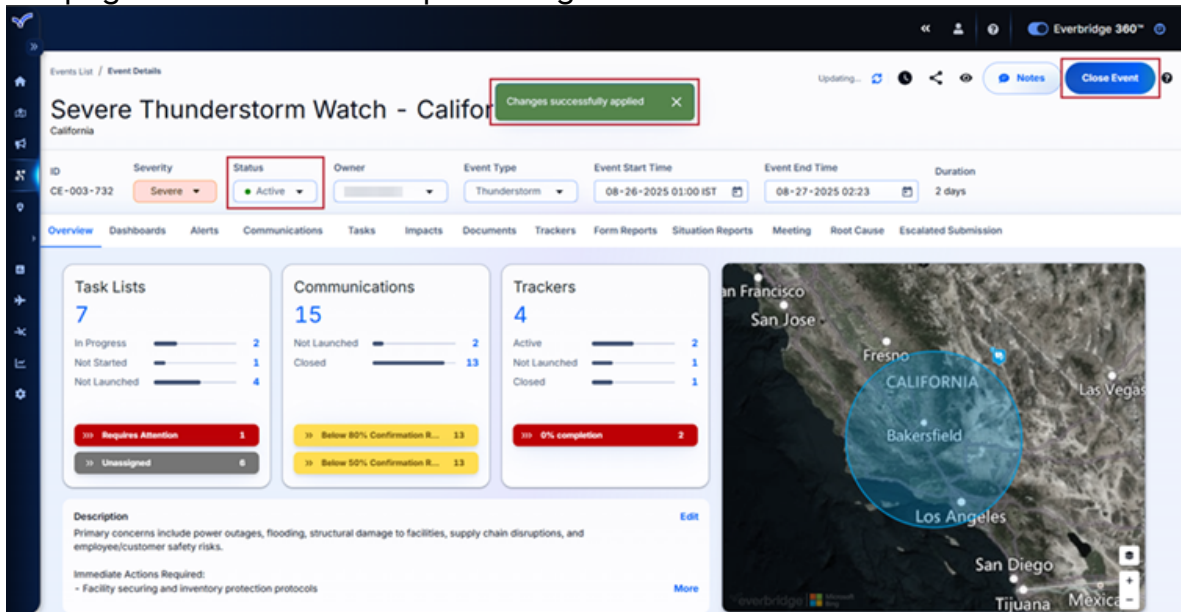
1. Click **Reopen Event** on the **Critical Event Details** page.



- The **Reopen Event** modal will open. Click **Continue** to proceed with reopening the Critical Event.

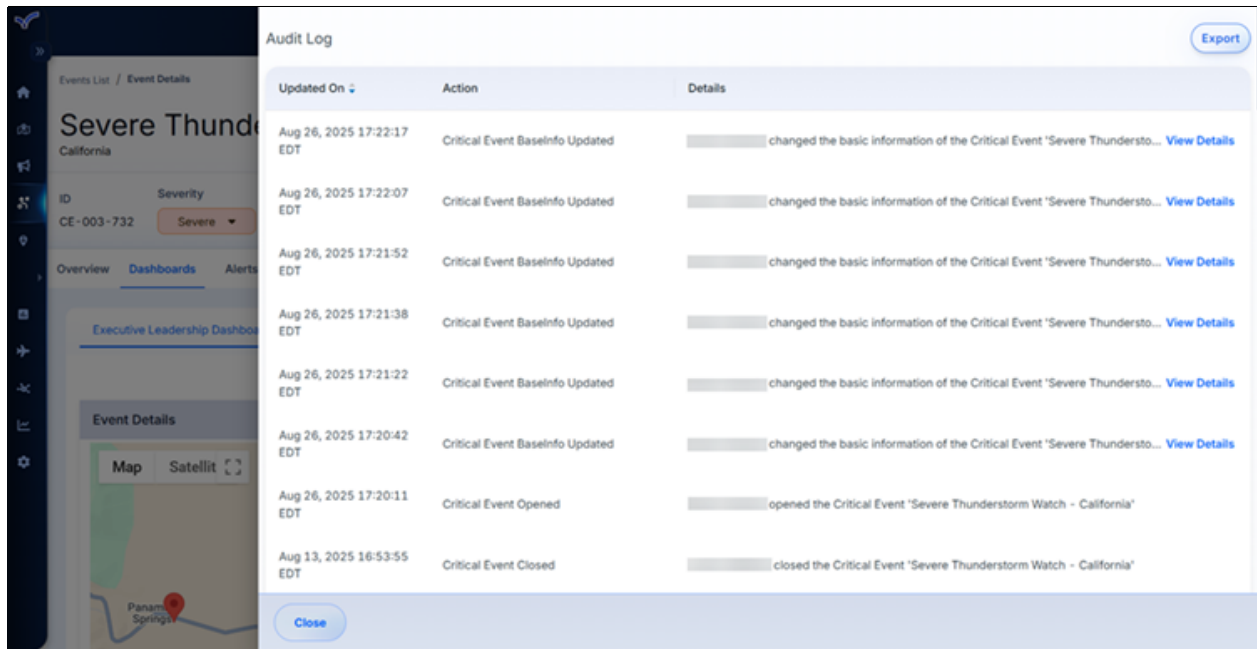


- A success message will appear at the top of the page, and the Critical Event **Status** will now be set to **Active** instead of **Closed**. Note that the **Reopen Event** button has reverted back to the **Close Event** button, and the items on the page can be edited or updated again as needed.



## Using the Audit Log



The **Audit Log** shows any **Action** that has been taken on a Critical Event since being launched, such as adding comments, updating information, or closing the Event, including who took the action and when. Each individual change will create its own Action item for tracking.



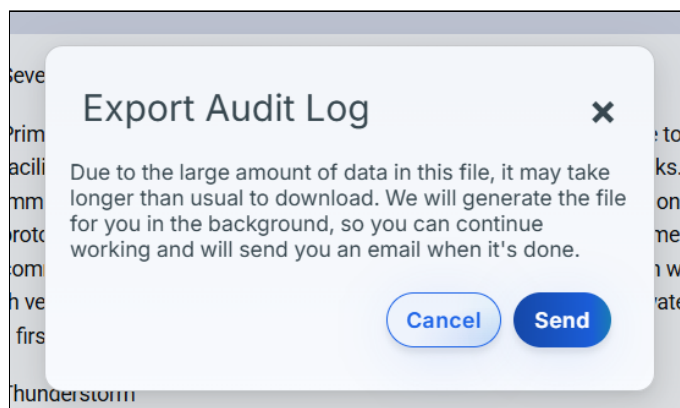
The screenshot displays the 'Audit Log' for a critical event. The event details on the left show the name 'Severe Thunderstorm Watch - California', ID 'CE-003-732', and severity 'Severe'. The audit log table on the right lists actions taken on the event, including updates to basic information and the opening and closing of the event. Each row in the table includes a timestamp, the action taken, a description of the change, and a 'View Details' link.

Updated On	Action	Details
Aug 26, 2025 17:22:17 EDT	Critical Event Baselfo Updated	changed the basic information of the Critical Event 'Severe Thundersto... View Details
Aug 26, 2025 17:22:07 EDT	Critical Event Baselfo Updated	changed the basic information of the Critical Event 'Severe Thundersto... View Details
Aug 26, 2025 17:21:52 EDT	Critical Event Baselfo Updated	changed the basic information of the Critical Event 'Severe Thundersto... View Details
Aug 26, 2025 17:21:38 EDT	Critical Event Baselfo Updated	changed the basic information of the Critical Event 'Severe Thundersto... View Details
Aug 26, 2025 17:21:22 EDT	Critical Event Baselfo Updated	changed the basic information of the Critical Event 'Severe Thundersto... View Details
Aug 26, 2025 17:20:42 EDT	Critical Event Baselfo Updated	changed the basic information of the Critical Event 'Severe Thundersto... View Details
Aug 26, 2025 17:20:11 EDT	Critical Event Opened	opened the Critical Event 'Severe Thunderstorm Watch - California'
Aug 13, 2025 16:53:55 EDT	Critical Event Closed	closed the Critical Event 'Severe Thunderstorm Watch - California'

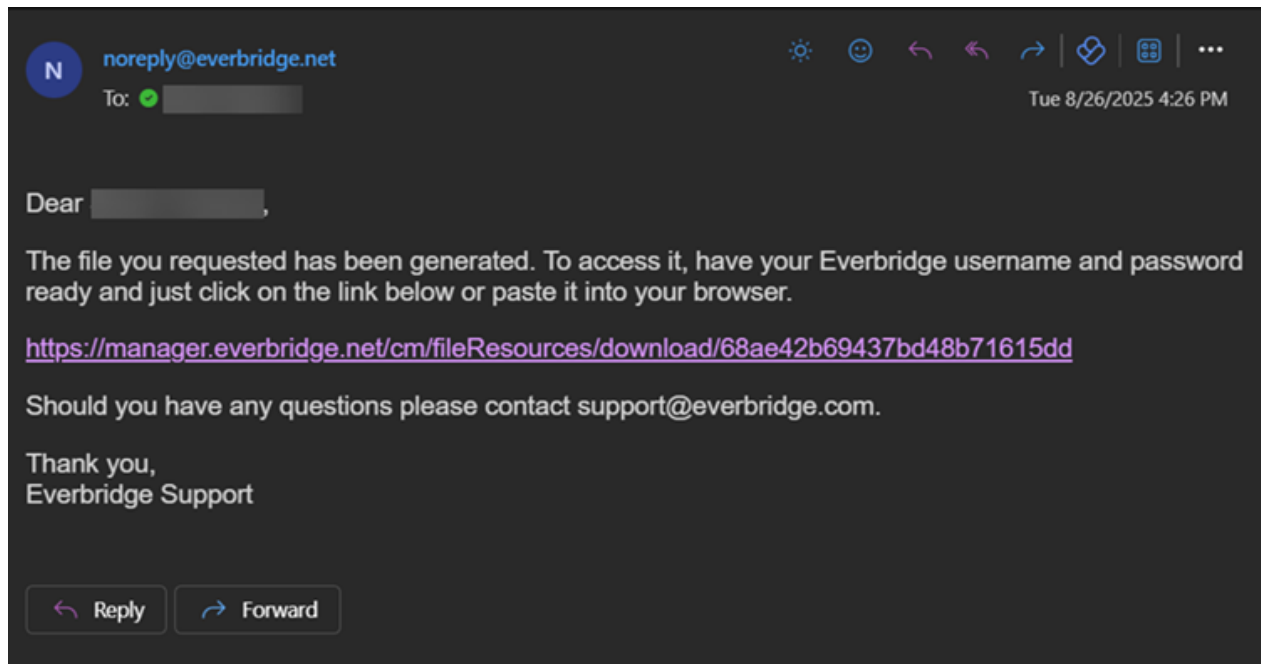
Clicking **View Details** for a taken Action expands its details and provides a side-by-side comparison of the content before and after the change.

Audit Log			Export
Updated On	Action	Details	
Aug 26, 2025 17:22:17 EDT	Critical Event Baseline Updated	changed the basic information of the Critical Event 'Severe Thunderstor... View Details	
	The Current Version	Previous Version	
<b>Title</b>	Severe Thunderstorm Watch - California	Severe Thunderstorm Watch - California	
<b>Description</b>	Primary concerns include power outages, flooding, structural damage to facilities, supply chain disruptions, and employee/customer safety risks. Immediate Actions Required: - Facility securing and inventory protection protocols - Staff scheduling adjustments and safety briefings - Customer communication and service modifications - Supply chain coordination with vendors/distributors - Emergency supply stockpiling (generators, water, first aid)	Primary concerns include power outages, flooding, structural damage to facilities, supply chain disruptions, and employee/customer safety risks. Immediate Actions Required: - Facility securing and inventory protection protocols - Staff scheduling adjustments and safety briefings - Customer communication and service modifications - Supply chain coordination with vendors/distributors - Emergency supply stockpiling (generators, water, first aid)	
<b>Event Type</b>	Thunderstorm	Thunderstorm	
<b>Owner</b>			
<b>Location</b>			
<b>Location Name</b>	California	California	
<b>Event Start Time</b>	Aug 25, 2025 15:30:00 EDT	Aug 25, 2025 15:30:00 EDT	
<b>Event Close Time</b>	Aug 26, 2025 16:53:55 EDT	Sep 26, 2025 16:53:55 EDT	
<b>Task and Dashboard Alerts</b>	On	On	
<b>Severity</b>	SEVERE	SEVERE	

Click the **Export** button in the top-right corner to have the Audit Log exported via an emailed download link, then click **Send** to confirm.



Once generated, the email will arrive in the user's inbox, where they can click the link to download the Audit Log.



## Publishing to Contacts

Critical Events can be published directly to an Organization's Member Portal. To do this:

1. Click the **Publish to Contacts** button at the top of the page.

## 2. Choose the desired recipients individually or via Groups and Rules.

### Publish Event to Contacts

The members you select will be notified that there is a new event they can view in the Member Portal

Search by individual, group or rule name or by group description
 Advanced

Groups

Individuals

Rules

<input type="checkbox"/>	Aaron	Alleman	eb1-528-1868
<input checked="" type="checkbox"/>	Aaron	Riffe	eb1-575-5559
<input checked="" type="checkbox"/>	Aaron	Gipson	eb1-575-5584
<input checked="" type="checkbox"/>	Aaron	Horning	eb1-575-6942
<input type="checkbox"/>	Aaron	Baltazar	eb1-607-1045
<input type="checkbox"/>	Aaron	Claypool	eb1-611-3014
<input checked="" type="checkbox"/>	Aaron	Mackie	eb1-611-3024
<input checked="" type="checkbox"/>	Aaron	Chaney	eb1-982-1144

Selected Recipients 115569

Individuals

Details

6

Groups 1

Details

77

Rules 2

Details

115520

Cancel

Publish

- Optionally, click **Advanced** to open the **Advanced Search**, which allows users to search for Contacts using specific data points: External ID, Country, Associated Groups, Email Address, Additional Information,

## Location, and Record Type.

### Publish Event to Contacts

The members you select will be notified that there is a new event they can view in the Member Portal

[< Back](#)

Advanced

#### Advanced Search

Refine By Clear

#### Search Results (200+)

Select All

	First Name	Last Name	External ID
+	Luca	Lopez	234578
+	Aria	Keller	234577
+	Caleb	Jackson	234576
+	Isla	Irving	234575
+	Leo	Hughes	234574
+	Mia	Garcia	234573
+	Elijah	Foster	234572
+	Carmen	Ortega	234571
+	Derek	Lin	234570
+	Sofia	Patel	234569

Cancel
Publish

- The total number of **Selected Recipients** across all three selection methods will be displayed at the bottom, which should be reviewed before publishing to ensure accuracy. Click the **Selected Recipients** total to open the **Recipient Details** modal, which will allow the launcher to see the selected recipients by

Individuals, Groups or Rules. Click **Done** to close it.

**Filter** Clear All 115569

**Groups** 1 77

**Individuals** 6

**Rules** 2 115520

**Recipient Details** 115569

Search by Individual's First Name/Last Name

Viewing All

First Name ^	Last Name	External ID
Aaron	Hunley	eb1-224-3703
Aaron	Nowicki	eb1-224-4968
Aaron	Lyles	eb1-235-7118
Aaron	Gilbertson	eb1-214-400
Aaron	Hughs	eb1-216-1250
Aaron	Mounts	eb1-207-3933
Aaron	Ransom	eb1-220-3067
Aaron	Loper	eb1-237-6946
Aaron	Leonardo	eb1-224-3519

**Done**

- Click **Publish**. The chosen recipients will be notified that there's a new Critical Event ready for review in their Member Portal
  - If needed, the Critical Event can be removed from the Member Portal at any time by clicking **Unpublish** from the **Basic Critical Events Details** panel.

## Using Notes

Operators can use the **Notes** panel to leave messages or important context for one another in real-time. Any existing Notes will be displayed for review, including when they were left and by whom.

To leave a Note:

- Click the **Notes** icon at the top of the **Critical Event Details** page.
- The Notes panel will open. Review any existing Notes.



3. Type a new Note (up to 5,000 characters) in the text field.

4. Optionally, click **Add Attachments** to attach up to four attachments (maximum of 50 MB each/ 200 MB total). Select the desired files and click **Attach**.

5. Click **Add a Note**.

Add a Note

Still awaiting response from neighboring GSOCs.

+ Add Attachments 47 / 5000

Total File Size: 0.01 MB

Evacua... | 0.01MB x

Close Cancel **Add a Note**

6. The new Note will appear in the list for other stakeholders to see.

Notes 2

**SV** 10 seconds ago, by [redacted] >  
Still awaiting response from neighboring GSOCs.

**SV** 19 minutes ago, by [redacted] >  
Sent to local operators for response coordination.

Add a Note

Type a note, add any attachments then save

+ Add Attachments 0 / 5000

Close

- Users can expand a Note to review its details and any attachments by clicking on its arrow. They can also edit it or delete Notes from here, if

needed.

SV
Aug 27, 2025 12:27 IST, by

Still awaiting response from neighboring GSOCs.

Evacua... | 0.01MB

SV
Aug 27, 2025 12:08 IST, by

Sent to local operators for response coordination.

- Note Attachments can also be previewed by being clicked on.

Notes

Evacuation floorplan V1.png
Download

File Size 0.14 MB

Assembly Area

Primary Exit

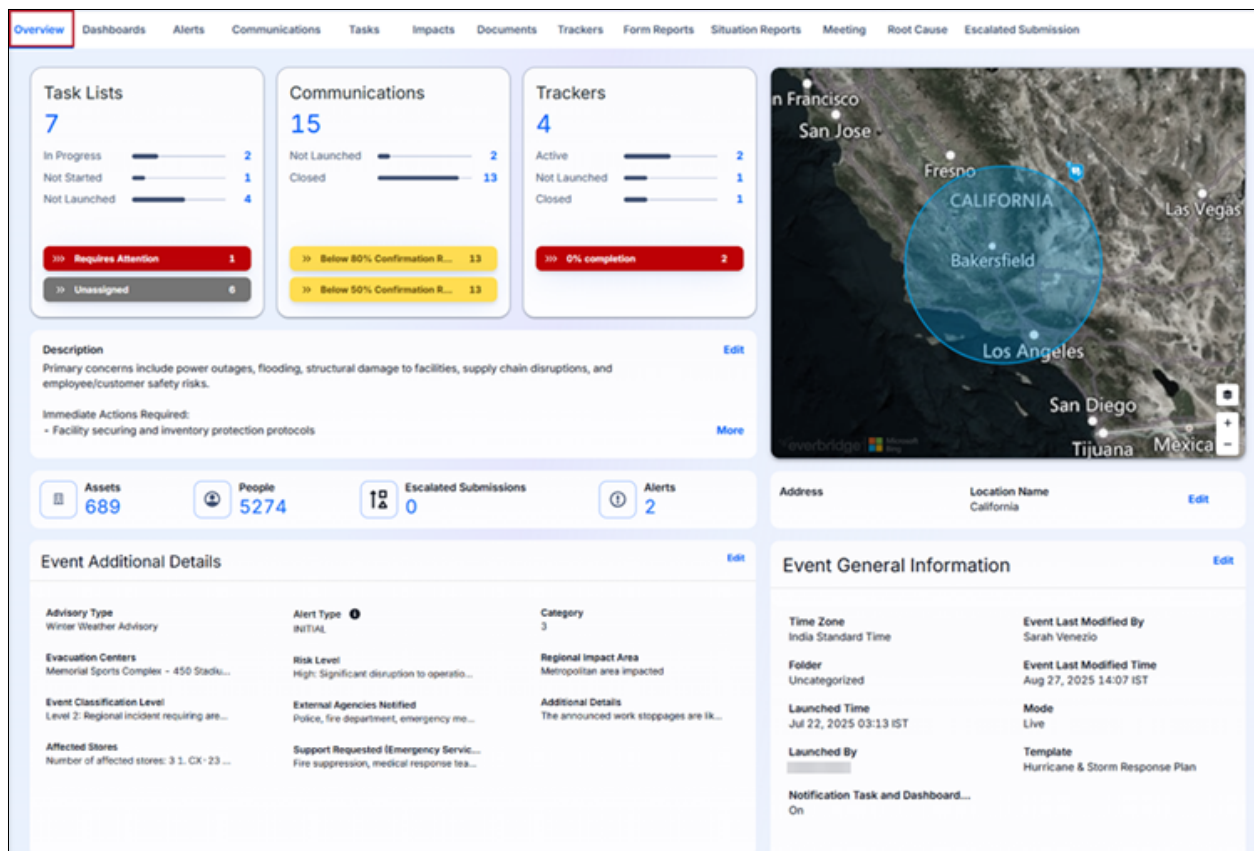
Secondary Exit

You are here

Close

## Overview Tab

The **Overview** tab is the default landing place when opening the **Critical Event Details** page. It contains **Summary Views** of Task Lists, Communications, and Trackers, while also allowing users to review the **Event's Description**, **Event General Details**, **Affected Assets and People**, **Escalations**, **Alerts**, **Location**, and **Event Additional Details** to assist with Event response and management.



**Task Lists**  
7  
In Progress: 2  
Not Started: 1  
Not Launched: 4  
Requires Attention: 1  
Unassigned: 6

**Communications**  
15  
Not Launched: 2  
Closed: 13  
Below 80% Confirmation R...: 13  
Below 50% Confirmation R...: 13

**Trackers**  
4  
Active: 2  
Not Launched: 1  
Closed: 1  
0% completion: 2

**Description**  
Primary concerns include power outages, flooding, structural damage to facilities, supply chain disruptions, and employee/customer safety risks.  
Immediate Actions Required:  
- Facility securing and inventory protection protocols

**Assets** 689  
**People** 5274  
**Escalated Submissions** 0  
**Alerts** 2

**Event Additional Details**  
Advisory Type: Winter Weather Advisory  
Evacuation Centers: Memorial Sports Complex - 450 Stadium...  
Event Classification Level: Level 2: Regional incident requiring are...  
Affected Stores: Number of affected stores: 3 1, CX- 23 ...  
Alert Type: INITIAL  
Risk Level: High: Significant disruption to operatio...  
External Agencies Notified: Police, fire department, emergency me...  
Support Requested (Emergency Servic...: Fire suppression, medical response tea...  
Category: 3  
Regional Impact Area: Metropolitan area impacted  
Additional Details: The announced work stoppages are lik...

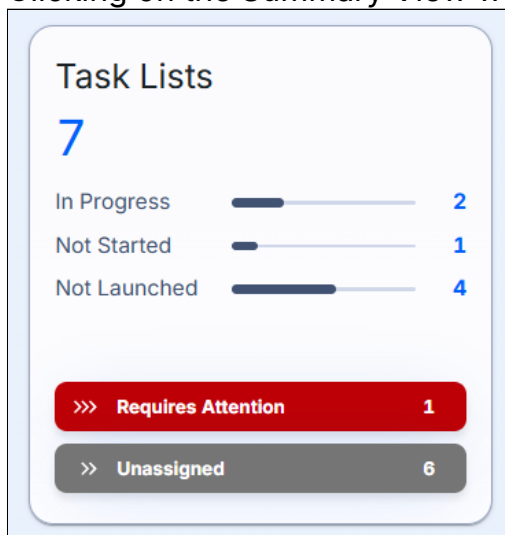
**Event General Information**  
Time Zone: India Standard Time  
Folder: Uncategorized  
Launched Time: Jul 22, 2025 03:13 IST  
Launched By: [User]  
Notification Task and Dashboard...: On  
Event Last Modified By: Sarah Venezio  
Event Last Modified Time: Aug 27, 2025 14:07 IST  
Mode: Live  
Template: Hurricane & Storm Response Plan

## Summary Views

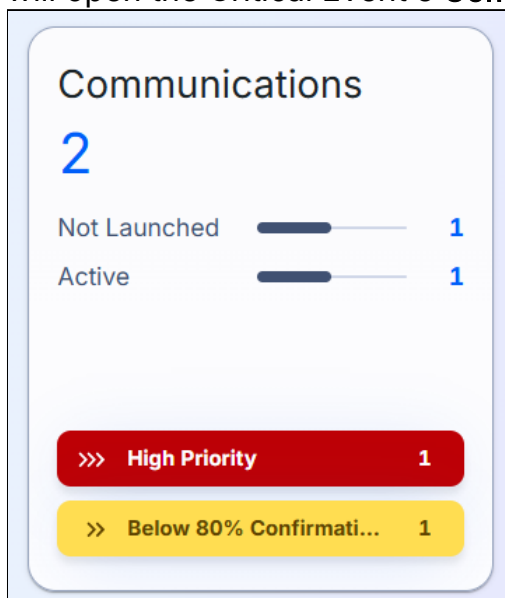
The **Summary View** tiles surface important details about the Critical Event's Task Lists, Communications, and Trackers.

- **Task List Summary View** - Displays the total number of Task Lists and their status (In Progress, Not Started, and Not Launched). Any Task Lists that require attention or that are currently unassigned can be seen here, as well.

Clicking on the Summary View will open the Critical Event's **Task List** tab.

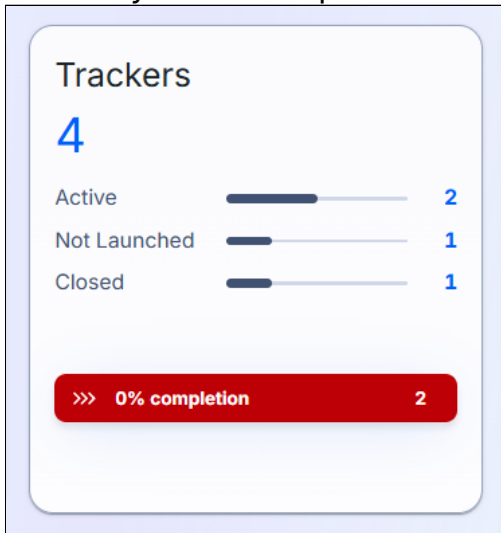


- **Communications Summary View** - Displays the total number of Communications attached to this Critical Event, including how many have been Closed or have yet to be launched. It also offers insight into the confirmation rates for these Communications. Clicking on the Summary View will open the Critical Event's **Communications** tab.



- **Trackers Summary View** - Displays the total number of Trackers, including those that are Active, Not Launched, or Closed. It also offers a completion percentage for the Active Trackers to help monitor responses. Clicking the

Summary View will open the Critical Event's **Trackers** tab.



## Description

The **Critical Event Description** is either inherited from the used Critical Event template or entered manually by the operator during launch. It should offer a high-level explanation of the Critical Event that clearly outlines the risk and stakes, as well as any other information necessary to accurately convey the situation to stakeholders. It can be edited post-launch as long as the Critical Event is still active.

**Description**
[Edit](#)

Primary concerns include power outages, flooding, structural damage to facilities, supply chain disruptions, and employee/customer safety risks.

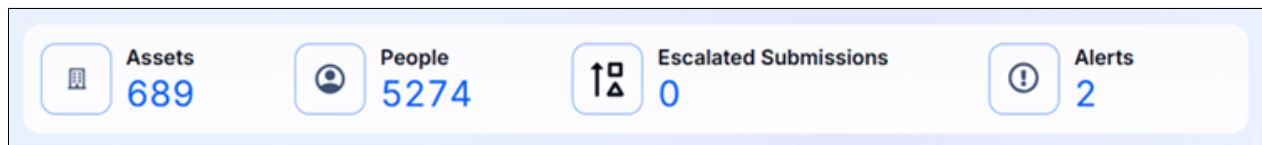
**Immediate Actions Required:**

- Facility securing and inventory protection protocols

[More](#)

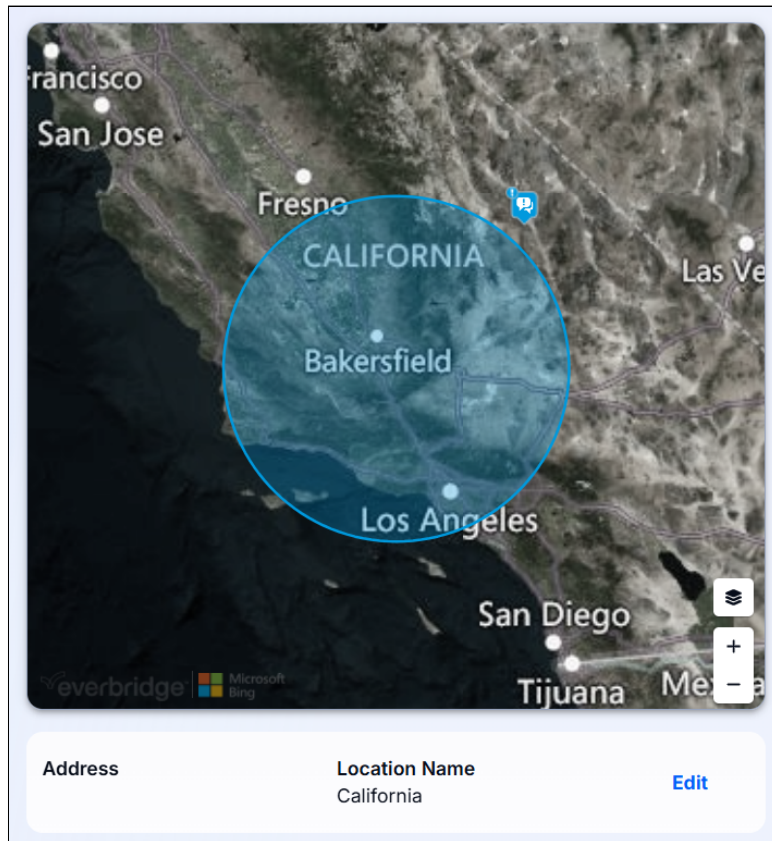
## Impact Summaries

The **Impact Summaries** section displays the total number of affected Assets, People, Escalated Submissions, and Alerts associated with this Critical Event. Clicking on a total will open the **Impact** tab for further analysis.



## Location

The **Location** section provides the location of the Critical Event, which can be edited as needed so long as the Critical Event is still active.



## Event General Information

The **Event General Information** section offers key details about the Critical Event, such as the Time Zone it was launched in, who launched it, and which template was used.

Event General Information

Edit

<b>Time Zone</b> India Standard Time	<b>Event Last Modified By</b> 
<b>Folder</b> Uncategorized	<b>Event Last Modified Time</b> Aug 27, 2025 14:07 IST
<b>Launched Time</b> Jul 22, 2025 03:13 IST	<b>Mode</b> Live
<b>Launched By</b> 	<b>Template</b> Hurricane & Storm Respons...
<b>Notification Task and Dashb...</b> On	

Click **Edit** to change the Critical Event's Time Zone, End Time, or Folder. If desired, enable or disable notifications from being sent to a user when they've been assigned a Task or sent a Dashboard.

Event General Information

\* Time Zone

Time Zone  
(GMT+05:30) India Standard Time (Asia/Calcutta)

End Time

MM-DD-YYYY HH:MM

\* Folder

Uncategorized

Notification Task and Dashboard Alerts

✓ On

Off

Close

Save



## Event Additional Details

Any Custom Fields or Incident Variables configured in the Critical Event template will appear in the **Event Additional Details** section.

Event Additional Details

Edit

<b>Advisory Type</b> Winter Weather Advisory	<b>Alert Type</b> ⓘ INITIAL	<b>Category</b> 3
<b>Evacuation Centers</b> Memorial Sports Complex - 450 Stadiu...	<b>Risk Level</b> High: Significant disruption to operatio...	<b>Regional Impact Area</b> Metropolitan area impacted
<b>Event Classification Level</b> Level 2: Regional incident requiring are...	<b>External Agencies Notified</b> Police, fire department, emergency me...	<b>Additional Details</b> The announced work stoppages are lik...
<b>Affected Stores</b> Number of affected stores: 3 1. CX-23 ...	<b>Support Requested (Emergency Servic...</b> Fire suppression, medical response tea...	

## Dashboards Tab

The **Dashboards** tab allows users to review and manage a Critical Event's Dashboards, as well as create new ones post-launch. Dashboards are single-pane displays built from data-driven, arrangeable Widgets that can be configured to display information most important to specific stakeholders.

The screenshot shows the Everbridge Dashboards tab with the following components:

- Navigation Bar:** Overview, Dashboards (selected), Alerts, Communications, Tasks, Impacts, Documents, Trackers, Form Reports, Situation Reports, Meeting, Root Cause, Escalated Submission.
- Dashboard Tabs:** Executive Leadership Dashboard (selected), Store Operations Dashboard, Facilities and Maintenance, Customer Communications, Configure.
- Event Details:**
  - Map: Two maps showing the location of the event in California.
  - Event Start Time: Aug 25, 2025 15:30:00 EDT
  - Event Close Time: -
  - Event Owner: -
  - Task and Dashboard Alerts: On
  - Description: Primary concerns include power outages, flooding, structural damage to facilities, supply chain disruptions, and employee/customer safety risks. Immediate Actions Required: - Facility securing and inventory protection protocols - Staff scheduling adjustments and safety briefings - Customer communication and service modifications - Supply chain coordination with vendors/distributors [More](#)
  - Location Name: California
- Documents (5):**
  - File Name: CMT Activation Checklist5.pdf, File Size: 0.18 MB
  - File Name: Evacuation floorplan V12.png, File Size: 0.15 MB
  - File Name: Incident Checklist Form1.pdf, File Size: 0.11 MB
- Notes (4):**
  - Evacuation Plan.docx
  - Aug 27, 2025 15:08:31 EDT
  - Sent to local operators for response coordination.
- Audit Log:**
  - Event Audit Log (dropdown)
  - Export button
  - Table with columns: Updated On, Action
  - Log entries:
    - Aug 29, 2025 00:05:31 EDT: Note Added to Critical Event
    - Aug 29, 2025 00:05:30 EDT: Note Added to Critical Event
    - Aug 27, 2025 17:07:09 EDT: Critical Event Opened
    - Aug 27, 2025 16:28:22 EDT: Critical Event Closed
    - Aug 27, 2025 15:27:50 EDT: Note Added to Critical Event
    - Aug 27, 2025 15:08:31 EDT: Note Added to Critical Event
    - Aug 26, 2025 17:22:17 EDT: Critical Event BaseInfo Updated
    - Aug 26, 2025 17:22:07 EDT: Critical Event BaseInfo Updated

Clicking on the individual Dashboards from the list allows users to switch between them with ease.

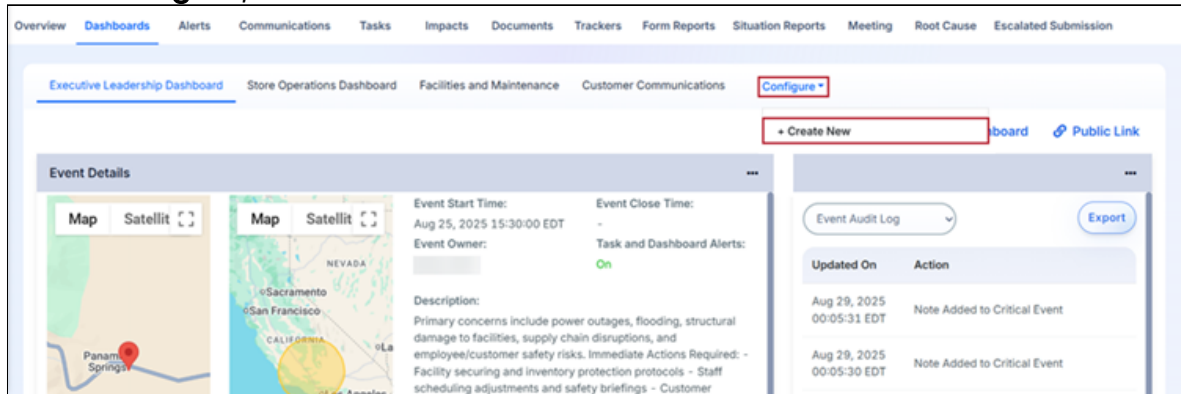
The screenshot shows the Everbridge Dashboards tab with the following components:

- Navigation Bar:** Overview, Dashboards (selected), Alerts, Communications, Tasks, Impacts, Documents, Trackers, Form Reports, Situation Reports, Meeting, Root Cause, Escalated Submission.
- Dashboard Tabs:** Executive Leadership Dashboard, Store Operations Dashboard, Facilities and Maintenance (selected), Customer Communications, Configure.
- Notes (4):**
  - Enter note text here...
  - vcc - UI - do - not - delete automation... Aug 29, 2025 00:05:31 EDT
  - API test
  - Edit | Delete
- Meeting Minutes (0):**
  - Meeting Minutes are a record of what happened during a meeting. You can start with a custom template that provides an easy -to- adjust layout for all your Meeting Minutes, or record them directly.
  - Custom Template button

## Creating a Dashboard

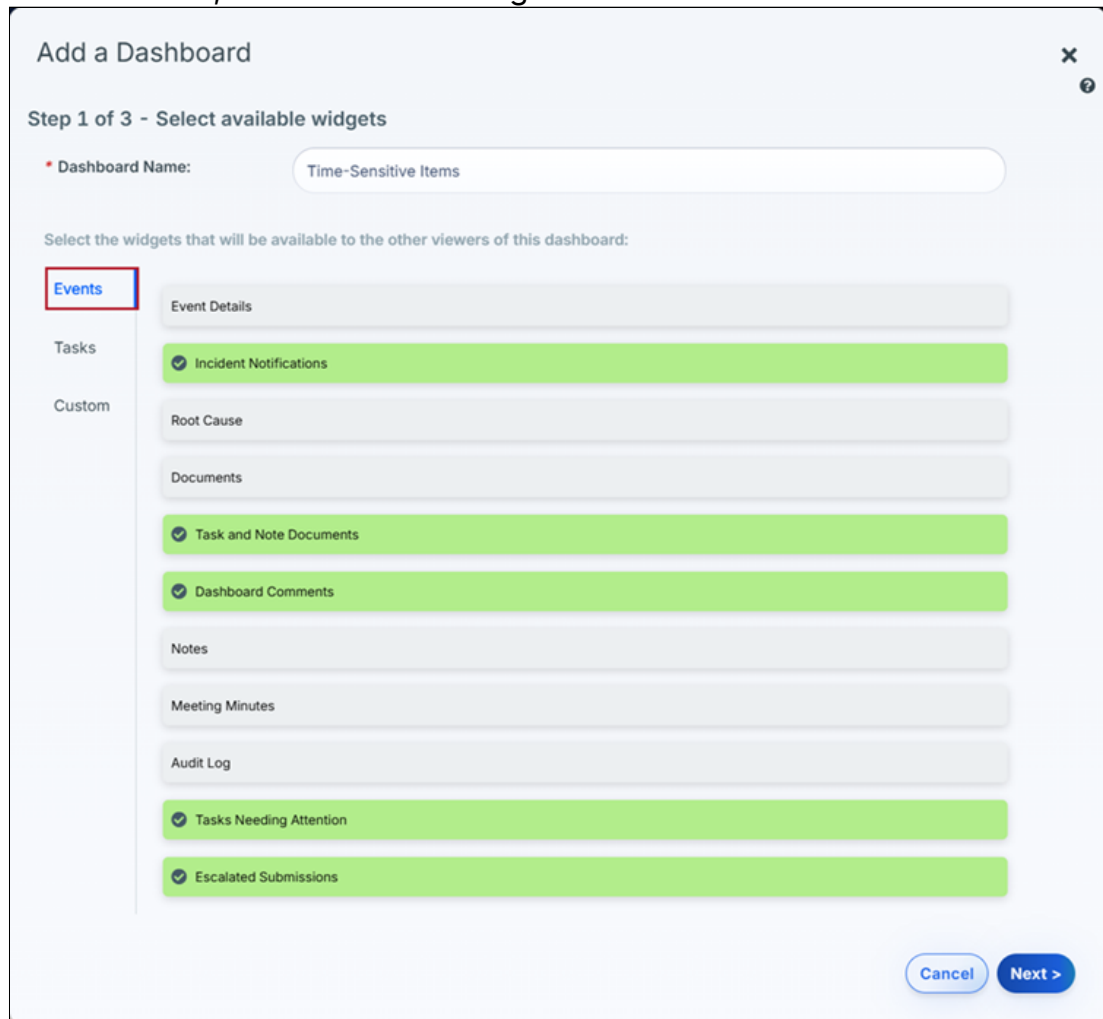
Dashboards can be created for a Critical Event directly from its **Dashboards** tab. To create a Dashboard:

1. Click **Configure**, then **Create New**.



2. The **Add Dashboard** modal will open. Give the new Dashboard a name that clearly describes its intended purpose.
3. Select the desired Widgets to add to this Dashboard.

- Under **Events**, choose which Widgets to include on the Dashboard.



**Add a Dashboard**

Step 1 of 3 - Select available widgets

\* Dashboard Name:

Select the widgets that will be available to the other viewers of this dashboard:

**Events**

Tasks

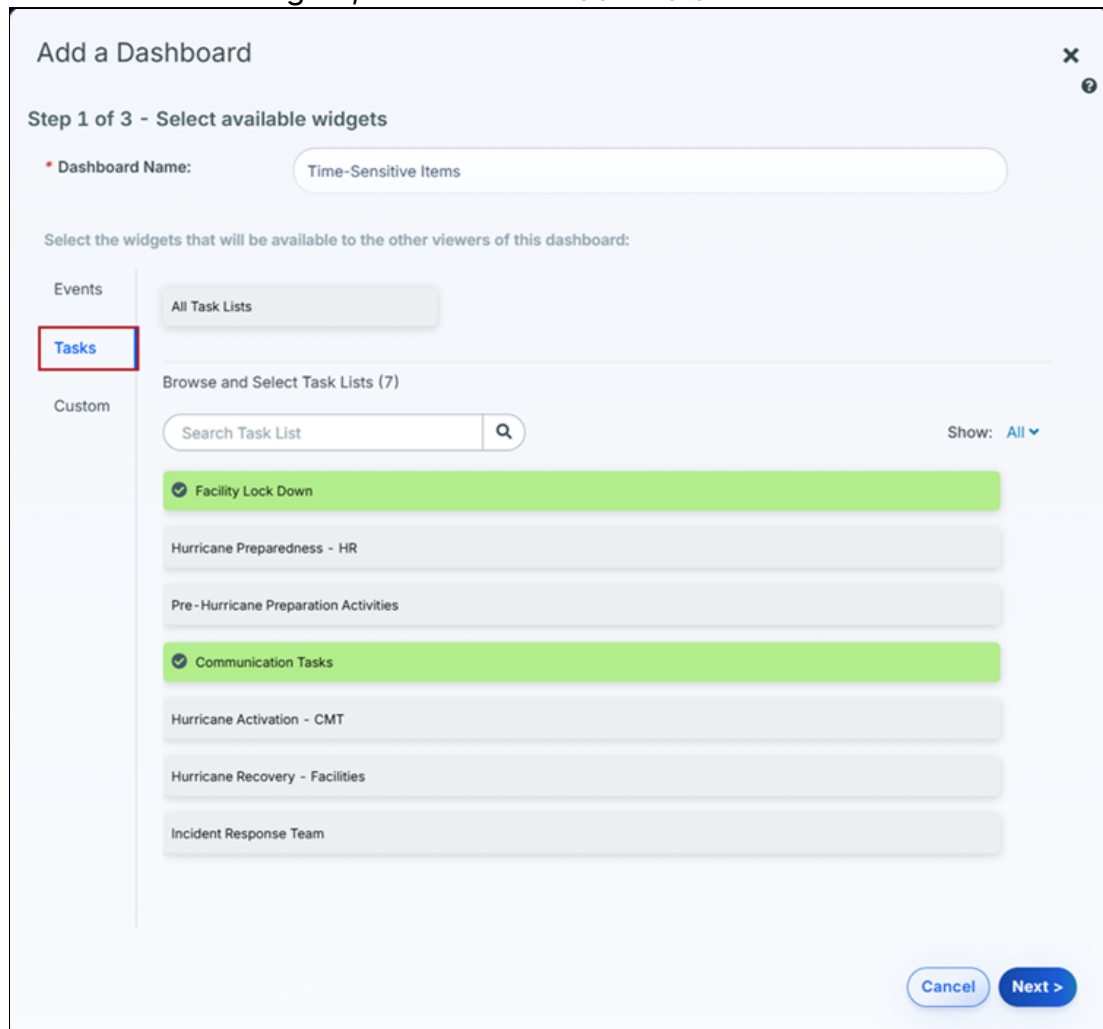
Custom

- Event Details
- ☒ Incident Notifications
- Root Cause
- Documents
- ☒ Task and Note Documents
- ☒ Dashboard Comments
- Notes
- Meeting Minutes
- Audit Log
- ☒ Tasks Needing Attention
- ☒ Escalated Submissions

The following Widgets are available for selection and configuration:

- **Event Details** - Displays key details about the Critical Event.
- **Incident Notifications** - Displays information about Incident Notifications associated with the Critical Event.
- **Root Cause** - If applicable, specifies the Root Cause of the Critical Event.
- **Documents** - Displays any included Documents.
- **Task and Note Documents** - Displays any Documents attached to Tasks or Notes.
- **Dashboard Comments** - Users can add Comments about a single Dashboard in the event. Dashboard Comments are only shared with others who have access to the Dashboard. Users can edit or delete their own Comments, while Administrators can edit or delete those left by others.
- **Notes** - Displays Notes related to the Critical Event. Users can edit the Widget title and add Notes to the dashboard, including up to 4 attachments (images and other file types). Notes are shared

- across the Critical Event. Users can edit or delete their own Notes, while Administrators can edit or delete those left by others.
- **Meeting Minutes** - Displays a record of what happened during a meeting.
- **Audit Log** - Allows users to see an Event Audit Log, Dashboard Audit Log, or both. They can also export these audit logs.
- **Tasks Needing Attention** - Displays the Tasks that need attention. Click a Task to see its Task List Details, from which you can change the status of a Task List item. You can also add Comments to a Task, including a maximum of 4 files.
- **Escalated Submissions** - Displays any Escalated Submissions associated with this Critical Event.
- Under **Tasks**, select any Task Lists that should be included on the Dashboard as Widgets, or select **All Task Lists**.



**Add a Dashboard**

Step 1 of 3 - Select available widgets

\* Dashboard Name:

Select the widgets that will be available to the other viewers of this dashboard:

Events

Tasks

Custom

All Task Lists

Browse and Select Task Lists (7)

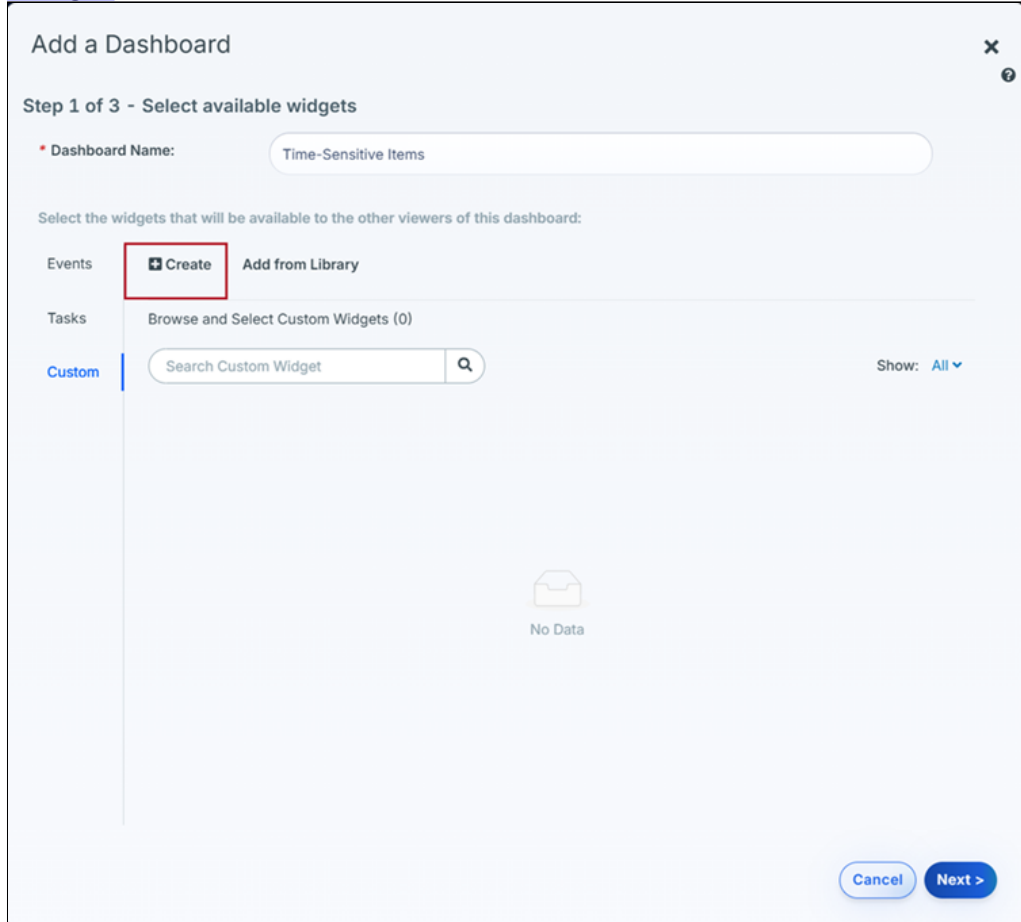
Search Task List

Show: All ▼

- ☒ Facility Lock Down
- ☐ Hurricane Preparedness - HR
- ☐ Pre-Hurricane Preparation Activities
- ☒ Communication Tasks
- ☐ Hurricane Activation - CMT
- ☐ Hurricane Recovery - Facilities
- ☐ Incident Response Team

- Under **Custom**, either:

- Click **Create** to create a new Widget from scratch. See [Creating a Widget](#) below for more information.



Add a Dashboard

Step 1 of 3 - Select available widgets

\* Dashboard Name: Time-Sensitive Items

Select the widgets that will be available to the other viewers of this dashboard:

Events **Create** Add from Library

Tasks Browse and Select Custom Widgets (0)

Custom Search Custom Widget Show: All

No Data

Cancel Next >

- Click **Add from Library** to open the Organization's Widget Library, where any existing Widgets can be found categorized by type (Custom Text, Webpage, Widget Comment). Add any desired

Widgets, then click **Add to Dashboard**.

### Add Widget from Library

All | Custom Text | Webpage | Widget Comment

Search
Reset

<input type="checkbox"/> Widget Name	Type	Last Modified On
<input checked="" type="checkbox"/> Custom Widget - Comment	Widget Comment	Jun 11, 2024 02:02:27 EDT
<input checked="" type="checkbox"/> Custom Widget - URL	Webpage	Jun 11, 2024 02:02:07 EDT
<input type="checkbox"/> Custom Widget Text	Custom Text	Jun 11, 2024 02:01:42 EDT
<input type="checkbox"/> Document Library	Widget Comment	Nov 14, 2024 00:50:24 EST
<input checked="" type="checkbox"/> EB Policy	Webpage	Jun 11, 2024 02:37:30 EDT
<input type="checkbox"/> Everbridge Privacy Policy	Custom Text	Jun 6, 2024 05:52:37 EDT
<input type="checkbox"/> Generic Widget Comment	Widget Comment	Apr 5, 2024 08:37:59 EDT
<input type="checkbox"/> Generic Widget Comment Special	Widget Comment	Jun 6, 2024 01:51:38 EDT
<input type="checkbox"/> Hello	Custom Text	Feb 26, 2025 14:11:23 EST
<input type="checkbox"/> g	Custom Text	Feb 21, 2025 01:08:17 EST

View 1 - 10 of 13
1
2
10 / page

Once added to a dashboard, any changes are relegated to this dashboard view and do not affect the library version
Cancel
Add to Dashboard

- Click **Next** once all of the desired Widgets have been chosen to specify which users should have access to this new Dashboard. Select either:
  - All Users** - Make this Dashboard available to all Organizational users.

### Add a Dashboard

Step 2 of 3 - Share with users

Which users of this portal are permitted to see this dashboard?

☒ All Users
☐ Private - Organization administrators and invited users can access the dashboard

Cancel
Back
Next

- **Private** - Invite specific roles and/or Users to access this Dashboard. Note that Organization Administrators will have access by default.

**Add a Dashboard**

Step 2 of 3 - Share with users

Which users of this portal are permitted to see this dashboard?

☐ All Users

☒ Private - Organization administrators and invited users can access the dashboard

Roles

Selected (1) [Select Roles](#)

☒ Internal Everbridge Stakeholder

Users

Selected (3) [Select Users](#)

☒ Sarah

☒ Jency

☒ Emma

[Cancel](#) [< Back](#) [Next >](#)

5. Click **Next** to select the Contacts who will have access to this Dashboard in their Member Portal. They can be selected as Individuals or via Groups and Rules.

**Add a Dashboard**

Step 3 of 3 - Share with contacts

Which contacts are permitted to see this dashboard on the Member Portal?

2 Individuals

1 Groups

1 Rules

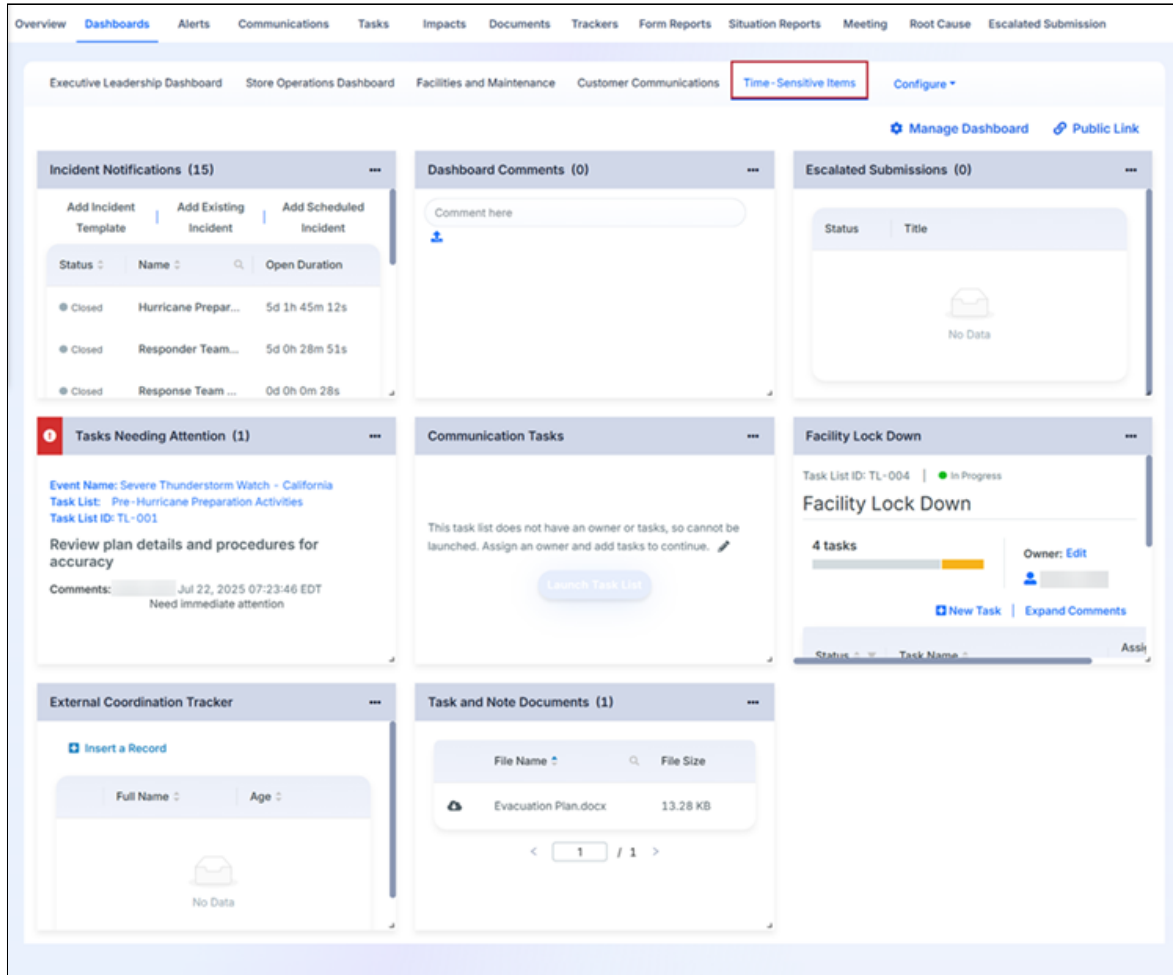
[Preview Contacts](#) [Clear selected contacts](#)

[Cancel](#) [< Back](#) [Save](#)

Mobile push, SMS and email are default for dashboard sharing notifications path. Users can narrow the path to one only in alert templates settings.



- Click **Save**. The modal will close and open the new Dashboard in the list view, where it can be refined further as needed.



## Creating a Widget

Widgets can be created on-the-fly for a Critical Event from its **Details** page. To create a Widget:

- Navigate to the **Dashboards Tab > Configure > Create New**.

2. On the **Custom** tab, select **Create**.

Add a Dashboard

Step 1 of 3 - Select available widgets

Dashboard Name:
Time-Sensitive Items

Select the widgets that will be available to the other viewers of this dashboard:

Events

Create

Add from Library

Tasks
Browse and Select Custom Widgets (0)

Custom

Search Custom Widget

Q

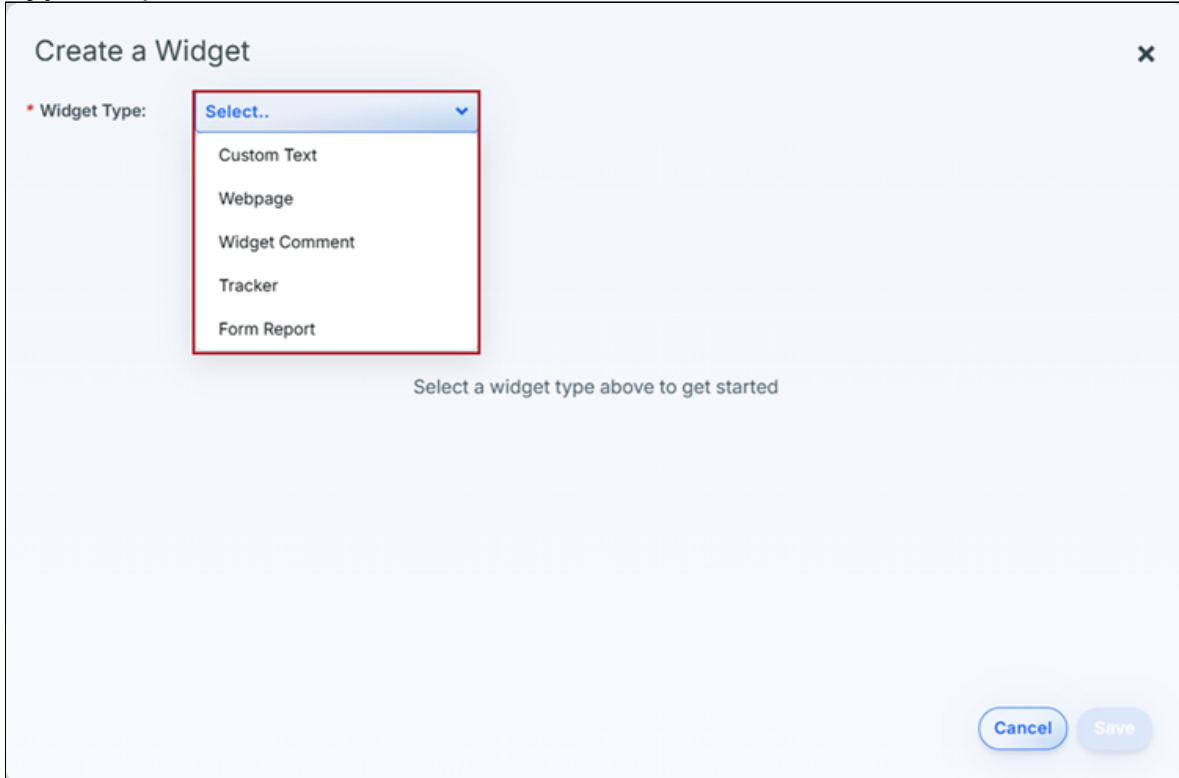
Show: All

No Data

Cancel

Next >

3. The **Create Widget** modal will open. Select the desired type from the **Widget Type** dropdown, then click **Next**.



Create a Widget

Widget Type: Select..

- Custom Text
- Webpage
- Widget Comment
- Tracker
- Form Report

Select a widget type above to get started

Cancel Save

4. Give the Widget a Title and fill in any required fields, which are determined by the selected Widget Type. For example, if the **Tracker** type was chosen, the user will be prompted to select an existing Tracker to surface as a Widget.

Click **Save**.

The screenshot shows the 'Create a Widget' modal with the following details:

- Widget Type:** Tracker
- Title:** External Coordination Tracker
- Buttons:** Default, List, Search
- Table:**

Status	Tracker Name	Last Modified On
<input type="radio"/> Closed	Preparation Status for Logistics	Aug 27, 2025 17:07:09 EDT
<input type="radio"/> Active	Damage Assessment - T+1	Aug 27, 2025 17:07:09 EDT
<input checked="" type="radio"/> Active	External Coordination	Aug 27, 2025 17:07:09 EDT
- Footer:** View 1 - 4 of 4, 10 / page, Cancel, Save

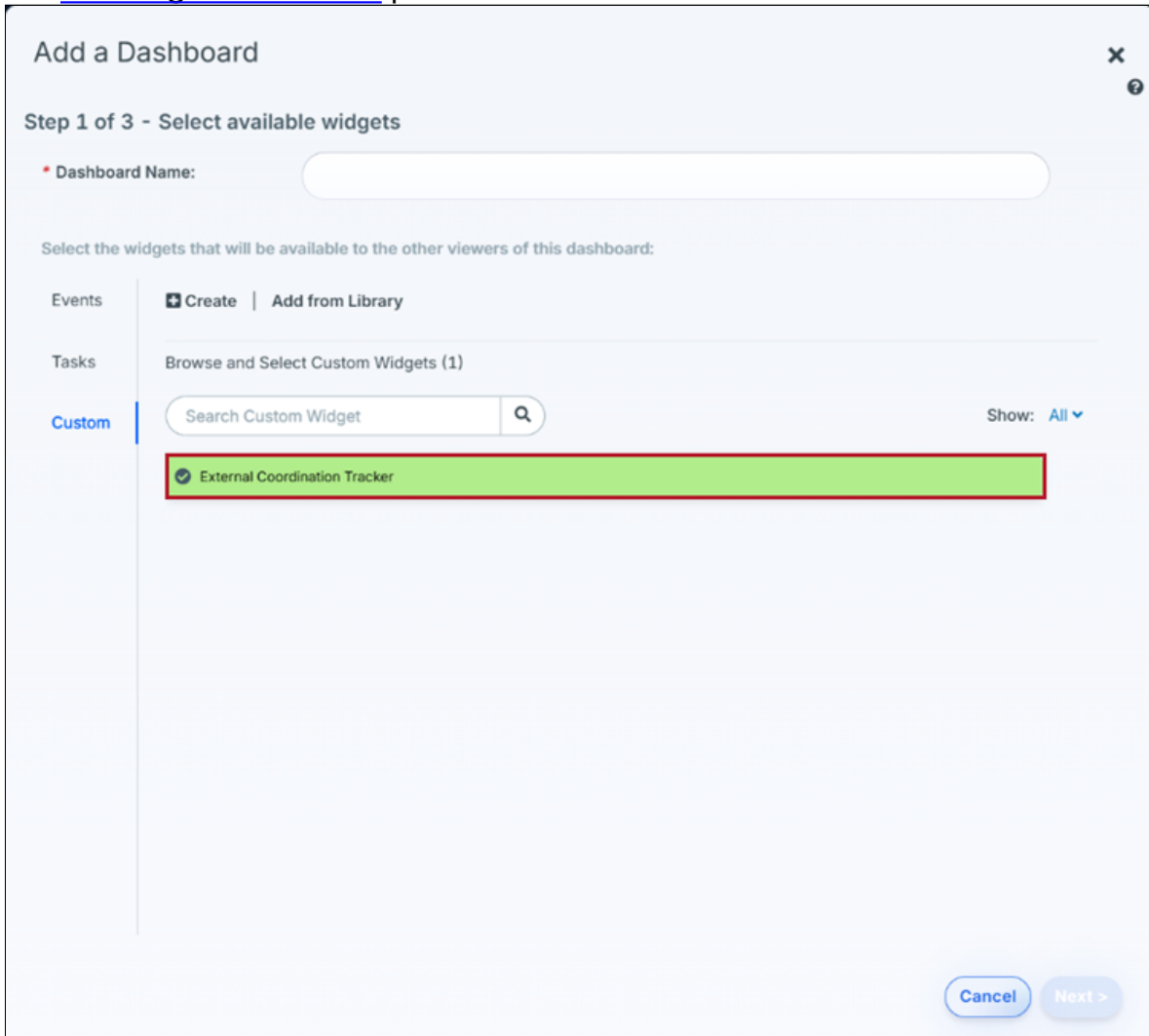
- Note that the **Custom Text**, **Webpage** and **Widget Comment** types include an option to add the new Widget to the Organization's Widget Library upon saving.

The screenshot shows the 'Create a Widget' modal with the following details:

- Widget Type:** Custom Text
- Add to Widget Library:** ☒
- Title:** (empty)
- Text Editor:** Paragraph, B, I, S, U, A, 12pt, sans-serif, alignment icons, etc.

- The new Widget will now appear for inclusion on the **Custom** tab of the **Add Dashboard** modal. Continue configuring the Dashboard following the rest of

the [Creating a Dashboard](#) process outlined above.



**Add a Dashboard**

Step 1 of 3 - Select available widgets

\* Dashboard Name:

Select the widgets that will be available to the other viewers of this dashboard:

Events **Create** | Add from Library

Tasks Browse and Select Custom Widgets (1)

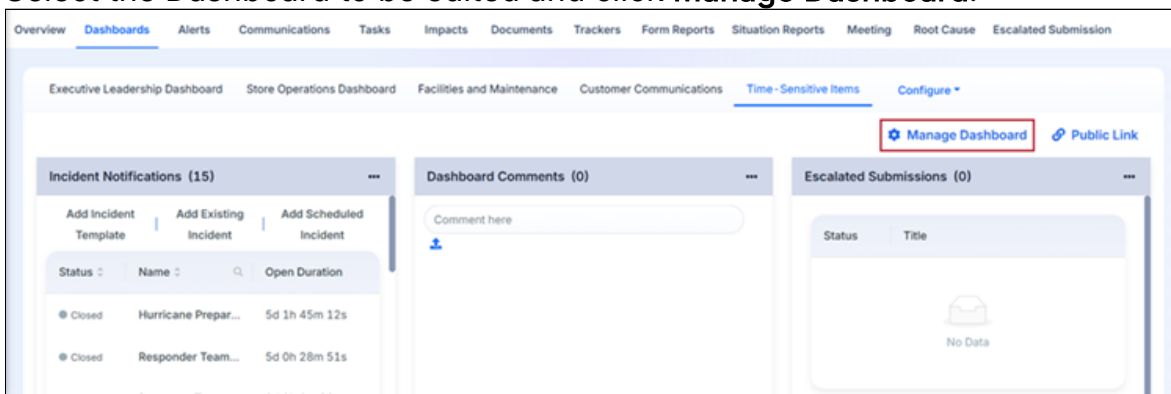
Custom   Show: All ▾

☒ External Coordination Tracker

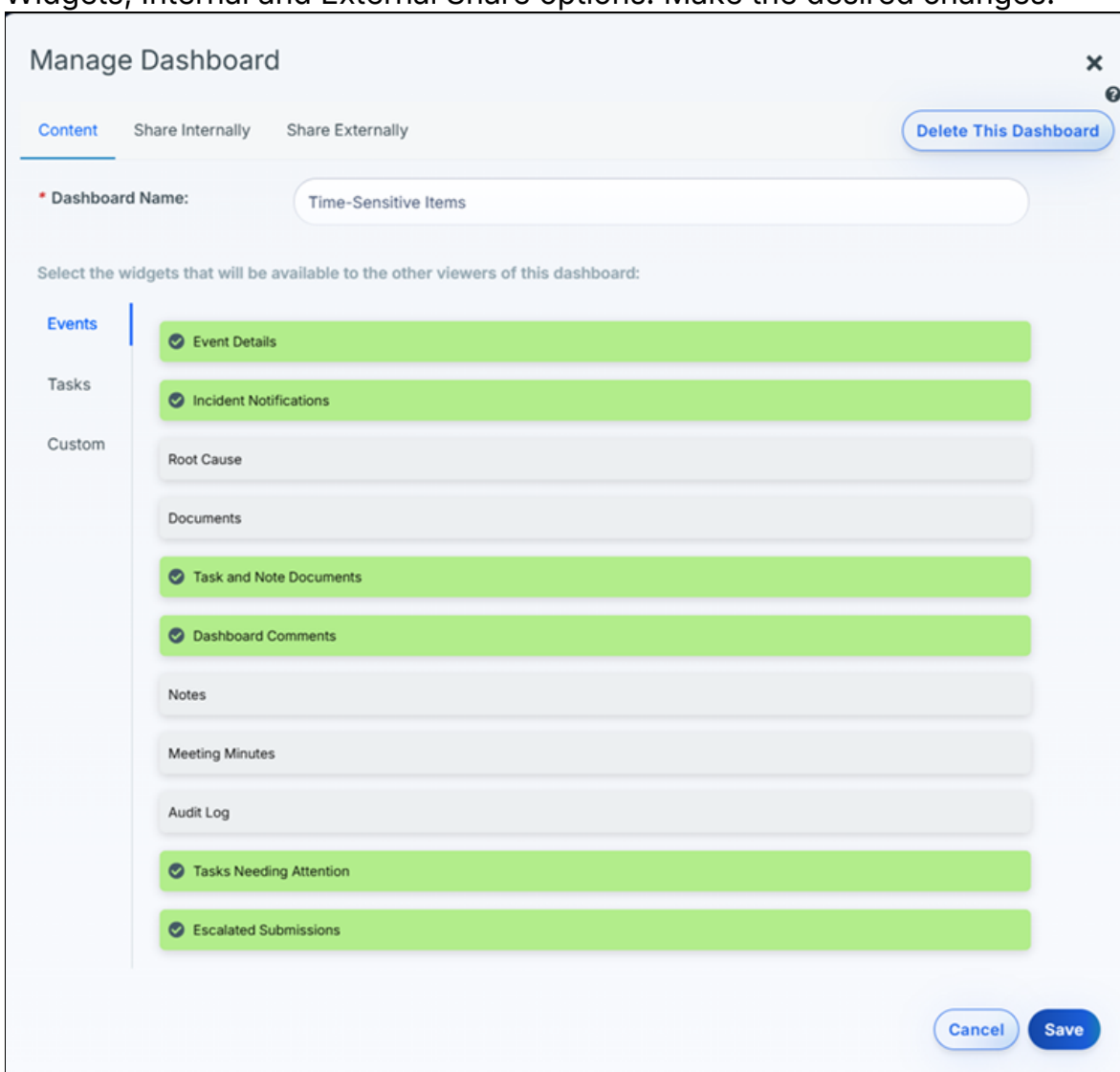
## Managing Dashboards

Individual Dashboards for a Critical Event can be managed and edited from the Dashboards tab. To do this:

1. Select the Dashboard to be edited and click **Manage Dashboard**.



2. The Manage Dashboard modal will open, allowing users to manage its Widgets, Internal and External Share options. Make the desired changes.

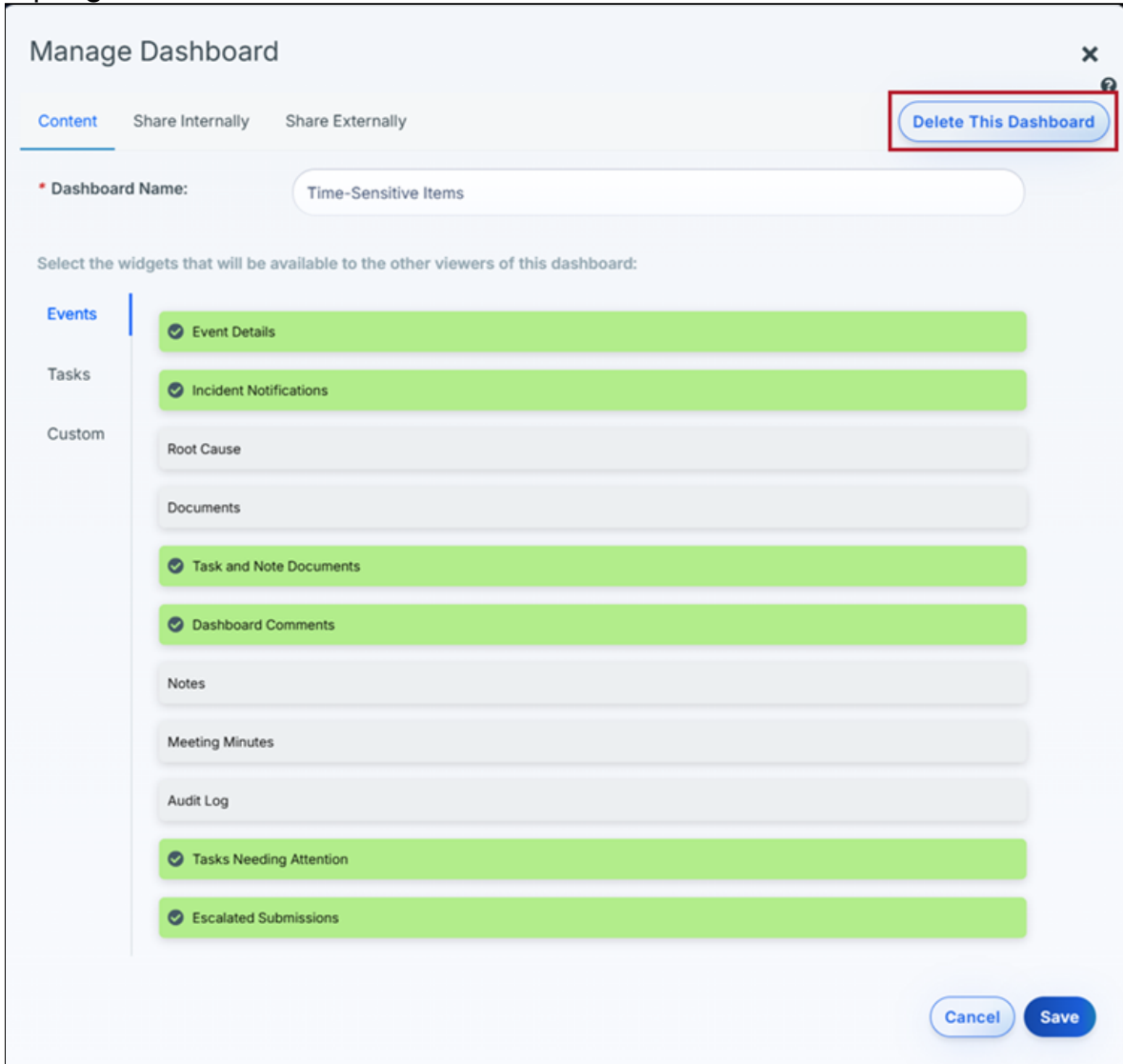


3. Click **Save** to retain the changes and be returned to the **Dashboards** tab.

## Deleting a Dashboard

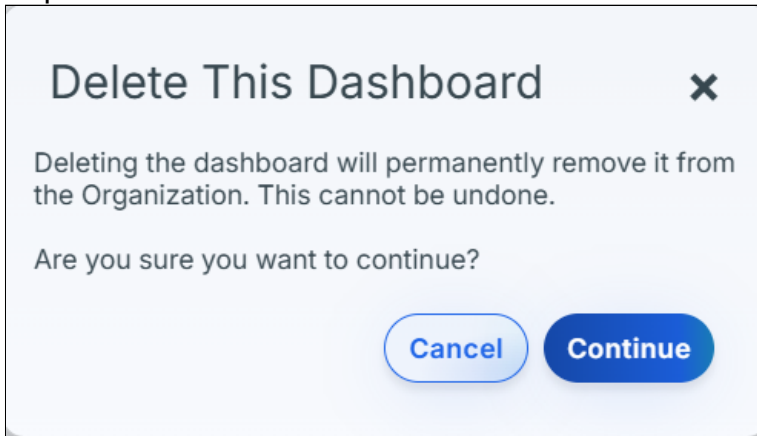
A Dashboard can be removed from a Critical Event from the **Dashboards** tab. To do this:

1. Select the Dashboard that needs to be deleted, then click **Manage Dashboard**.
2. The **Manage Dashboard** modal will open. Click **Delete This Dashboard** in the top-right corner.



3. A confirmation modal will appear, informing the user that deleting the Dashboard will permanently remove it from the Organization. Click **Continue**

to proceed.

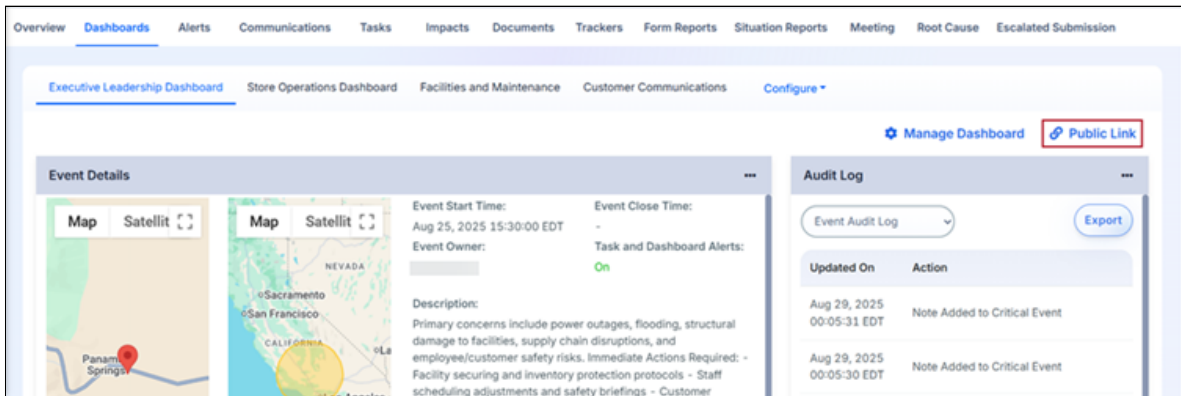


4. The Dashboard will be deleted and the user returned to the **Dashboards** tab.

## Sharing with Public Links

Individual Dashboards can be shared via Public Links emailed directly to specified recipients. To create a Public Link:

1. Select the desired Dashboard.
2. Click **Public Link**.





3. The **Public Link** modal will open. Add at least one email address in the **Email Recipients** field. Up to 200 addresses can be entered at a time.

The screenshot shows the 'Public Link' modal. At the top, there's a 'Public Link' label and a text input field containing 'https://evbg.co/swphp8'. To the right of the input is a 'Copy' button. Below this is a section labeled '\* Email recipient(s)' with a red border around the input field. The input field contains '@everbridge.com' followed by a small 'x' icon. To the right of the input field, it says 'Emails remaining: 199'. Below the email field is a section labeled 'Include a message' with a text area containing 'Dear user,' and 'A dashboard (Executive Leadership Dashboard) for a critical event (Severe Thunderstorm Watch - California) has been shared with you.' At the bottom right of the text area, it says '0 / 5000'. At the bottom of the modal are 'Cancel' and 'Send' buttons.

4. Edit the **Message** field as needed, which will be used as the body text of the email.
5. Optionally, click **Copy** to save the Public Link to the clipboard and record it in a safe place.
6. Click **Send**. The specified recipients will receive the emailed Public Link.

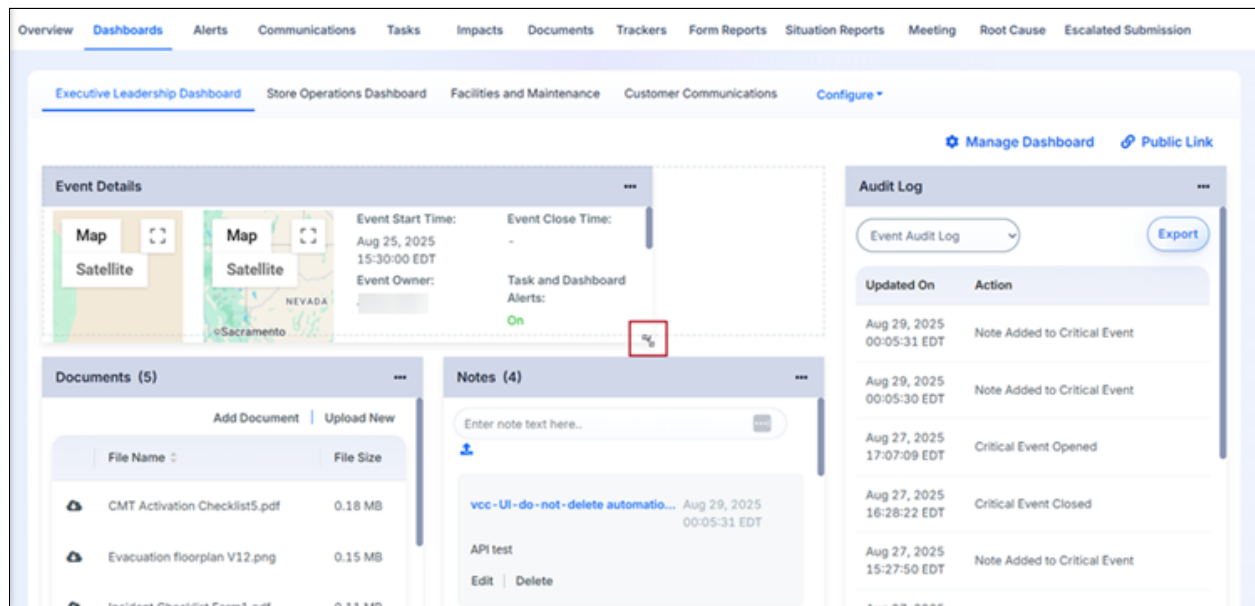
The screenshot shows an email notification. At the top, it says 'has invited you to view "Executive Leadership Dashboard"'. Below this is the email header with a circular icon containing the letter 'E', the sender 'EverbridgeEnterpriseAlerts', and the recipient 'To: [redacted]'. To the right of the header are several icons: a gear, a smiley face, a left arrow, a right arrow, a link icon, a calendar icon, and a three-dot menu. The date and time 'Fri 8/29/2025 3:04 PM' are shown on the right. The body of the email starts with 'Dear user,' followed by 'A dashboard (Executive Leadership Dashboard) for a critical event (Severe Thunderstorm Watch - California) has been shared with you.' Below this is a red box around the URL 'https://evbg.co/swphp8'. At the bottom are 'Reply' and 'Forward' buttons.

## Managing Widgets

Widgets can be resized and rearranged on a Dashboard for flexibility and ease of use. They can also be edited or deleted as needed.

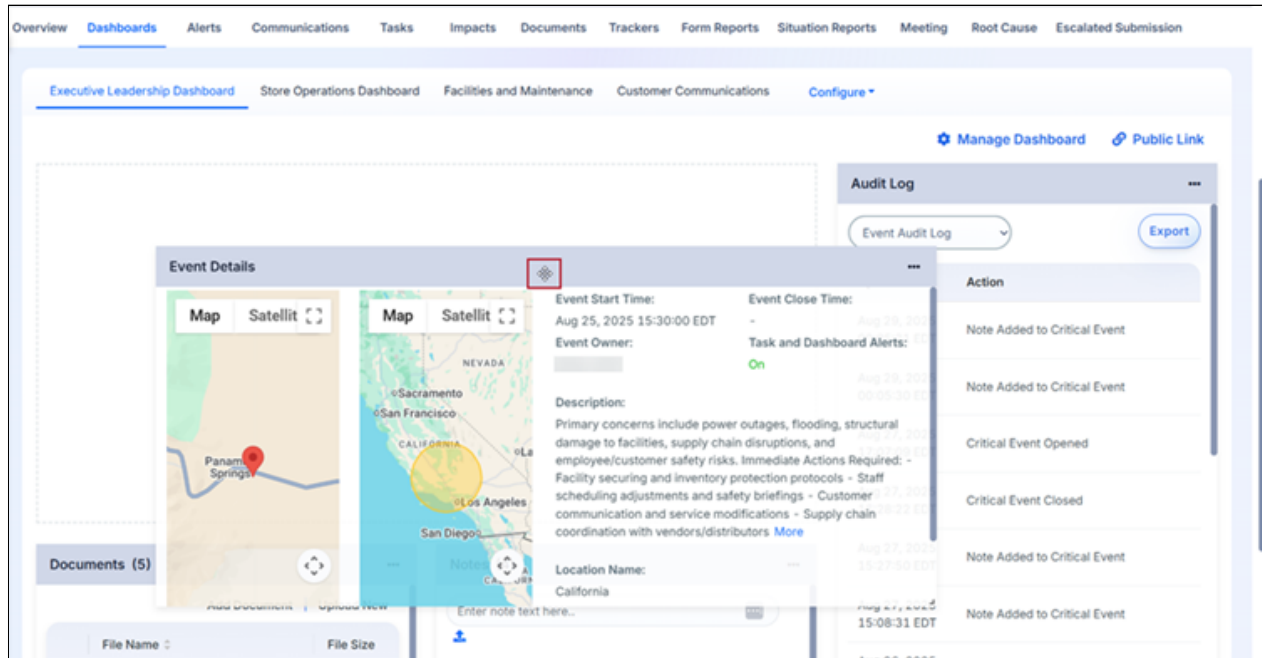
### Resizing Widgets

Widgets can be resized by clicking the bottom-right corner and dragging it to adjust the height and width to the optimal size.



## Rearranging Widgets

Click a Widget's header and drag it around the Dashboard interface to rearrange it as desired.

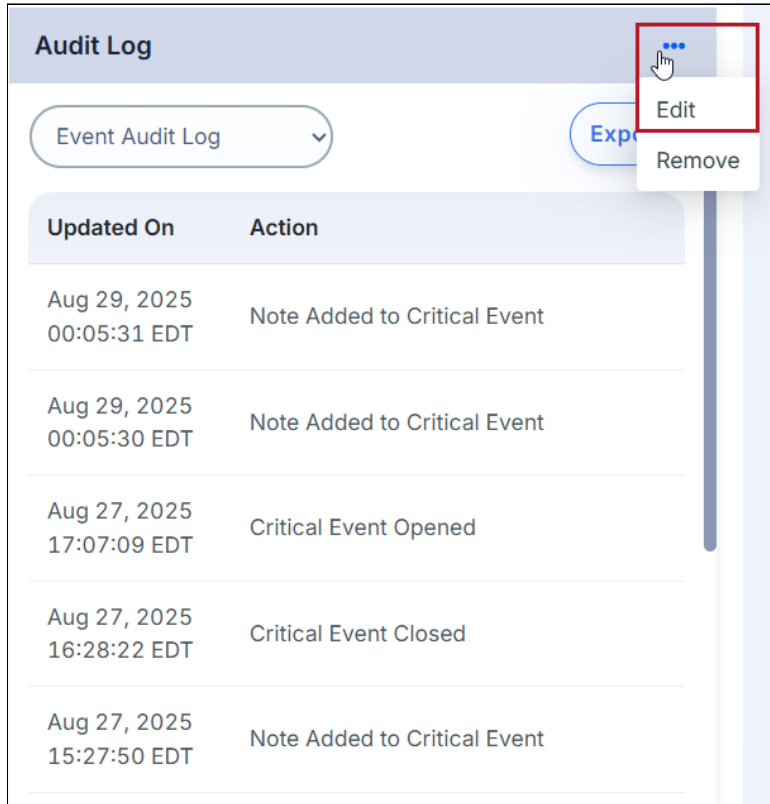


## Editing Widgets

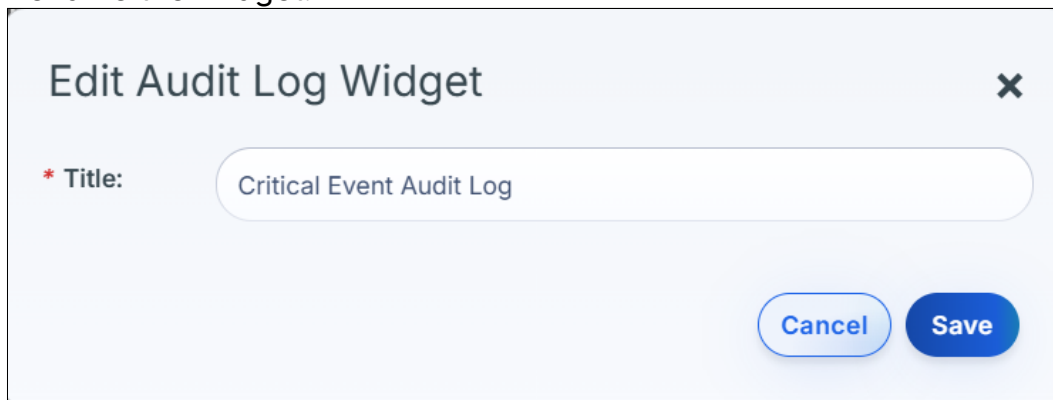
Users can change the name of a Widget on a Dashboard. To do this:

1. Select a Dashboard.

- Click the meatball menu icon for the Widget that needs to be edited and select **Edit**.



- Rename the Widget.



- Click **Save**.

## Removing a Widget

Users can remove a Widget from a Dashboard. To do this:

- Select the Dashboard.

- Click the meatball menu icon for the Widget that needs to be deleted and select **Remove**.

Audit Log		...
Aug 26, 2025 17:21:38 EDT	Critical Event BaseInfo Updated	<div>Edit</div> <div>Remove</div>
Aug 26, 2025 17:21:22 EDT	Critical Event BaseInfo Updated	
Aug 26, 2025 17:20:42 EDT	Critical Event BaseInfo Updated	
Aug 26, 2025 17:20:11 EDT	Critical Event Opened	
Aug 13, 2025 16:53:55 EDT	Critical Event Closed	
Aug 11, 2025 12:05:46 EDT	Incident Marked as Close	
Aug 11, 2025 11:59:58 EDT	Incident Added to Critical Event	
Aug 11, 2025 11:59:58 EDT	Incident Added to Critical Event	

- The Dashboard will reload without the deleted Widget.

## Alerts Tab

The **Alerts** tab houses any Alerts that have been sent out for this Critical Event.

The screenshot shows the Everbridge Alerts tab interface. On the left, there's a sidebar with 'Alerts (2)' and two alert cards. The first card is for a 'Thunderstorm' with a 'Severe' status, dated 'Aug 28, 2025 12:01 IST', and has 1 affected asset. The second card is for a 'Thunderstorm' with a 'Minor' status, dated 'Aug 28, 2025 17:54 IST', and has 12 affected assets. The main panel displays an 'ACTIVE ALERT' for a 'Severe Thunderstorm Warning' in Bay County, Florida. The alert details include a map, event start and reported times, event source, affected assets, and a description. The alert is linked to a critical event.

**ACTIVE ALERT**

Thunderstorm / Severe Thunderstorm Bay County, Florida

**Severe Thunderstorm Warning**

**Details** Assets History

Group **Unassigned** Owner **Sarah**

**Event Start - 1 day ago**  
8/28/2025, 12:00:00 PM

**Event Reported - 1 day ago**  
8/28/2025, 12:01:05 PM

**Event Source**  
Weather Events (US)

**1 Affected Assets**  
0 km (0 miles) to the nearest Asset

**0 Affected People**

**Description**  
The National Weather Service has issued a Severe Thunderstorm Warning effective 2025-07-29T14:00:00-05:00 for Bay, FL until 2025-07-29T14:41:00-05:00

**More Information**  
<https://alerts.weather.gov/search?id=urn:old:2.49.0.1.840.0.20126939e356199a99d553db3e707fdc752a5426.001.1>

**Segments**  
Bay, FL  
Until 7/29/2025, 12:41:00 PM

**Linked to Critical Event**  
[Severe Thunderstorm Watch - California](#)  
[Thunderstorm - Aug 28 2025](#)

Open an Alert by clicking on it from the Total Alerts panel to the left. The Alert is broken into three tabs:

- Details
- Assets
- History

**NOTE:** For a detailed explanation of Alert Management, see the [Visual Command Center User Guide](#).

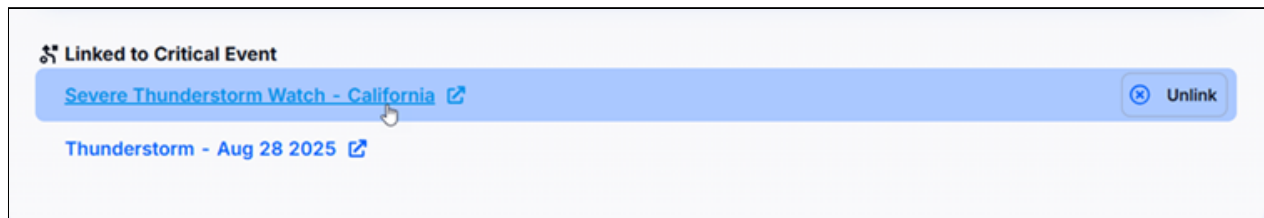
## Details Tab

The **Details** tab (shown above) is the default view when clicking on an Alert from the list and contains the following details:

- Event Start Date/Time
- Event Reported Date/Time
- Event source
- Count Affected Assets
- Distance to nearest Asset
- Count Affected People
- Distance to nearest Person
- Alert Map Image
- Alert Description
- Alert More Information
- Linked to Critical Event

### Linked to Critical Event

Any Critical Events linked to this Alert will be shown in the **Linked to Critical Event** section at the bottom of the page. Click on a Critical Event to navigate to it in the Manager Portal, or if needed, click **Unlink** to remove the association.



## Assets Tab

The **Assets** tab offers an overview of all Assets affected by this Alert.

## History Tab

The **History** tab provides a full timeline of any actions taken on the Alert, like when Risk Event information is updated or the Alert is assigned to an Owner. Click the down arrow on an item to expand its details.

Overview

Dashboards

Alerts

Communications

Tasks

Impacts

Documents

Trackers

Form Reports

Situation Reports

Meeting

Root Cause

Escalated Submission

Alerts (2)

Thunderstorm

Severe

Severe Thunderstorm Warning

Jul 29, 2025 12:01 IST

1

Thunderstorm

Minor

Severe Thunderstorm Watch

Jul 21, 2025 17:54 IST

12

ACTIVE ALERT

Thunderstorm / Severe Thunderstorm Bay County, Florida

Severe

Severe Thunderstorm Warning

Details

Assets

History

8/29/2025, 3:58:49 PM

assigned Sarah as the alert owner.

8/29/2025, 3:58:35 PM

Reinstated by Sarah

Thunderstorm is intensifying faster than anticipated.

7/29/2025, 1:45:43 PM

Automatically acknowledged by the system

7/29/2025, 12:41:00 PM

Risk event information updated

7/29/2025, 12:30:00 PM

Risk event information updated

7/29/2025, 12:06:58 PM

Nathan Furze initiated a Critical Event with the ID: cm://687f643f11f07f7291aa65ec

7/29/2025, 12:06:43 PM

Nathan Furze initiated a Critical Event with the ID: cm://68822283cda5c03ba186cc13

7/29/2025, 12:01:06 PM

Alert Created



## Communications Tab

The **Communications** tab hosts any Incident Communications associated with a Critical Event. It also allows users to add an additional Incident Template, an existing Incident, or add a Scheduled Incident.

Overview

Dashboards

Alerts

Communications

Tasks

Impacts

Documents

Trackers

Form Reports

Situation Reports

Meeting

Root Cause

Escalated Submission

Incident Communications (15)

Add Incident Template

Add Existing Incident

Add Scheduled Incident

Status	Mode	Name	Open Duration	Opened On	Opened By	Last Updated On
Closed	Live	Flatbush Ave & Farragut R...	0d 4h 13m 11s	Aug 11, 2025 11:48:35 EDT		Aug 11, 2025 16:01:46 EDT
Closed	Live	Annapolis Rd & Hoffman A...	0d 4h 4m 25s	Aug 11, 2025 11:42:22 EDT		Aug 11, 2025 15:46:47 EDT
Closed	Live	Main St Ext & Main St - Th...	0d 4h 9m 43s	Aug 11, 2025 11:22:03 EDT		Aug 11, 2025 15:31:46 EDT
Closed	Live	Larchmont Rd & Battle Hill ...	0d 4h 1m 21s	Aug 11, 2025 11:30:25 EDT		Aug 11, 2025 15:31:46 EDT
Closed	Live	Dalewood Dr & Brookdell D...	0d 4h 6m 21s	Aug 11, 2025 08:25:25 EDT		Aug 11, 2025 12:31:46 EDT
Closed	Live	Burroughs Rd & Black Roc...	0d 3h 57m 53s	Aug 11, 2025 08:33:53 EDT		Aug 11, 2025 12:31:46 EDT
Closed	Live	River Ave & Chalkstone Av...	0d 4h 8m 31s	Aug 11, 2025 08:08:15 EDT		Aug 11, 2025 12:16:46 EDT
Closed	Live	Halsey Sweet Home High...	0d 0h 13m 32s	Aug 11, 2025 11:52:13 EDT		Aug 11, 2025 12:05:45 EDT
Closed	Live	W Saint Bernard Highway ...	0d 4h 13m 29s	Aug 11, 2025 07:33:17 EDT		Aug 11, 2025 11:46:46 EDT
Closed	Live	Elm St & Liberty St - Ther...	0d 4h 0m 17s	Aug 11, 2025 07:31:29 EDT		Aug 11, 2025 11:31:46 EDT

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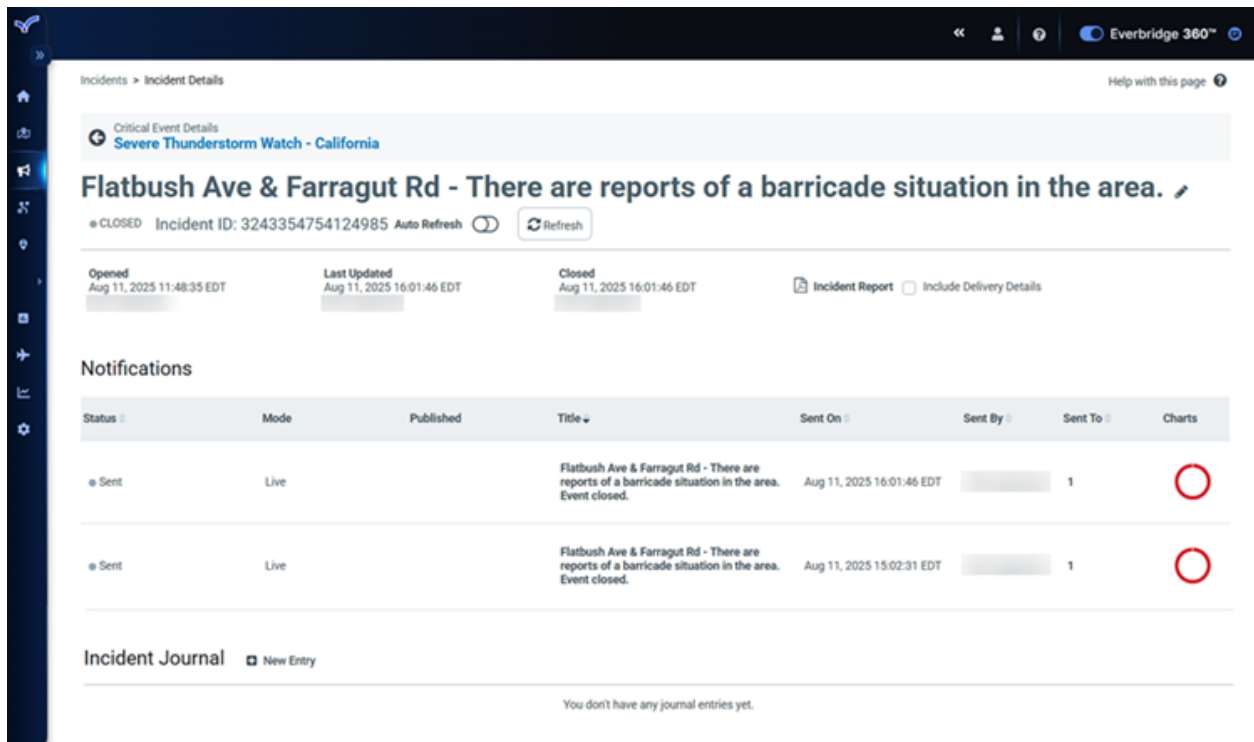
12

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## Reviewing an Incident Communication

Click on an Incident Communication from the list to open its **Incident Details** page, which displays the following information:

- Incident Name
- Incident Status
- Incident ID
- Opened Date/Time
- Last Updated Date/Time
- Closed Date/Time





The screenshot displays the 'Incident Details' page in Everbridge 360. The incident is titled 'Flatbush Ave & Farragut Rd - There are reports of a barricade situation in the area.' and is marked as 'CLOSED'. The incident ID is 3243354754124985. The status is 'CLOSED', and the incident is associated with the 'Severe Thunderstorm Watch - California' critical event.

Key details shown include:

- Opened:** Aug 11, 2025 11:48:35 EDT
- Last Updated:** Aug 11, 2025 16:01:46 EDT
- Closed:** Aug 11, 2025 16:01:46 EDT
- Incident Report:** ☐ Include Delivery Details

The 'Notifications' section shows a table of sent notifications:

Status	Mode	Published	Title	Sent On	Sent By	Sent To	Charts
☛ Sent	Live		Flatbush Ave & Farragut Rd - There are reports of a barricade situation in the area. Event closed.	Aug 11, 2025 16:01:46 EDT		1	
☛ Sent	Live		Flatbush Ave & Farragut Rd - There are reports of a barricade situation in the area. Event closed.	Aug 11, 2025 15:02:31 EDT		1	

At the bottom, there is an 'Incident Journal' section with a 'New Entry' button. A message states: 'You don't have any journal entries yet.'

## Reviewing Notification Details

Click on one of the individual Notifications associated with the Incident Communication to open the **Notification Details** to drill down even further into its key details, such as Notification Type, Message, Start and End times, and more.

The screenshot displays the Everbridge 360 interface for a critical event notification. The top navigation bar shows 'Incidents > Notification Details'. The main header includes 'Critical Event Details' and 'Incident Details'. The notification title is 'Flatbush Ave & Farragut Rd - There are reports of a barricade situation in the area.' The notification ID is 3243354754130965. The status is 'Sent'. A donut chart shows the status distribution: 0 - Confirmed (green), 0 - Confirmed Late (yellow), 1 - Unreachable (red), and 0 - Not Confirmed (grey). The details section includes fields for Notification Mode (Live), Notification Type (Standard), Imminent Threat to Life (No), Priority Greeting (No), Sent From (API), Start (Aug 11, 2025 16:01:46 EDT), End (Aug 11, 2025 17:01:46 EDT), Sent by, Sent to (1 contacts), Voice Recording (None), Message Format (Text), Escalation (No), Incident Subscribers (No), and Incident Zone (No). The message content is 'Flatbush Ave & Farragut Rd - There are reports of a barricade situation in the area. Event closed. AM URL: https://manager-dev3.everbridge.net/saml/login/dev3vccssotest/alerts/?alert=841d8a55-5a32-49a0-aa01-d2cd2299ddc4 Alert Link: https://dev3vccssotest.vcc-dev3.everbridge.net/?link=alert,841d8a55-5a32-49a0-aa01-d2cd2299ddc4'. The bottom section is broken into four tabs: Delivery Details, Settings, Incident Variables, and Operator Confirmation. The Delivery Details tab is active, showing a table with columns: Confirmed, Contact Name, Confirmed Method, Confirmed Method Value, Confirmation Time, and First Attempt Time. The table shows 1 record.

The bottom section of the page is broken into four tabs:

- **Delivery Details** - Displays the recipients' Confirmation, Contact Name, Confirmed Method, Confirmed Method Value, Confirmation Time, and Final Attempt Time. Click on a specific Contact to expand its details and see the number of Attempts, Delivery Method, Delivery Method Value, Call Result, and Attempt Time.

The screenshot shows the 'Delivery Details' tab expanded, displaying a table with columns: Attempt, Delivery Method, Delivery Method Value, Call Result, and Attempt Time. The table shows 1 record with 0 attempts.

Attempt	Delivery Method	Delivery Method Value	Call Result	Attempt Time
0	Corporate Email		Not Attempted - Unsubscribed	

- **Settings** - Displays the settings used to send the Notification, such as Delivery Methods, Notification Duration, and more.

Delivery Details
**Settings**
Incident Variables
Operator Confirmation

NOTIFICATION

Sender E-Mail Display: EverbridgeEnterpriseAlerts

Reply-to E-Mail:

Sender Caller ID:
United States:
Brazil:
United Kingdom:
Afghanistan:

Sender SMS ID:
Other countries:
United Kingdom:
Albania:
United Arab Emirates:
Andorra:
Antarctica:
Aruba:
Anguilla:
Angola:
Singapore:
Saudi Arabia:
Hong Kong:

Enforce privacy: No

Delivery Order: One Time Custom

Delivery Methods:
1. Personal Email 2
2. Corporate Email
3. PlainTextEmail-1Way
4. Personal Phone SMS

SMS Short URL: Yes

Override delivery method status and quiet time: No

Apply Voice Delivery Throttle Rules: Yes

Notification Duration: 1 hr(s)

Contact Cycles: 1

Cycle Interval: 0 min(s)

Delivery Method Interval: 0 min(s)

Voice Delivery PIN: No

Voicemail preference: Message Only

Confirm: Yes

Everbridge Mobile App Settings: View

Language: English (US)

Response Subscriptions: No

Invite these contacts to the incident chat: Yes

CONTACT

Organization Contacts:
Group(s): -
Rule(s): -

Contact Polygon(s):

Print

- **Incident Variables** - Shows which Incident Variables were included in this Notification.

Delivery Details
Settings
Incident Variables
Operator Confirmation

IncidentID: 3243354754124985  
Message Title: Flatbush Ave & Farragut Rd - There are reports of a barricade situation in the area.  
Message Body: Message Body Text  
Today's Date: 08-11-2025  
\_CEM Link to Alert Management: <https://manager-dev3.everbridge.net/saml/login/dev3vccssotest/alerts/?alert=841d8a55-5a32-49a0-aa01-d2cd2299ddc4>  
VCC: Link to Alert: <https://dev3vccssotest.vcc-dev3.everbridge.net/?link=alert,841d8a55-5a32-49a0-aa01-d2cd2299ddc4>  
VCC: Alert Title: Flatbush Ave & Farragut Rd - There are reports of a barricade situation in the area. Event closed.

Print

- **Operator Confirmation** - If Operator Confirmation is enabled for the Organization, then permitted operators can confirm on behalf of a Contact if they're unable to do so themselves.

Delivery Details
Settings
Incident Variables
Operator Confirmation

SELECT AND CONFIRM FOR CONTACTS  
Using the checkboxes in the table below, select and confirm for contacts

You are updating confirmation for 1 contacts
Update Confirmation for Contacts

Refresh
First Name
Last Name
Reset

Confirmed	Contact Name	External ID	First Attempt Time
<input checked="" type="checkbox"/>	N	m8529989728862712740	Sep 02, 2025 13:19:39 PDT

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View 1 - 1 of 1

## Adding an Incident Template

Additional Incident templates can be added to a Critical Event after launch. To add another Incident template:

1. Select the Critical Event from the **Events List**.
2. Open the **Communications** tab.

### 3. Click **Add Incident Template**.

Status	Mode	Name	Open Duration	Opened On	Opened By	Last Updated On
Closed	Live	Flatbush Ave & Farragut R...	0d 4h 13m 11s	Aug 11, 2025 11:48:35 EDT		Aug 11, 2025 16:01:46 EDT
Closed	Live	Annapolis Rd & Hoffman A...	0d 4h 4m 25s	Aug 11, 2025 11:42:22 EDT		Aug 11, 2025 15:46:47 EDT
Closed	Live	Main St Ext & Main St - Th...	0d 4h 9m 43s	Aug 11, 2025 11:22:03 EDT		Aug 11, 2025 15:31:46 EDT
Closed	Live	Larchmont Rd & Battle Hill ...	0d 4h 1m 21s	Aug 11, 2025 11:30:25 EDT		Aug 11, 2025 15:31:46 EDT
Closed	Live	Dalewood Dr & Brookdell ...	0d 4h 6m 21s	Aug 11, 2025 08:25:25 EDT		Aug 11, 2025 12:31:46 EDT

### 4. The **Add Incident Template** modal will open. Select any templates that need to be added, then click **Add Selected Templates**.

#### Add Incident Template

Scenarios

TEMPLATE CATEGORIES

- Accident Management
- Air Incident
- Air Quality
- Crisis Management**
- Crisis Management
- Critical Biz Ops
- Cyber
- Dangerous Chemicals

#### Crisis Management

☒ Name

- ☐ Chemical Attack
- ☐ Active Shooter
- ☒ Employee Safety Check

Cancel

Add Selected Templates

### 5. The newly-added template can then be launched from the **Incident Communications** list on the **Communications** tab.

Closed	Live	Hurricane Preparedness ...	5d 1h 45m 12s	Jul 22, 2025 06:13:20 EDT		Jul 27, 2025 07:58:32 EDT
Closed	Live	Responder Teams Activati...	5d 0h 28m 51s	Jul 22, 2025 07:29:28 EDT		Jul 27, 2025 07:58:19 EDT
Closed	Live	Response Team Activatio...	0d 0h 0m 28s	Jul 22, 2025 07:32:38 EDT		Jul 22, 2025 07:33:06 EDT
Launch		Employee Safety Check	-	-	-	-

## Adding an Existing Incident

If a Critical Event should be associated with an existing Incident, it can be linked from the **Communications** subtab of the **Critical Event Details** page. To do this:

1. Select the Critical Event from the **Events List**.
2. Open the **Communications** tab.
3. Click **Add Existing Incident**.

Overview	Dashboards	Alerts	Communications	Tasks	Impacts	Documents	Trackers	Form Reports	Situation Reports	Meeting	Root Cause	Escalated Submission
Incident Communications (15)												
<a href="#">Add Incident Template</a> <a href="#">Add Existing Incident</a> <a href="#">Add Scheduled Incident</a>												
Status	Mode	Name	Open Duration	Opened On	Opened By	Last Updated On						
● Closed	Live	Flatbush Ave & Farragut R...	0d 4h 13m 11s	Aug 11, 2025 11:48:35 EDT		Aug 11, 2025 16:01:46 EDT	⊙					
● Closed	Live	Annapolis Rd & Hoffman A...	0d 4h 4m 25s	Aug 11, 2025 11:42:22 EDT		Aug 11, 2025 15:46:47 EDT	⊙					
● Closed	Live	Main St Ext & Main St - Th...	0d 4h 9m 43s	Aug 11, 2025 11:22:03 EDT		Aug 11, 2025 15:31:46 EDT	⊙					
● Closed	Live	Larchmont Rd & Battle Hill ...	0d 4h 1m 21s	Aug 11, 2025 11:30:25 EDT		Aug 11, 2025 15:31:46 EDT	⊙					
● Closed	Live	Dalewood Dr & Brookdell ...	0d 4h 6m 21s	Aug 11, 2025 08:25:25 EDT		Aug 11, 2025 12:31:46 EDT	⊙					

- The **Add Existing Incident** modal will open. Select any related Incidents that should be attached to the Critical Event, then click **Add Selected Incidents**.

**Add Existing Incident**

Search

<input type="checkbox"/>	St...	Mode	Name	Open Duration	Opened On	Opened By	Last Updated...
<input type="checkbox"/>	Active	Live	US Highway 33 ...	0d 1h 33m 13s	Sep 02, 2025 1...		Sep 02, 2025 1...
<input type="checkbox"/>	Active	Live	NW 2nd Ave & ...	0d 1h 35m 31s	Sep 02, 2025 1...		Sep 02, 2025 1...
<input type="checkbox"/>	Active	Live	Rhoda Ave & Gr...	0d 1h 41m 10s	Sep 02, 2025 1...		Sep 02, 2025 1...
<input type="checkbox"/>	Active	Live	Rogers Ave & B...	0d 1h 44m 27s	Sep 02, 2025 1...		Sep 02, 2025 1...
<input type="checkbox"/>	Active	Live	SW 88th St & S...	0d 1h 45m 56s	Sep 02, 2025 1...		Sep 02, 2025 1...
<input type="checkbox"/>	Active	Live	Freeport Rd & M...	0d 1h 48m 31s	Sep 02, 2025 1...		Sep 02, 2025 1...
<input type="checkbox"/>	Active	Live	Bear Creek Blvd...	0d 1h 49m 27s	Sep 02, 2025 1...		Sep 02, 2025 1...
<input checked="" type="checkbox"/>	Active	Live	12th St S & 67t...	0d 1h 53m 23s	Sep 02, 2025 1...		Sep 02, 2025 1...
<input type="checkbox"/>	Active	Live	E Palm Dr & SE ...	0d 1h 54m 5s	Sep 02, 2025 1...		Sep 02, 2025 1...
<input type="checkbox"/>	Active	Live	New Ln & Antho...	0d 1h 58m 4s	Sep 02, 2025 1...		Sep 02, 2025 1...

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- The newly-added Incident will now appear in the **Incident Communications** list, where it can be monitored, updated or closed as needed.

Overview Dashboards Alerts **Communications** Tasks Impacts Documents Trackers Form Reports Situation Reports Meeting Root Cause Escalated Submission

Incident Communications (17)

Status	Mode	Name	Open Duration	Opened On	Opened By	Last Updated On
Active	Live	12th St S & 67th Ter S - T...	0d 2h 2m 30s	Sep 2, 2025 15:44:11 EDT		Sep 2, 2025 15:44:12 EDT
Closed		Flatbush Ave & F...	0d 4h 13m 11s	Aug 11, 2025 11:48:35 EDT		Aug 11, 2025 16:01:46 EDT
Closed		Annapolis Rd & ...	0d 4h 4m 25s	Aug 11, 2025 11:42:22 EDT		Aug 11, 2025 15:46:47 EDT

## Adding a Scheduled Incident

Users can add a Scheduled Incident to a Critical Event after it's been launched. To do this:



1. Select the Critical Event from the **Events List**.
2. Open the **Communications** tab.
3. Click **Add Scheduled Incident**.

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Impacts

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Form Reports

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Meeting

Root Cause

Escalated Submission

Incident Communications (15)

Add Incident Template

Add Existing Incident

Add Scheduled Incident

Status	Mode	Name	Open Duration	Opened On	Opened By	Last Updated On
Closed	Live	Flatbush Ave & Farragut R...	0d 4h 13m 11s	Aug 11, 2025 11:48:35 EDT		Aug 11, 2025 16:01:46 EDT
Closed	Live	Annapolis Rd & Hoffman A...	0d 4h 4m 25s	Aug 11, 2025 11:42:22 EDT		Aug 11, 2025 15:46:47 EDT
Closed	Live	Main St Ext & Main St - Th...	0d 4h 9m 43s	Aug 11, 2025 11:22:03 EDT		Aug 11, 2025 15:31:46 EDT
Closed	Live	Larchmont Rd & Battle Hill ...	0d 4h 1m 21s	Aug 11, 2025 11:30:25 EDT		Aug 11, 2025 15:31:46 EDT
Closed	Live	Dalewood Dr & Brookdell ...	0d 4h 6m 21s	Aug 11, 2025 08:25:25 EDT		Aug 11, 2025 12:31:46 EDT

4. The **Add Scheduled Incident** modal will open. Select a Scheduled Incident from the list and click **Add**.

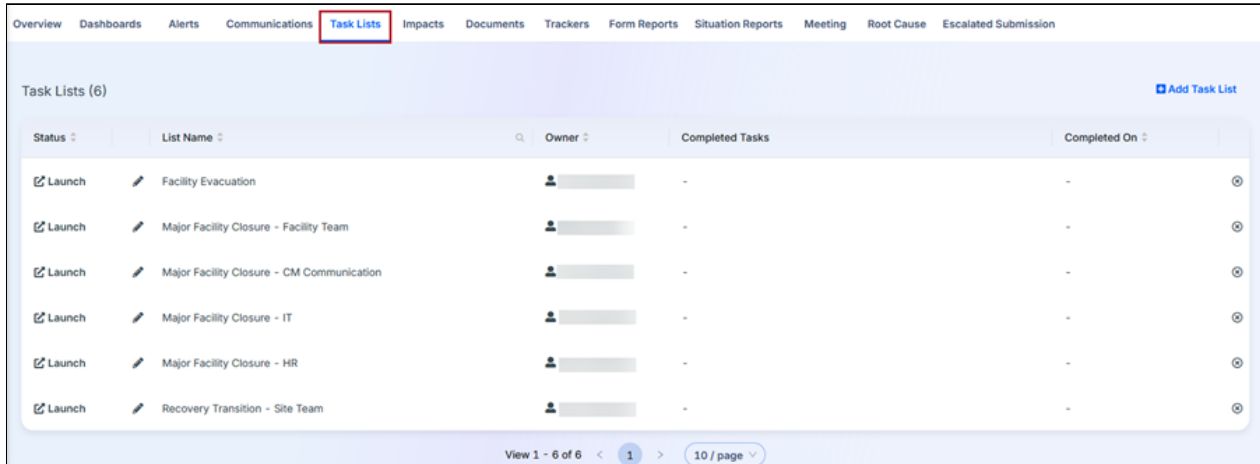
Add Scheduled Incident						
<input type="text" value="Search"/> <input type="button" value="Reset"/>						
<input type="checkbox"/> Schedule Name	Mode	Schedule	Next Run	Created On	Created By	
<input type="checkbox"/> Quarterly Incident ...	Live	Nov 15, 2024 11:...	Nov 15, 2025 11:...	Nov 14, 2024 21:...		
<input checked="" type="checkbox"/> Thunderstorm Sea...	Live	Sept 10, 2024 03:...	Sept 10, 2025 03:...	Jul 19, 2024 20:0...		
View 1 - 2 of 2 < 1 > 10 / page						
<input type="button" value="Cancel"/> <input type="button" value="Add"/>						

5. The newly-added Scheduled Incident will now appear in the **Incident Communications** list with the **Scheduled** status.

Closed	Live	Hurricane Preparedness ...	5d 1h 45m 12s	Jul 22, 2025 06:13:20 EDT		Jul 27, 2025 07:58:32 EDT	
Closed	Live	Responder Teams Activati...	5d 0h 28m 51s	Jul 22, 2025 07:29:28 EDT		Jul 27, 2025 07:58:19 EDT	
Closed	Live	Response Team Activatio...	0d 0h 0m 28s	Jul 22, 2025 07:32:38 EDT		Jul 22, 2025 07:33:06 EDT	
Scheduled	Live	Thunderstorm Season Re...	-	-	-	-	
View 1 - 17 of 17 < 1 > 30 / page							

## Task Lists Tab

Click the **Task Lists** tabs to review any Task Lists associated with this Critical Event. Note that Everbridge 360 Critical Events currently uses the Classic Everbridge Critical Events framework for creating, managing and utilizing Tasks and Task Lists associated with a Critical Event.



Status	List Name	Owner	Completed Tasks	Completed On
Launch	Facility Evacuation		-	-
Launch	Major Facility Closure - Facility Team		-	-
Launch	Major Facility Closure - CM Communication		-	-
Launch	Major Facility Closure - IT		-	-
Launch	Major Facility Closure - HR		-	-
Launch	Recovery Transition - Site Team		-	-

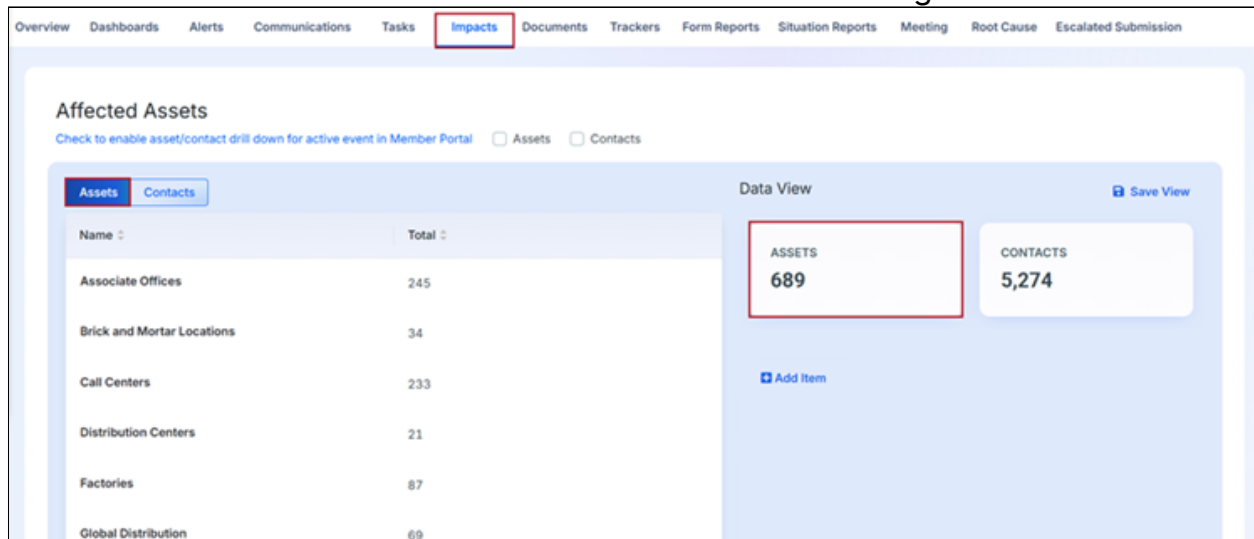
See the **Managing a Live Critical Event** section in the [Crisis Management User Guide](#) for more details.

## Impacts Tab

The **Impacts** tab breaks down how many Assets and Contacts are affected by the Critical Event. It's divided into two panes: **Assets** and **Contacts**.

### Assets Pane

The **Assets** pane displays a count of all affected Assets by Asset Type. The total affected Assets count can be seen in the **Data View** to the right.

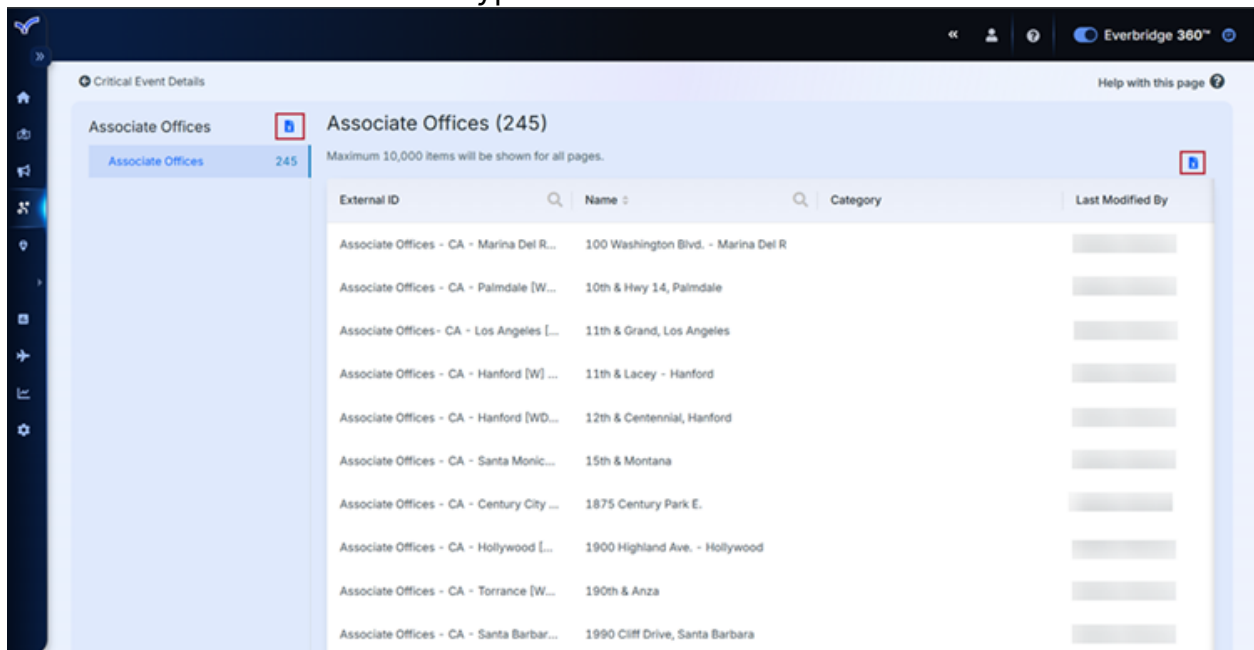


The screenshot shows the 'Impacts' tab selected in the top navigation bar. Below the navigation bar, the 'Affected Assets' section is visible. It includes a link to 'Check to enable asset/contact drill down for active event in Member Portal' and two tabs: 'Assets' (selected) and 'Contacts'. The 'Assets' tab displays a table with the following data:

Name	Total
Associate Offices	245
Brick and Mortar Locations	34
Call Centers	233
Distribution Centers	21
Factories	87
Global Distribution	69

To the right of the table is the 'Data View' summary, which shows 'ASSETS 689' and 'CONTACTS 5,274'. There is also an 'Add Item' button and a 'Save View' link.

Click on an Asset Type from the list to see a full, downloadable report showing all affected Assets of that Asset Type.



The screenshot shows the 'Associate Offices (245)' detailed view. The left sidebar shows 'Associate Offices' with a count of 245. The main content area displays a table with the following data:

External ID	Name	Category	Last Modified By
Associate Offices - CA - Marina Del R...	100 Washington Blvd. - Marina Del R		
Associate Offices - CA - Palmdale [W...	10th & Hwy 14, Palmdale		
Associate Offices - CA - Los Angeles [...]	11th & Grand, Los Angeles		
Associate Offices - CA - Hanford [W] ...	11th & Lacey - Hanford		
Associate Offices - CA - Hanford [WD]...	12th & Centennial, Hanford		
Associate Offices - CA - Santa Monic...	15th & Montana		
Associate Offices - CA - Century City ...	1875 Century Park E.		
Associate Offices - CA - Hollywood [...]	1900 Highland Ave. - Hollywood		
Associate Offices - CA - Torrance [W...	190th & Anza		
Associate Offices - CA - Santa Barbar...	1990 Cliff Drive, Santa Barbara		

## Contacts Pane

The **Contacts** pane displays a count of all affected Contacts by Contact Type. The total affected Contact count can be seen in the **Data View** to the right.

Overview Dashboards Alerts Communications Tasks **Impacts** Documents Trackers Form Reports Situation Reports Meeting Root Cause Escalated Submission

**Affected Assets**  
Check to enable asset/contact drill down for active event in Member Portal ☐ Assets ☐ Contacts

**Assets** **Contacts**

Name	Total
Employees	4,321
Executives	422
VIP	204
Family	297

**Data View** [Save View](#)

ASSETS: 689

**CONTACTS: 5,274**

[Add Item](#)

Click on a Contact Type from the list to see a full, downloadable report showing all affected Contacts of that Contact Type.

Critical Event Details Help with this page

**Employees** **Employees (4321)**

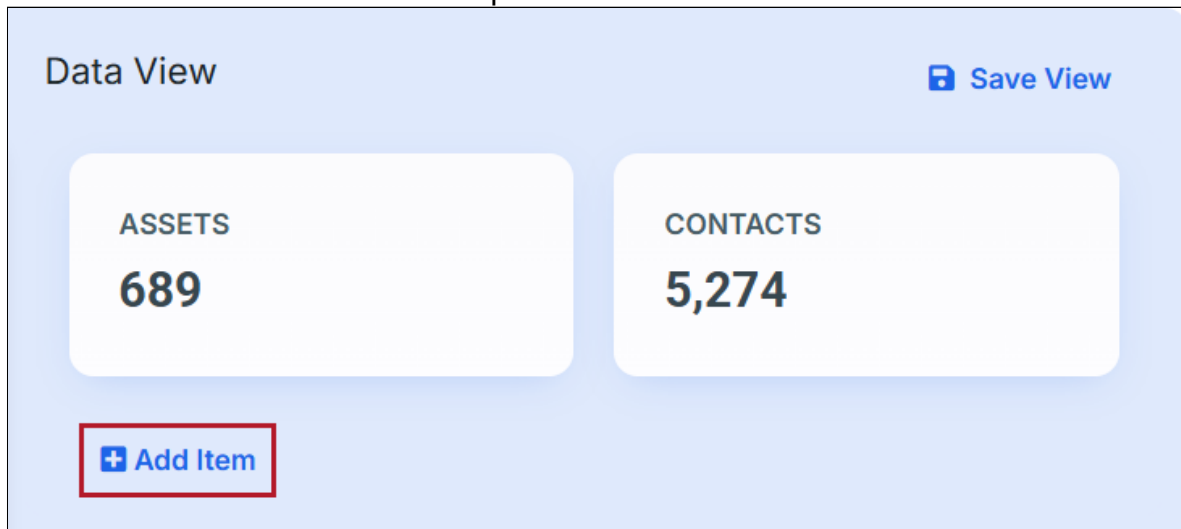
Employees 4747 Maximum 10,000 items will be shown for all pages.

External ID	Country	Last Name	First Name	M.I.	Suffix	Location Name	Co
eb1-216-2115	US	Rainbolt	Aaron			Negron Office	US
eb1-216-1250	US	Hughs	Aaron			Slaydon Office	US
eb1-216-1671	US	Morreil	Aaron			Moder Office	US
eb1-216-5270	US	Gilkey	Abbie			Antoniak Office	US
eb1-216-396	US	Fultz	Abe			Gattie Office	US
eb1-216-959	US	Kroll	Abigail			Lanigan Office	US
eb1-216-5907	US	Camacho	Ada			Waka Office	US
eb1-216-2517	US	Kuntz	Adalberto			Prestwich Office	US
eb1-216-748	US	Kirschner	Adalberto			Abrego Office	US
eb1-216-5146	US	Worcester	Adalberto			Kufeldt Office	US

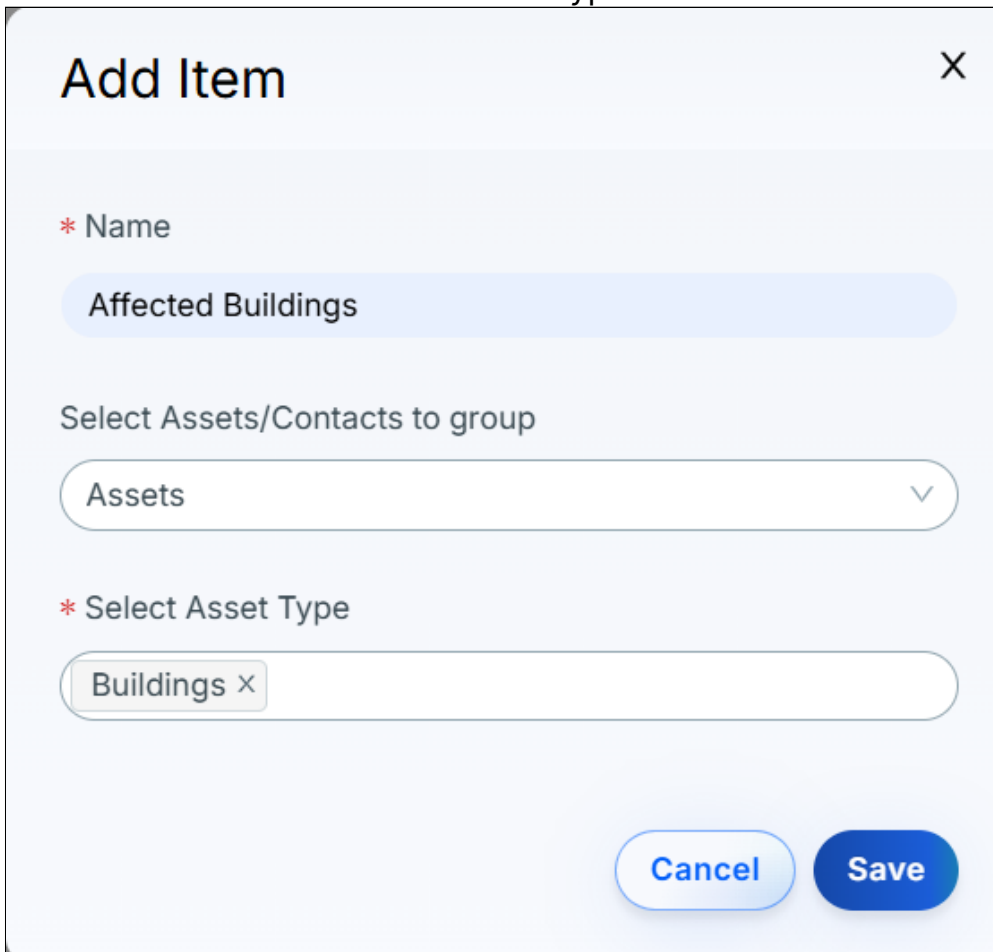
## Data View

Users can create different tile **Items** for views that show specific totals for certain Asset or Contact Types. To add an item:

1. Click **Add Item** in the **Data View** panel.



2. The **Add Item** modal will open. Give it a name.
3. Select if this Item should apply to Contacts or Assets.
4. Select the desired Asset or Contact Types.



The screenshot shows the 'Add Item' modal. It has a title bar with 'Add Item' and a close button (X). The form contains the following fields:

- \* Name**: A text input field with the value 'Affected Buildings'.
- Select Assets/Contacts to group**: A dropdown menu with 'Assets' selected.
- \* Select Asset Type**: A text input field with the value 'Buildings' and a close button (X).

At the bottom right, there are two buttons: 'Cancel' (light blue) and 'Save' (dark blue).

- Click **Save**. The new tile Item will appear in the **Data View**. Click on it to access the drilldown data.

**Data View** Save View

**ASSETS**  
**689**

**CONTACTS**  
**5,274**

**Affected Buildings**  
**681**

+ Add Item

## Enabling Member Portal Drilldown

If desired, users can enable the Critical Event drilldown for both Assets and Contacts in the Member Portal by selecting the applicable checkbox.

**Affected Assets**

Check to enable asset/contact drill down for active event in Member Portal ☒ Assets ☒ Contacts

**Assets** **Contacts**

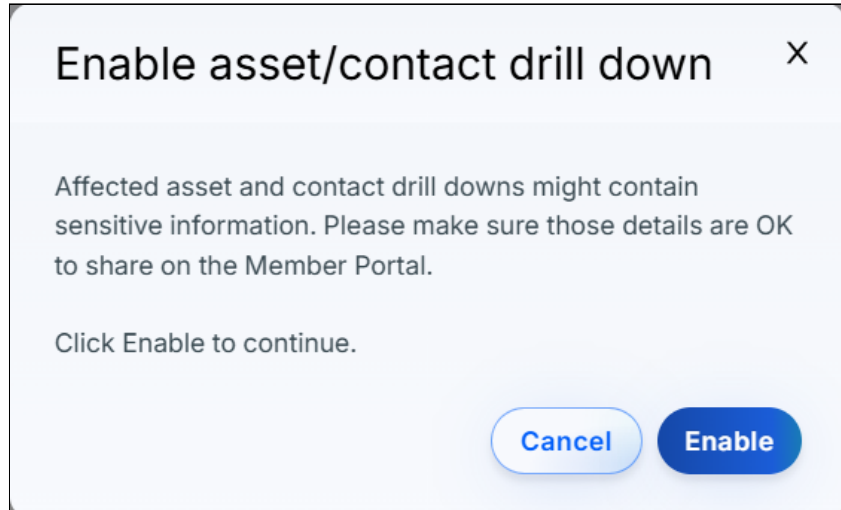
Name	Total
Associate Offices	245
Brick and Mortar Locations	34

**Data View** Save View

**ASSETS**  
**689**

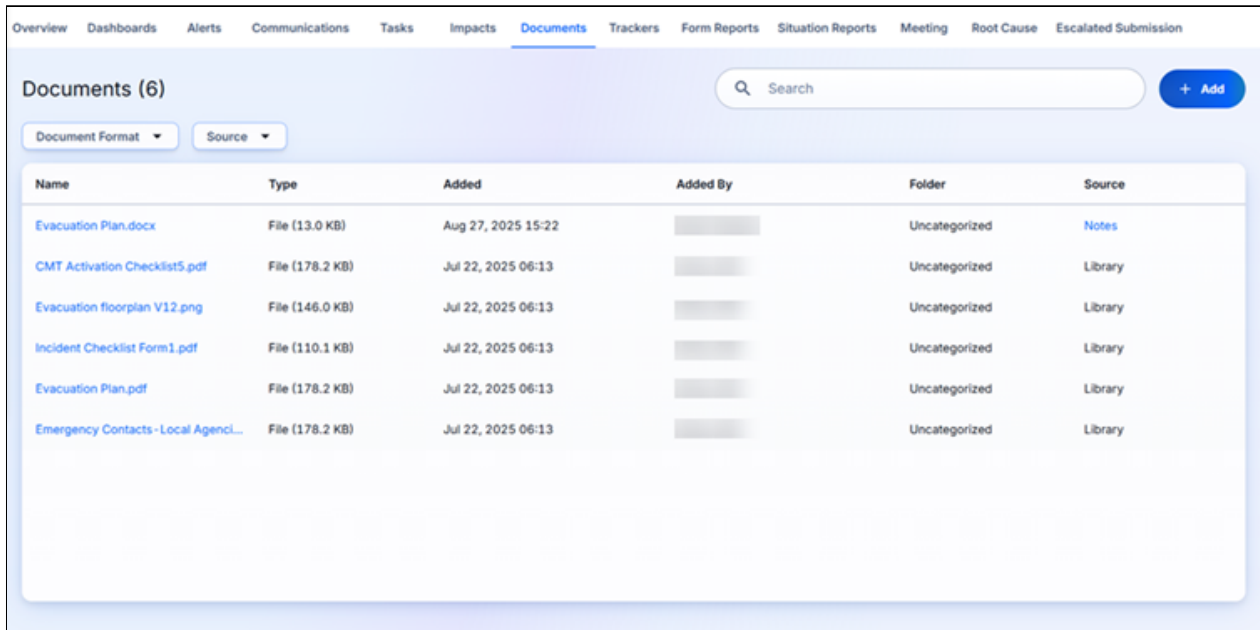
**CONTACTS**  
**5,274**

A confirmation modal will appear. Click **Enable** to allow Members to utilize the drilldown in the Member Portal.



## Documents Tab

The **Documents** tab contains any Documents that have been attached to the Critical Event, which can be filtered, searched and sorted for efficiency and ease of navigation. New Documents can also be added to the Critical Event from this tab.

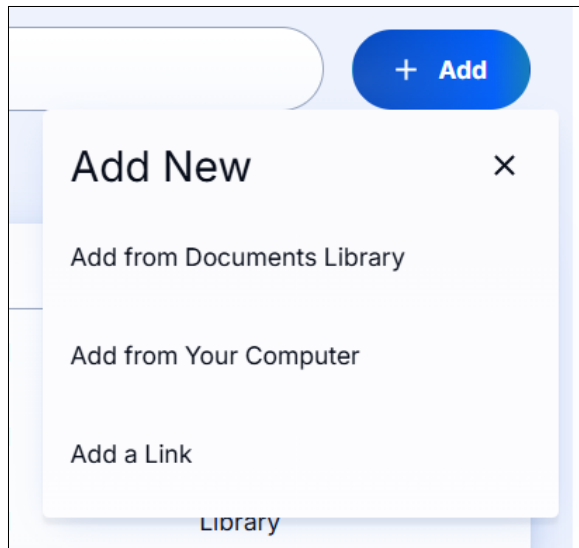


Name	Type	Added	Added By	Folder	Source
<a href="#">Evacuation Plan.docx</a>	File (13.0 KB)	Aug 27, 2025 15:22		Uncategorized	<a href="#">Notes</a>
<a href="#">CMT Activation Checklist5.pdf</a>	File (178.2 KB)	Jul 22, 2025 06:13		Uncategorized	Library
<a href="#">Evacuation floorplan V12.png</a>	File (146.0 KB)	Jul 22, 2025 06:13		Uncategorized	Library
<a href="#">Incident Checklist Form1.pdf</a>	File (110.1 KB)	Jul 22, 2025 06:13		Uncategorized	Library
<a href="#">Evacuation Plan.pdf</a>	File (178.2 KB)	Jul 22, 2025 06:13		Uncategorized	Library
<a href="#">Emergency Contacts - Local Agenci...</a>	File (178.2 KB)	Jul 22, 2025 06:13		Uncategorized	Library

## Adding Documents

Up to 15 Documents can be attached to a Critical Event for a total of 50MB. Documents can be manually added here from the Documents Library, from the current device, or as a link.





## Supported File Types

The following file types are supported for Critical Event Documents:

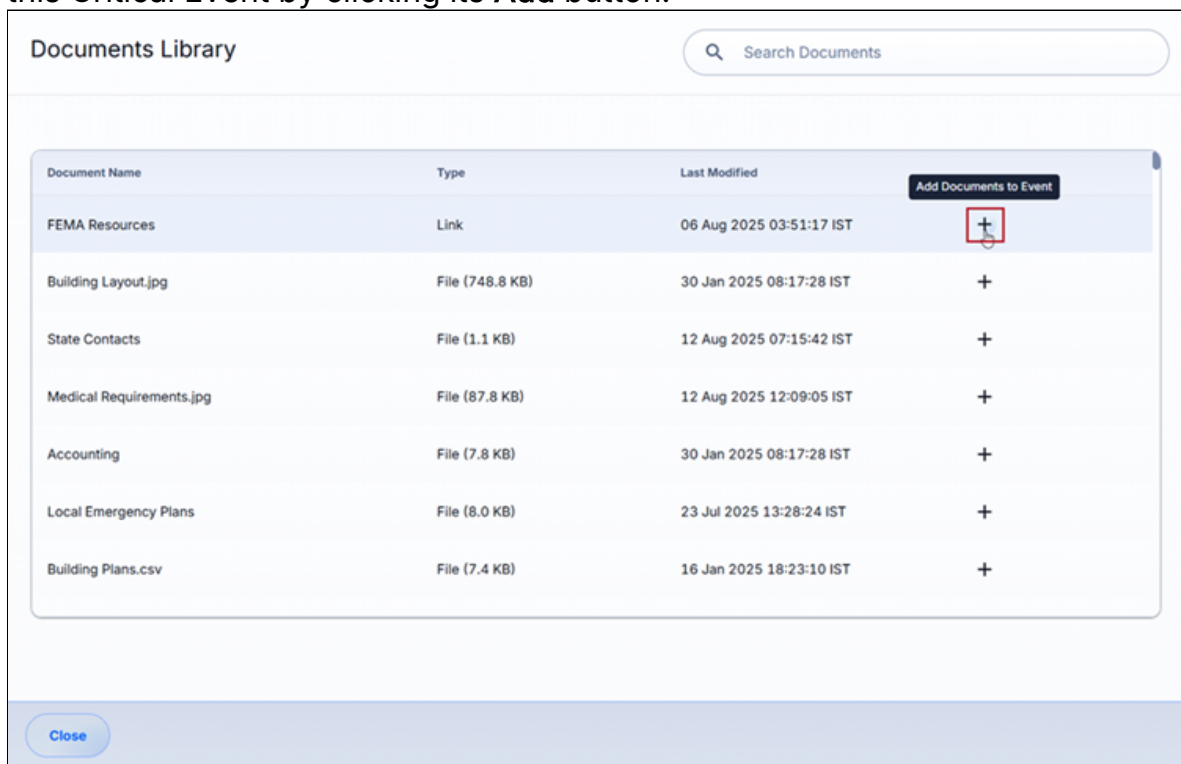
- .csv
- .docm
- .dotx
- .dotm
- .eml
- .gdoc
- .gsheet
- .key
- .log
- .md
- .msg
- .numbers
- .ods
- .odt
- .pages
- .pdf
- .rtf
- .txt
- .vi
- .webdoc
- .xltm
- .xlsx
- .xlsm
- .xltx
- .gslides
- .eps

- .heic
- .icon
- .potm
- .wmv
- .wav
- .mp3
- .wma
- .amr
- .ics
- .ical

## Adding from the Documents Library

To add a Document from the Documents Library:

1. Click **Add** then select **Add from Documents Library**.
2. Choose a Document from the Organization's Documents Library to attach to this Critical Event by clicking its **Add** button.

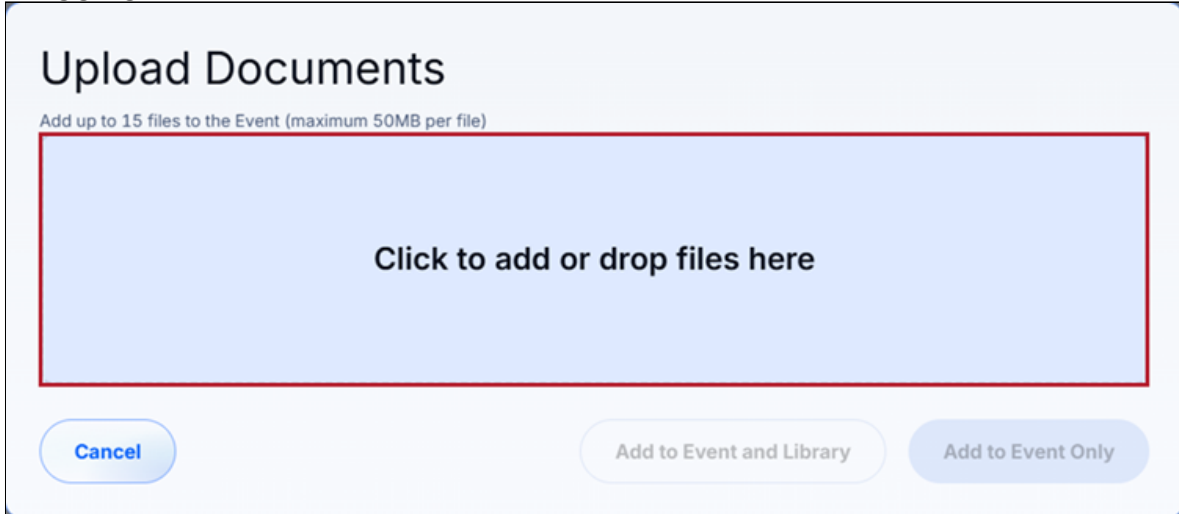


## Adding from Your Computer

To add a Document from the current computer:

1. Click **Add** and then **Add from Your Computer**.

2. Upload a file from the logged-in device by clicking the Upload field or dragging a file into it.



3. Click either:
  - **Add to Event and Library** to add the the Document to the Critical Event while also adding it to the Organization's Documents Library.
  - **Add to Event Only** to add it to only the Critical Event without saving it to the Library.

## Adding a Link

To add a Document from a link:

1. Click **Add** and then **Add Link**.

2. Paste the file's URL into the field and give it a distinguishable name.

### Add Link

**\* URL**

**\* Name**

[+ Add Another Link](#)

Cancel
Add to Event and Library
Add to Event Only

3. Click either:
  - **Add to Event and Library** to add the the Document to the Critical Event while also adding it to the Organization's Documents Library.
  - **Add to Event Only** to add it to only the Critical Event without saving it to the Library.

## Searching for Documents

Enter a partial or full keyword into the **Search** bar to quickly locate a specific Document. Any attached Document with a name containing the searched keyword will be found.

Overview

Dashboards

Alerts

Communications

Tasks

Impacts

Documents

Trackers

Form Reports

Situation Reports

Meeting

Root Cause

Escalated Submission

Documents (1)

CMT

X

+

Add

Document Format

Source

Refresh to view latest updates

Name	Type	Added	Added By	Folder	Source
<div>CMT</div> Activation Checklist5.pdf	File (178.2 KB)	Jul 22, 2025 06:13		Uncategorized	Library

## Filtering for Documents

Multiple filters can be applied to help isolate specific Documents attached to a Critical Event. There are two main types of filters for this page:

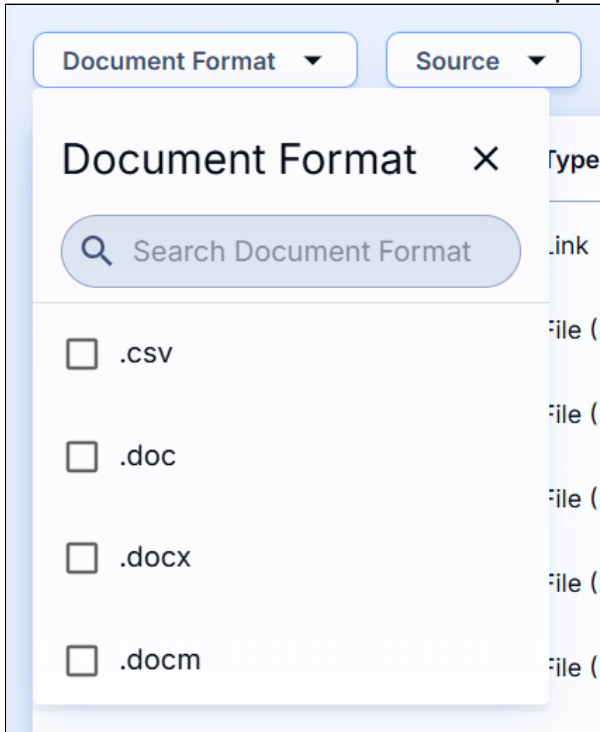
- Document Format

- Source

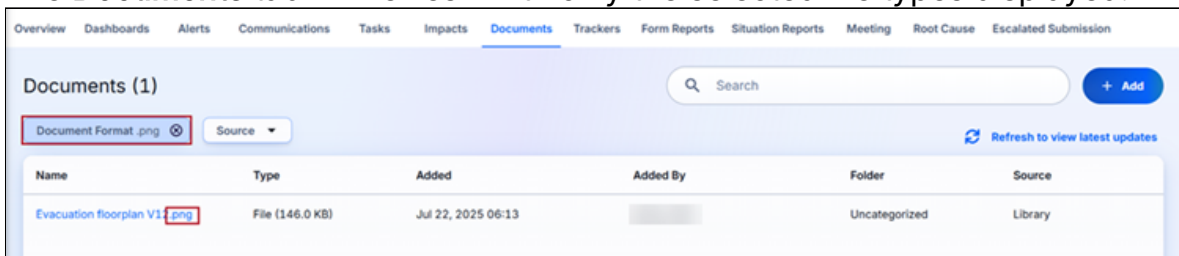
## Filtering by Document Format

To apply a Document Format filter:

1. Click the **Document Format** filter dropdown menu.



2. Scroll or search for the desired file type(s), then select the checkbox to apply the filter.
3. The **Documents** tab will refresh with only the selected file types displayed.



## Filtering by Source

To apply a Document Source filter:

1. Click the **Source** filter dropdown menu.

2. Choose the Source to be filtered for.

A modal window titled "Source x" with a close button. It contains four checkboxes: "Library", "Direct", "Tasks", and "Notes". The "Notes" checkbox is checked. At the bottom is a "Clear All" button.

3. The **Documents** tab will refresh and display only items with the selected Document Source.

The screenshot shows the Everbridge 360 interface with the "Documents" tab selected. The "Source Notes" filter is active. The table below shows the filtered results.

Name	Type	Added	Added By	Folder	Source
Evacuation Plan.docx	File (13.0 KB)	Aug 27, 2025 15:22		Uncategorized	Notes

## Sorting Documents

Documents can be sorted by the following data points in ascending or descending order by clicking on their column headers:

- Name
- Type
- Added
- Added by
- Folder
- Source

Documents (7)					
<div>Document Format</div> <div>Source</div>					
Name	Type	Added ↑	Added By	Folder	Source
<a href="#">Emergency Contacts - Local Agenci...</a>	File (178.2 KB)	Jul 22, 2025 06:13		Uncategorized	Library
<a href="#">Evacuation Plan.pdf</a>	File (178.2 KB)	Jul 22, 2025 06:13		Uncategorized	Library
<a href="#">Incident Checklist Form1.pdf</a>	File (110.1 KB)	Jul 22, 2025 06:13		Uncategorized	Library
<a href="#">Evacuation floorplan V12.png</a>	File (146.0 KB)	Jul 22, 2025 06:13		Uncategorized	Library
<a href="#">CMT Activation Checklist5.pdf</a>	File (178.2 KB)	Jul 22, 2025 06:13		Uncategorized	Library
<a href="#">Evacuation Plan.docx</a>	File (13.0 KB)	Aug 27, 2025 15:22		Uncategorized	Notes
<a href="#">Everbridge Suite User Guide</a>	Link	Aug 29, 2025 21:48		Uncategorized	Direct

## Previewing Documents

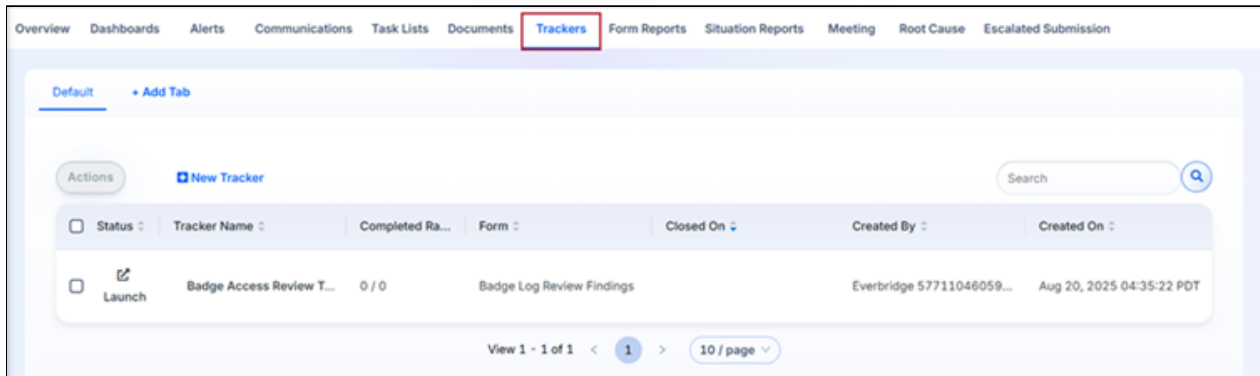
Documents can be previewed by clicking the file name from the list. Note that some file types will open immediately, such as with PNG images, while others will open in a new browser tab, like PDFs.

Click **Download** in the top-right corner of the preview modal to download the Document.

The screenshot shows the Everbridge 360 interface. In the foreground, a modal window titled "Evacuation floorplan V12.png" is open, showing a floor plan diagram. The diagram includes an "Assembly Area" at the top, a "Primary Exit" at the bottom left, and a "Secondary Exit" at the bottom center. A "You are here" marker is located near the bottom center. The modal also shows a "Download" button and a file size of "0.14 MB". In the background, the "Documents (7)" list is visible, showing various files and their details.

## Trackers Tab

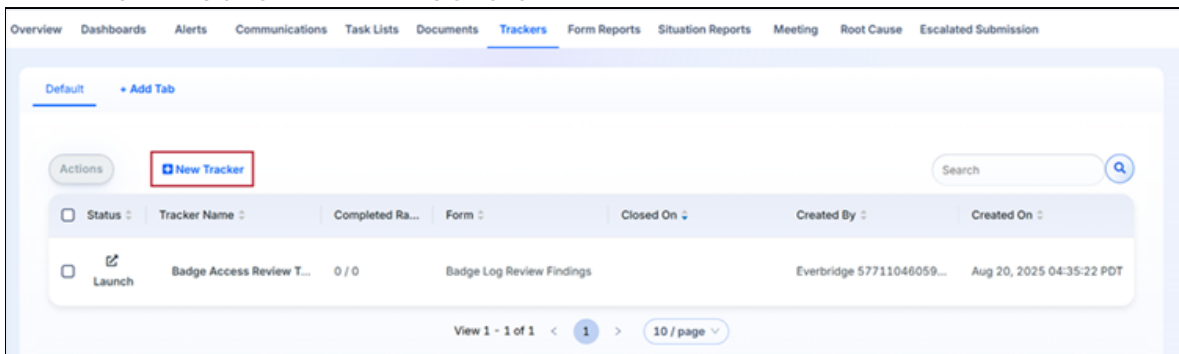
The **Trackers** tab contains any Trackers associated with this Critical Event. Trackers are used to gather important data from responders in the field managing or experiencing a Critical Event, such as reporting ongoing damage assessments after a disaster or reporting details about a suspected intruder.



## Adding a Tracker

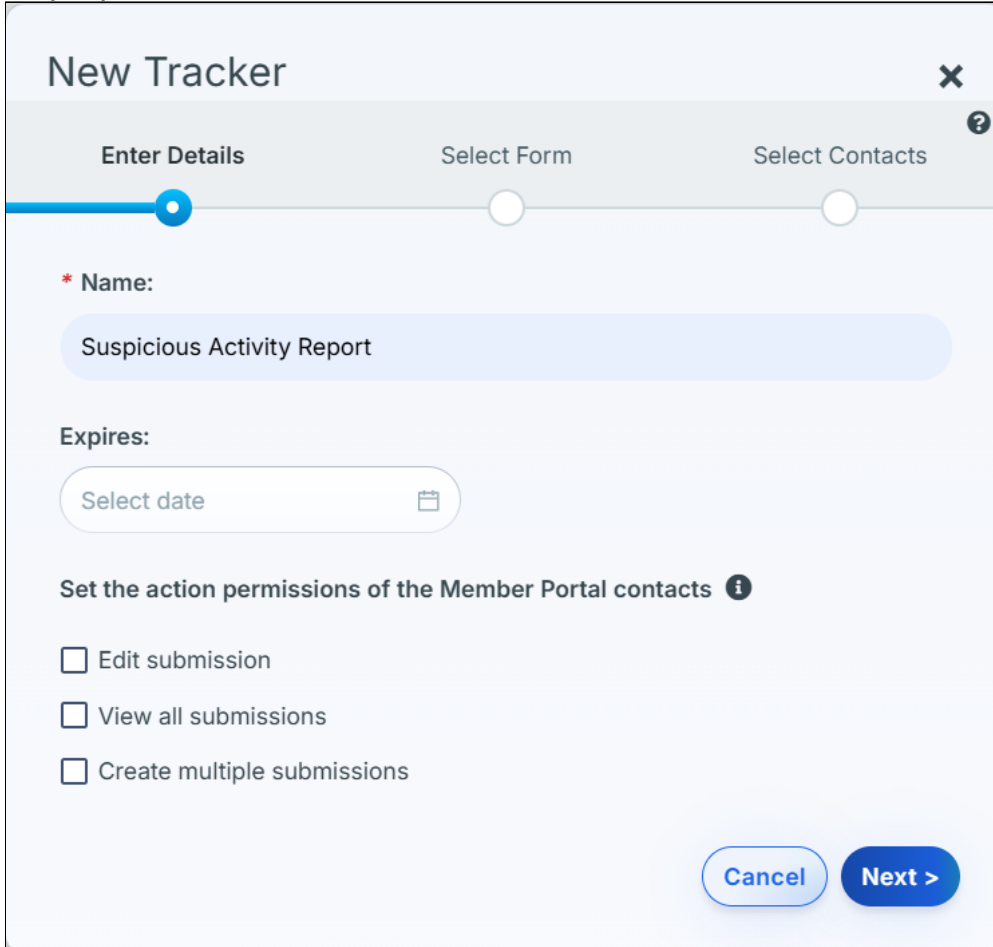
Trackers can be added to a Critical Event from the **Trackers** tab using the framework of existing Forms. To add a Tracker:

1. Click **New Tracker** on the **Trackers** tab.





2. The **New Tracker** modal opens. Give the Tracker a name that clearly explains its purpose.



**New Tracker** [X] [?]

Enter Details      Select Form      Select Contacts

\* Name:

Suspicious Activity Report

Expires:

Select date [calendar icon]

Set the action permissions of the Member Portal contacts [i]

☐ Edit submission

☐ View all submissions

☐ Create multiple submissions

Cancel      Next >

3. Optionally, set an expiration date and time for the Tracker. Once the time has passed, the Tracker will automatically be closed.
4. Set the following Member Portal visibility permissions as desired:
  - Edit Submission
  - View All Submissions
  - Create Multiple Submissions
5. Click **Next**.

6. The **Form** step will open. Click **Select a Form**.

**New Tracker**

Enter Details      **Select Form**      Select Contacts

\* **Form:**

Select a Form

< Back      Cancel      **Next >**

7. Choose the appropriate Form from the Organization's **Form Library** to use to create this Tracker, then click **Save**.

**Select a Form**

Search name or tag

Form Name	Tags	Last Modified On
<input type="radio"/> Badge Log Review Findings		Aug 20, 2025 04:04:00 PDT
<input type="radio"/> Damage Assessment		Aug 14, 2024 14:30:48 PDT
<input checked="" type="radio"/> Suspicious Activity Report Form		Dec 13, 2022 11:21:31 PST
<input type="radio"/> Vaccine Verification Form	Vaccination	Dec 13, 2022 11:21:08 PST

View 1 - 4 of 4      1      10 / page

Cancel      **Save**

8. The chosen Form will now appear on the Tracker being created. Click **Next**.

**New Tracker**

Enter Details      Select Form      Select Contacts

\* Form:

Suspicious Activity Report Form      Edit | Delete

< Back      Cancel      Next >

9. Select the Contacts that will receive this Tracker as Individuals or via Groups and/or Rules.

**New Tracker**

Enter Details      Select Form      Select Contacts

\* Send to:

10 Individuals      1 Groups      1 Rules

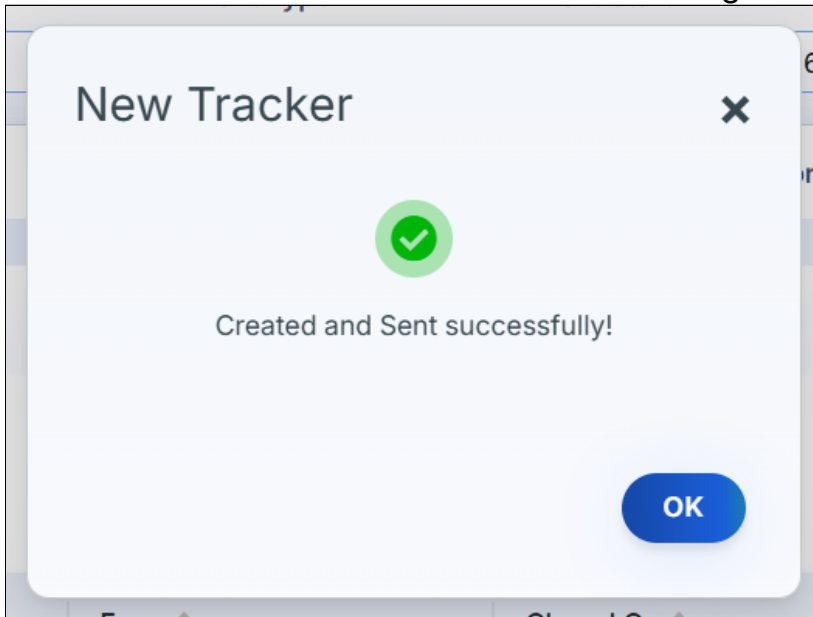
Preview Contacts      Clear selected contacts

☐ Turn off tracker notifications

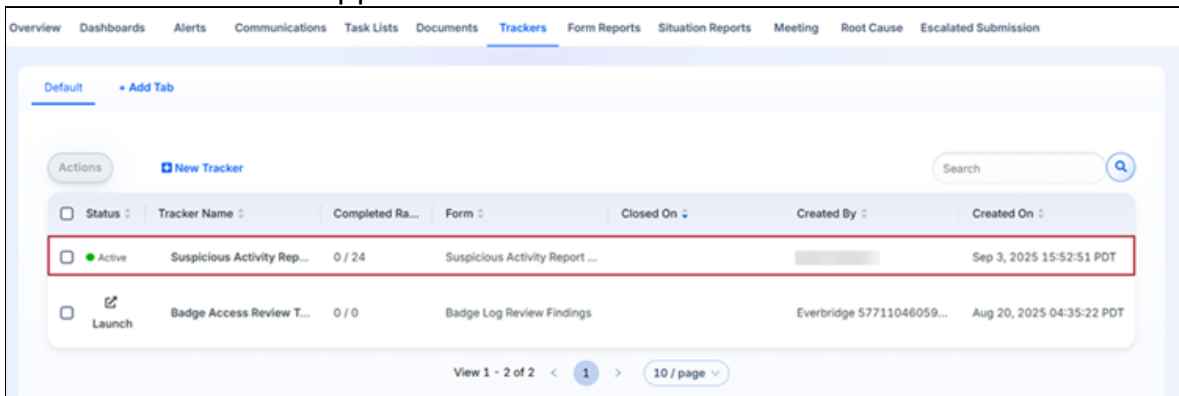
< Back      Cancel      Launch

10. Optionally, click the **Turn Off Tracker Notifications** checkbox if Notifications should be disabled for this Tracker.

11. Click **Launch**. The **New Tracker** success message will appear.



12. The new tracker will appear in the list on the **Trackers** tab.

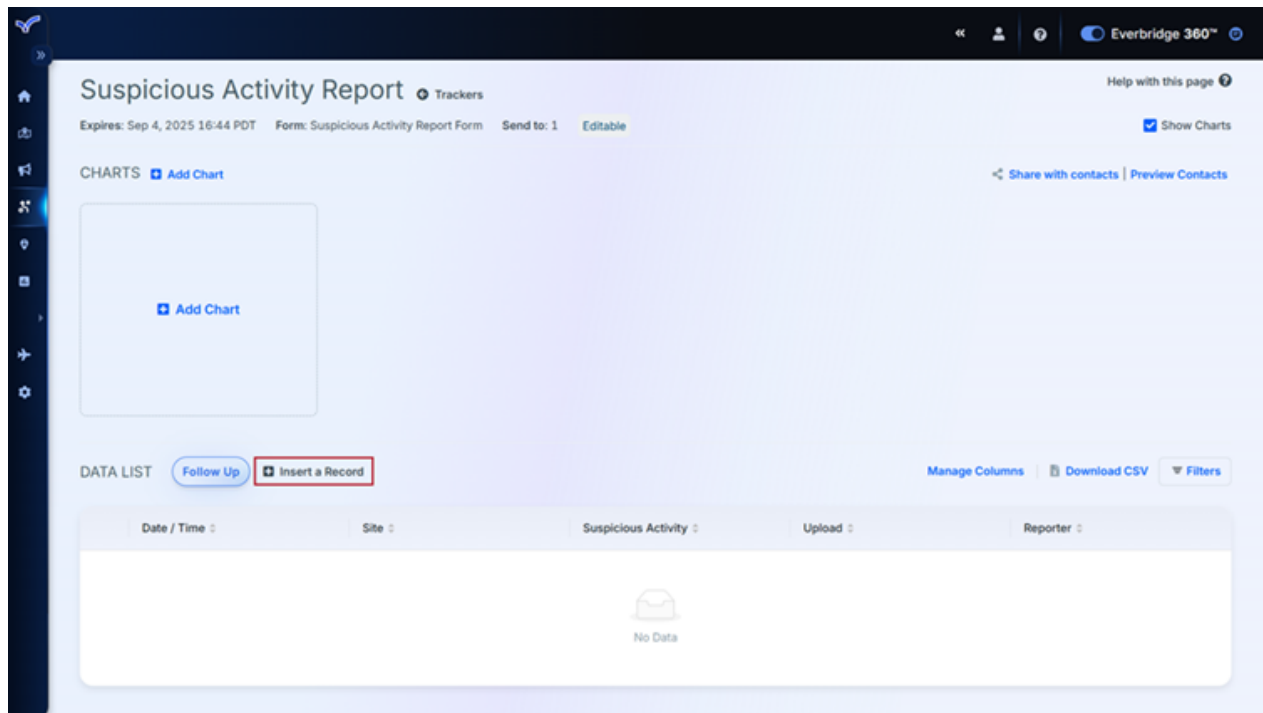


## Managing Trackers

Once created, Trackers can be managed from the **Tracker Details** page in a handful of ways:

- Add charts to help visualize the Tracker data.
- Send a follow-up to capture more recipients.
- Insert a record.
- Share with Contacts.
- Download the Tracker as a CSV.
- Arranging table columns.

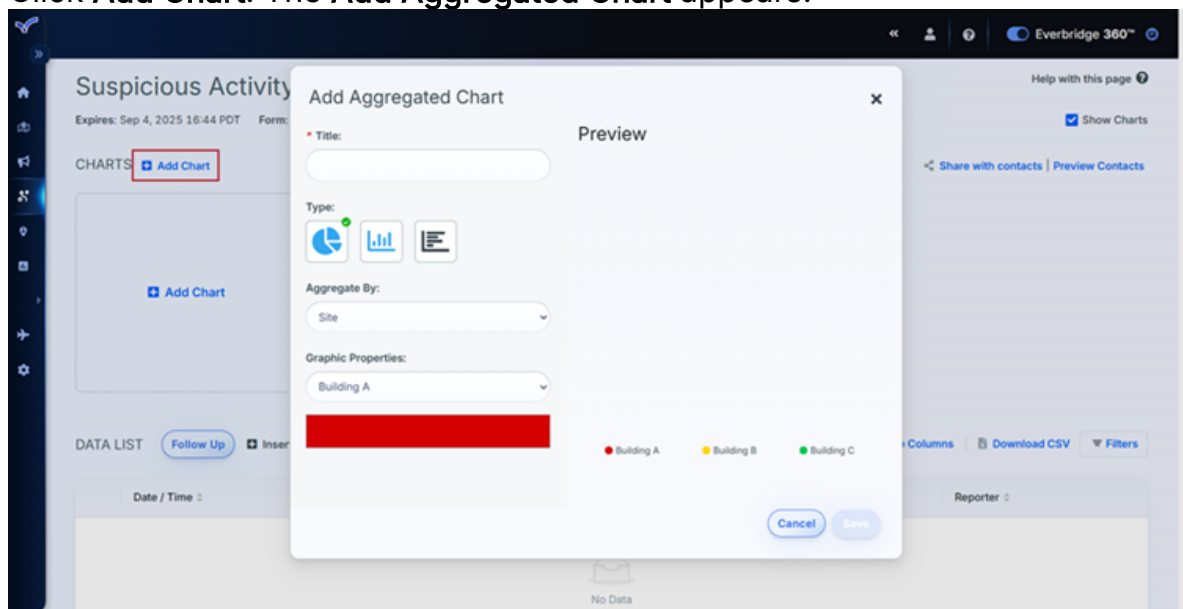
Click on a Tracker from the list to open its **Details** page.



## Adding a Chart

To add a chart to the Tracker:

1. Click **Add Chart**. The **Add Aggregated Chart** appears.



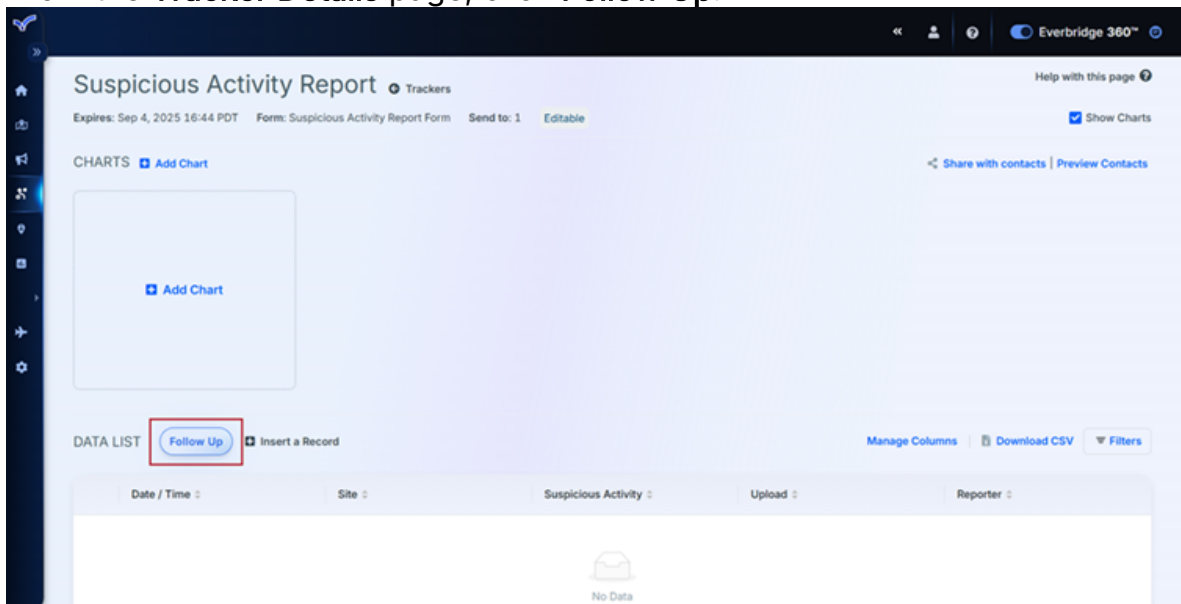
2. Enter the following:
  - In the **Title** field, type a name for your chart.
  - Select the type of chart:

- The **Pie Chart** is a circle divided into sectors that each represent a proportion of the whole.
  - The **Horizontal Bar** chart's X-Axis represents the categories and the Y-Axis represents a value for the categories.
  - The **Vertical Bar** chart's X-Axis represents the categories and the Y-Axis represents a value for the categories.
  - In the **Aggregate By** field, select the column name from the menu.
  - In the **Graphic Properties** field, select the property corresponding to a color of the chart.
    - Double-click the field below the **Graphic Properties** field. Select the desired color or enter the Hex or RGB numbers to change the color.
3. Click **Save**. Your chart is added to the Tracker.
  4. If needed, hover the mouse over each sector to see the labels.

## Adding People and Groups to a Tracker

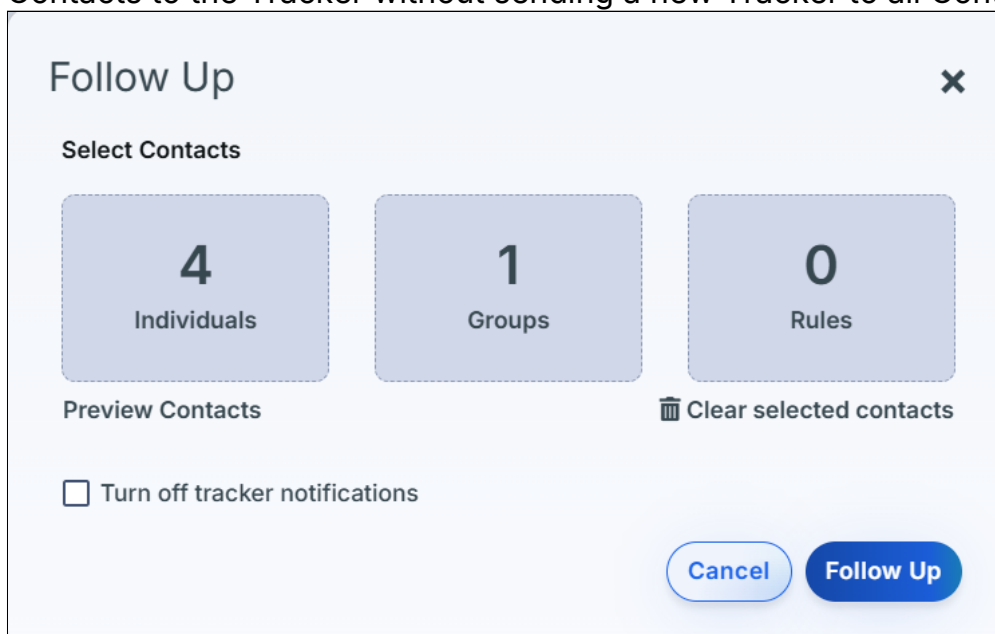
A follow-up can be sent to add more people and groups to the Tracker. To do this:

1. From the **Tracker Details** page, click **Follow Up**.



2. The **Follow Up** dialog appears. Select additional Contacts to receive the Tracker. If an active Tracker is already in place, you can add additional

Contacts to the Tracker without sending a new Tracker to all Contacts.



**Follow Up** [X]

Select Contacts

4  
Individuals

1  
Groups

0  
Rules

Preview Contacts

☐ Turn off tracker notifications

Clear selected contacts

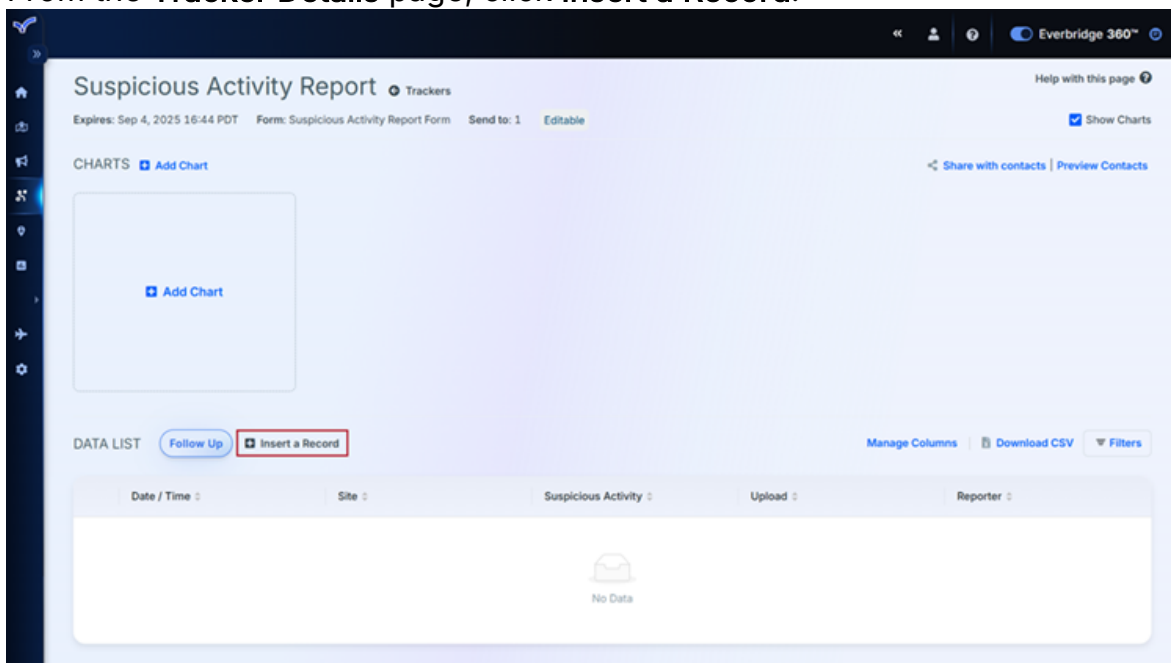
Cancel Follow Up

3. Click **Follow Up**.

## Inserting a Record

If needed, operators can manually submit a response record on behalf of a Contact. To insert a record:

1. From the **Tracker Details** page, click **Insert a Record**.



**Suspicious Activity Report** Trackers

Expires: Sep 4, 2025 16:44 PDT Form: Suspicious Activity Report Form Send to: 1 Editable

CHARTS [Add Chart]

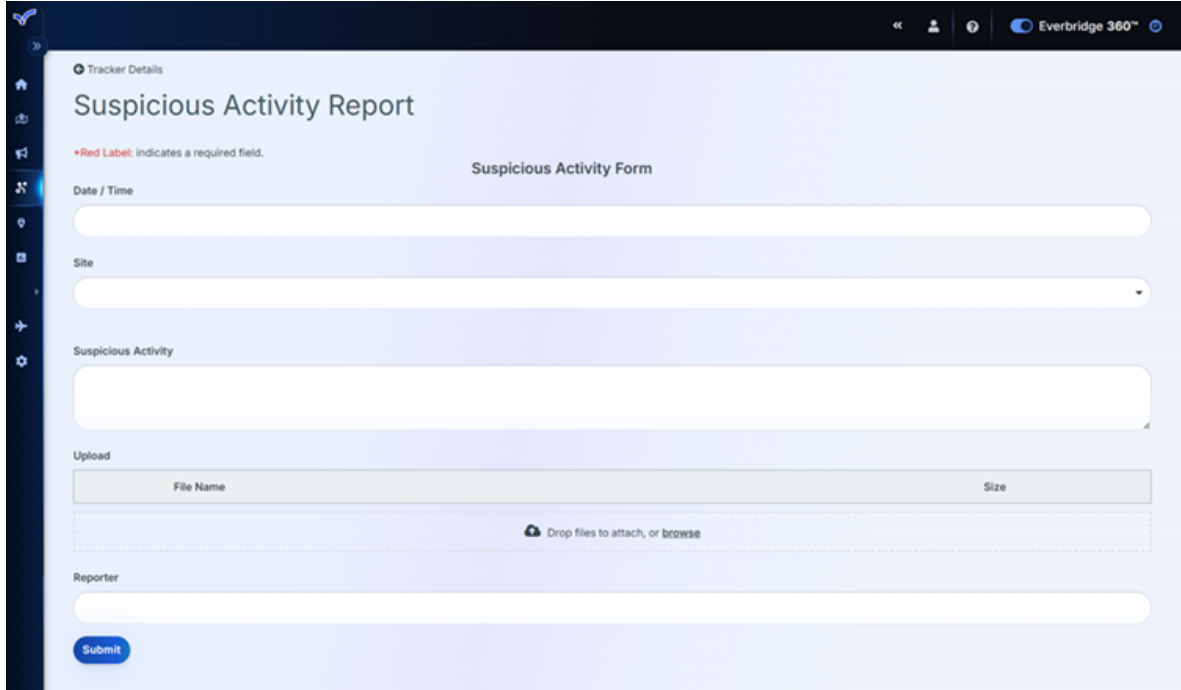
[Add Chart]

DATA LIST [Follow Up] **[Insert a Record]** [Manage Columns] [Download CSV] [Filters]

Date / Time Site Suspicious Activity Upload Reporter

No Data

2. The Tracker form opens just as it would for the intended recipient. Fill in the Tracker, then click **Submit**.



The screenshot shows the 'Suspicious Activity Report' form in the Everbridge 360 interface. The form is titled 'Suspicious Activity Report' and includes a sub-header 'Suspicious Activity Form'. A red label indicates a required field. The form contains the following fields and sections:

- Date / Time**: A text input field.
- Site**: A dropdown menu.
- Suspicious Activity**: A large text area for describing the activity.
- Upload**: A section with a table for file uploads.
 

File Name	Size
Drop files to attach, or browse	
- Reporter**: A text input field.
- Submit**: A blue button at the bottom left.

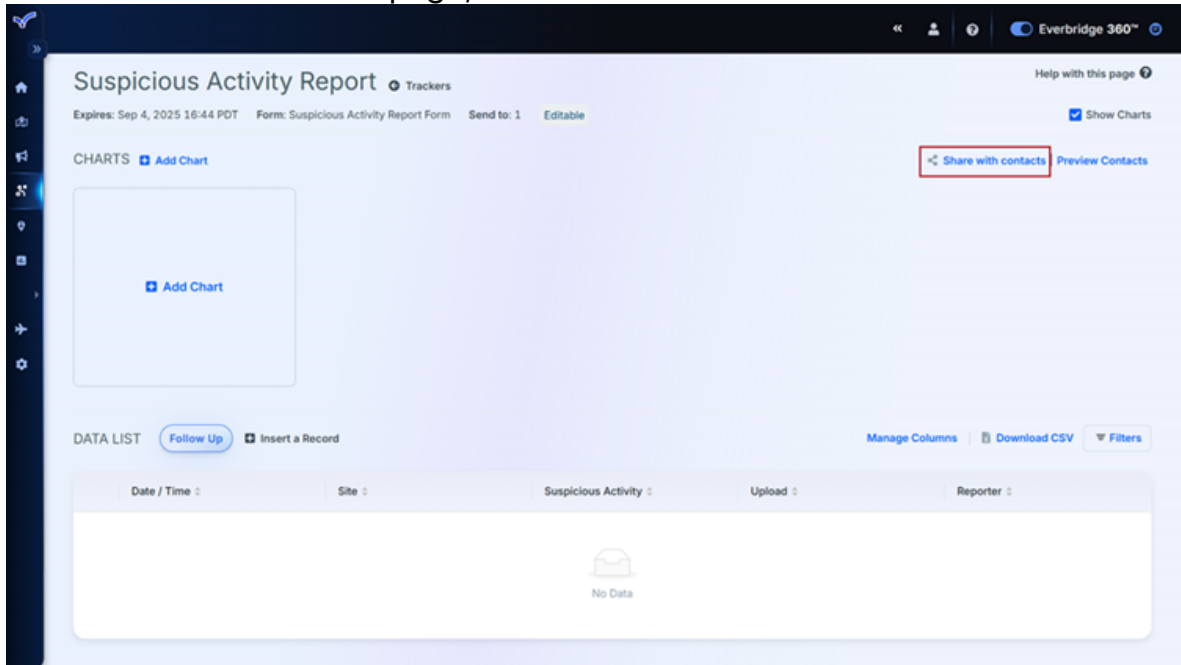
3. Click the **Tracker Details** link. The record is added to the **Data List** of the **Tracker Details** page.

## Sharing the Tracker with Contacts

To share the Tracker with additional Contacts:



1. From the **Tracker Details** page, click **Share with contacts**.



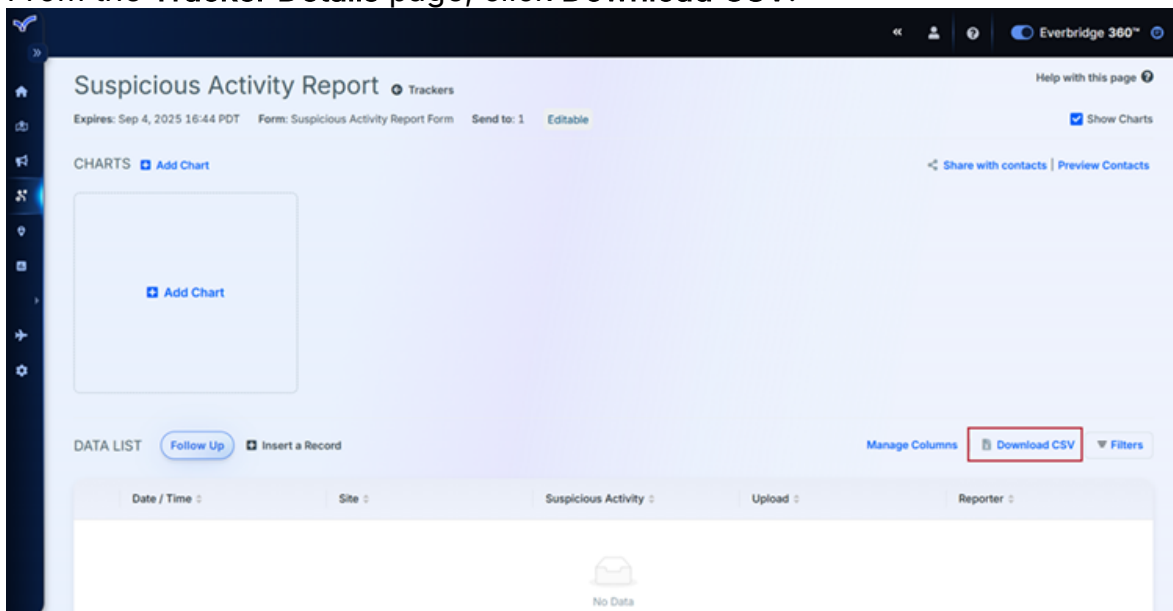
2. The **Share with Contacts** dialog appears.
  - Optionally, click **Clear selected contacts** to start fresh.
3. Click **Preview Contacts** to see who has already been sent the Tracker.
4. Select your Individuals, Groups, and/or Rules from each pane.
  - You can select the check boxes of Individuals, Groups, and Rules you want to remove.
5. Click **Select**.
6. Click **Share**. The Tracker is shared with the selected contacts.
7. Click **OK**.

**NOTE:** Only Active trackers can be shared with Contacts.

## Downloading a CSV of the Tracker

To download a CSV of the Tracker:

1. From the **Tracker Details** page, click **Download CSV**.



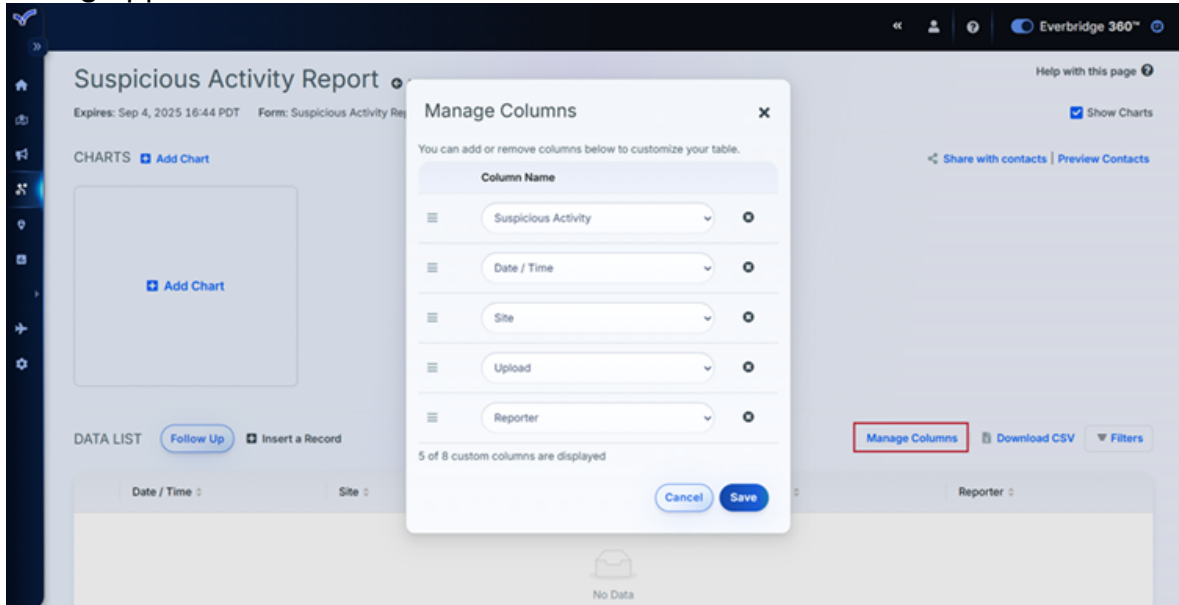
2. The **Download CSV dialog** appears. Click **OK**.
3. Wait for an email of the generated CSV file.
4. Click the link in the email to access the content.

**NOTE:** The **Download CSV** button will only work if there are records to download.

## Managing Table Columns

To arrange and manage the columns in the table:

1. From the **Tracker Details** page, click **Manage Columns**. The **Manage Columns** dialog appears.



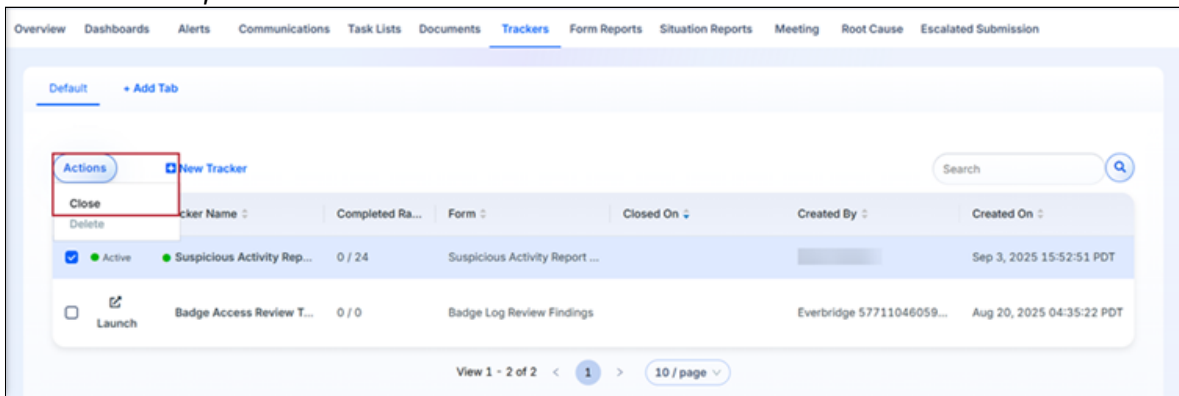
2. Select up to eight columns to see for this Tracker.
  - Starting from the top of the dialog, select the desired column name from the drop-down list. Top-to-bottom column names become left-to-right columns in the Data List.
  - If less than eight columns are displayed, click **Add a column**. The column is added to the bottom of the dialog. Select the desired column name from the menu.
  - Reorder the columns by using the Hamburger menu and dragging a column name.
  - If needed, remove a column by selecting the **X** to the right of its Column Name.
3. Click **Save**.

## Closing a Tracker

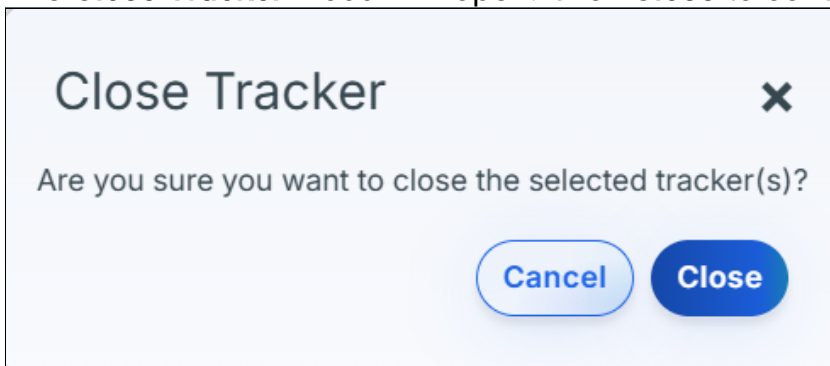
Active Trackers will be closed after the selected expiration time, but if no time was specified or it needs to be closed sooner, it can be done manually. To close a Tracker:

1. Select the checkboxes for the Trackers that need to be closed.

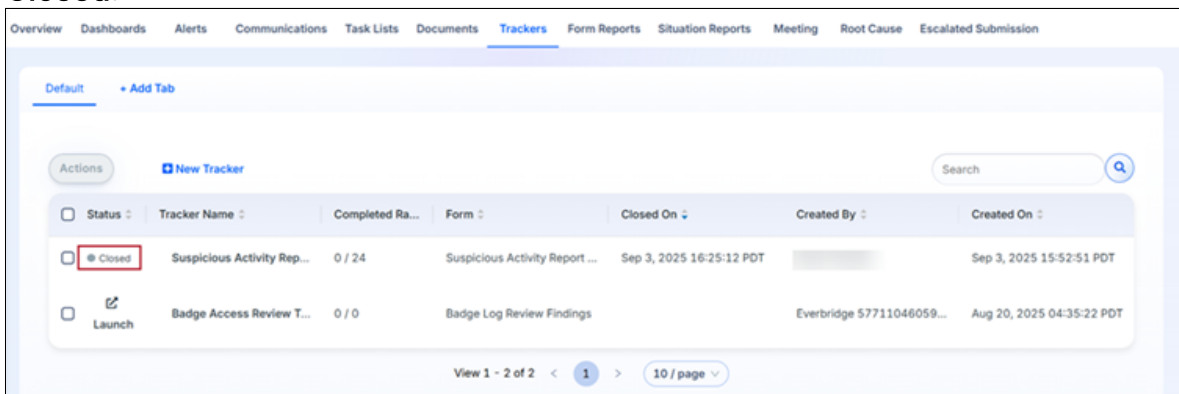
- Click **Actions**, then **Close**.



- The **Close Tracker** modal will open. Click **Close** to continue.



- The **Trainers** tab will reload, and this Tracker's **Status** will be changed to **Closed**.

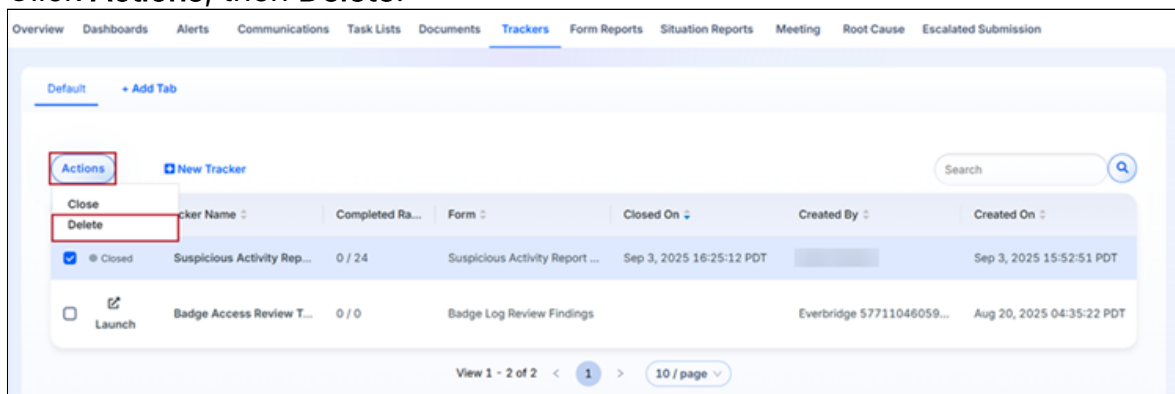


## Deleting a Tracker

Closed or Unlaunched Trackers can be deleted. To delete a Tracker:

- Select the checkbox for the Tracker that needs to be deleted.

## 2. Click **Actions**, then **Delete**.



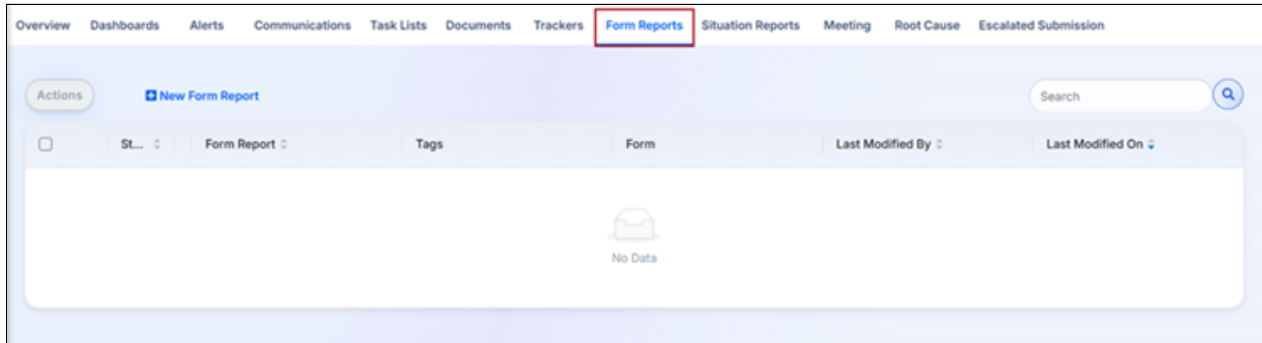
The screenshot shows the 'Tracked' tab in the Everbridge 360 interface. A table lists tracked events. The first event, 'Suspicious Activity Rep...', is selected. A context menu is open over this event, showing 'Close' and 'Delete' options. The 'Delete' option is highlighted with a red box. The table has columns for 'Tracker Name', 'Completed Ra...', 'Form', 'Closed On', 'Created By', and 'Created On'.

	Tracker Name	Completed Ra...	Form	Closed On	Created By	Created On
<input checked="" type="checkbox"/> Closed	Suspicious Activity Rep...	0 / 24	Suspicious Activity Report ...	Sep 3, 2025 16:25:12 PDT		Sep 3, 2025 15:52:51 PDT
<input type="checkbox"/> Launch	Badge Access Review T...	0 / 0	Badge Log Review Findings		Everbridge 57711046059...	Aug 20, 2025 04:35:22 PDT

View 1 - 2 of 2 < 1 > 10 / page

## Form Reports Tab

The **Form Reports** tab contains any created Form Reports, which use preconfigured Forms to gather important information about a Critical Event.

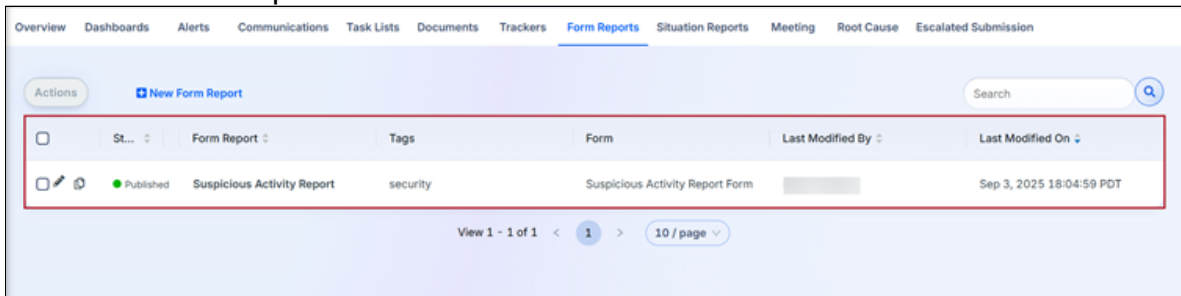


**NOTE:** New Forms can be created from the Form Library using the Classic Critical Events module. For more details, see the [Crisis Management User Guide](#).

## Viewing a Form Report

To view a Form Report:

1. Navigate to the **Form Reports** tab of the **Critical Event Details** page.
2. Click the Form Report in the list to view.



### 3. The Form Report will open.

Optionally, any of the following can be done from here:

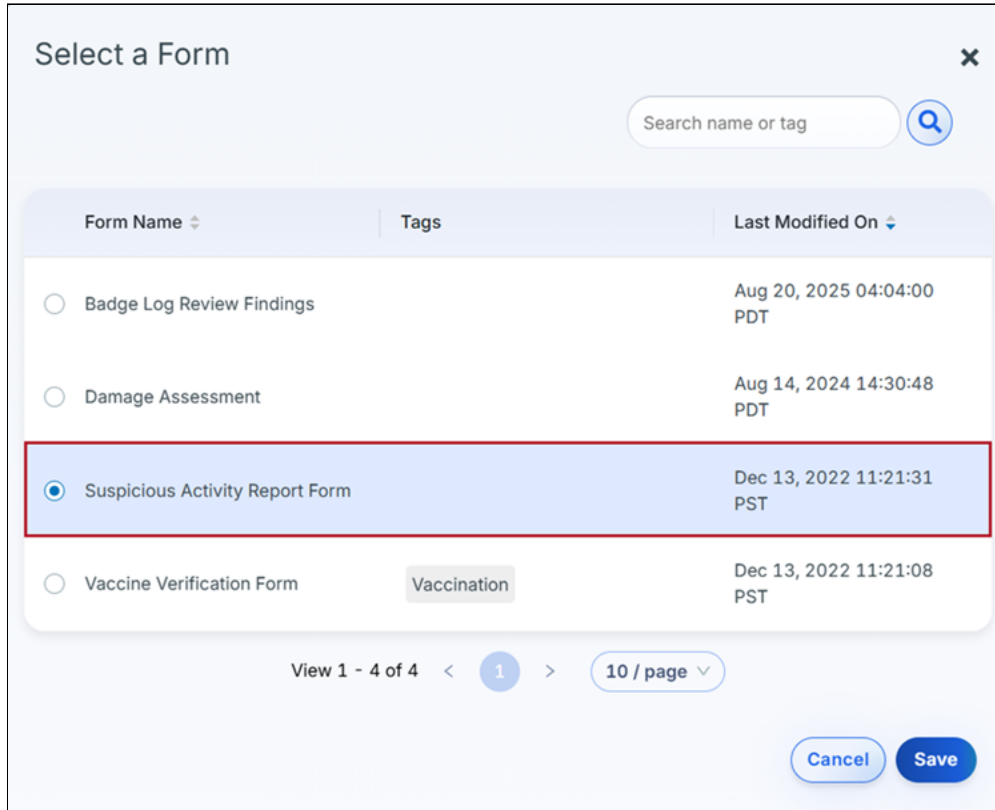
- Click **PDF** to create a PDF of the Form Report.
- Click **Close** to close the Form Report.
- Click **Edit** to make changes to the Form Report.

## Creating a New Form Report

To create a new Form Report:

1. Navigate to the **Form Reports** tab of the **Critical Event Details** page.
2. Click **New Form Report**.

3. The **Select a Form** dialog displays the existing Forms from **Form Library**. Click the radio button of the desired form.



Select a Form

Search name or tag

Form Name	Tags	Last Modified On
<input type="radio"/> Badge Log Review Findings		Aug 20, 2025 04:04:00 PDT
<input type="radio"/> Damage Assessment		Aug 14, 2024 14:30:48 PDT
<input checked="" type="radio"/> Suspicious Activity Report Form		Dec 13, 2022 11:21:31 PST
<input type="radio"/> Vaccine Verification Form	Vaccination	Dec 13, 2022 11:21:08 PST

View 1 - 4 of 4 < 1 > 10 / page

Cancel Save

4. Click **Save**. The New Form Report displays the form as a template.
5. Give the new Form Report a name.
6. Change the report status from **Draft** to **Publish** (or vice versa) as needed.
7. Optionally, add **Tags**.
8. Optionally, to see the report in **Preview** mode, click **Preview Report**. Then, click **Close**.



## 9. Click **Save**.

## Deleting, Locking, or Unlocking a Form Report

To delete, lock, or unlock a Form Report:

1. From the **Form Reports** tab, select the checkbox to the left of the desired Form Report. The **Actions** menu becomes enabled.

2. Select one of the actions:
  - **Delete** - Delete the Form Report altogether.
  - **Lock** - Lock a Form report. Note that you can only lock an unlocked Form Report. When selected, a lock icon appears next to the Form Report name and changes cannot be made to the report.
  - **Unlock** - You can only unlock a locked Form Report.

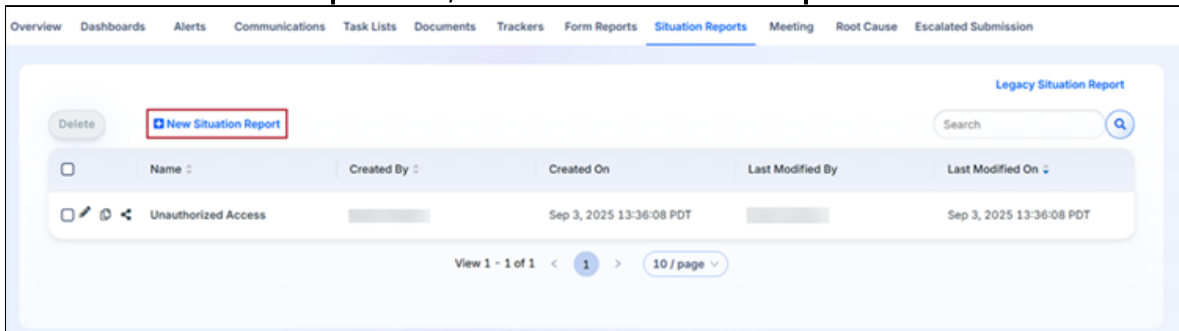
## Situation Reports Tab

Users can create a customized **Situation Report** by including or excluding certain elements from the report, providing a tailored overview of the current situation.

### Creating a New Situation Report

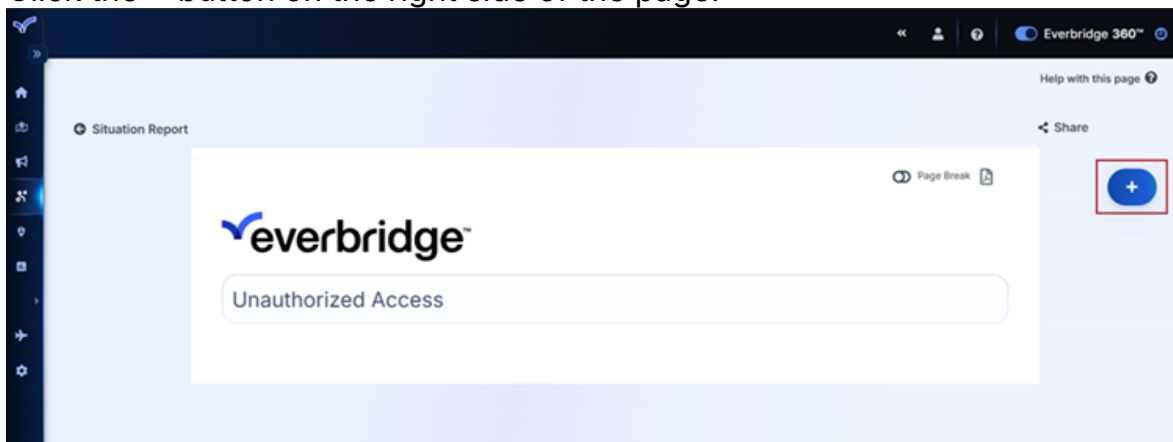
To create a new Situation Report:

1. From the **Situation Report** tab, click **New Situation Report**.



2. Type a name for the report and click **Create**.

- Click the + button on the right side of the page.



- The **Manage Situation Report** modal appears. Select the checkboxes of the data Widgets that should be included in the report. Custom widgets can also be created here or imported from the Organization's **Widgets Library**.

The **Manage Situation Report** modal is divided into three sections:

- Events** - Include key information about the Critical Event, like its Event Details or Incident Notifications.



- **Tasks** - Select any attached Task Lists that should be included in the Situation Report.

Manage Situation Report

×

?

Select the widgets for this situation report:

Events

All Task Lists

Tasks

Custom

Browse and Select Task Lists (1)

Search Task List

Q

Show: All

Security Response Checklist

- **Custom** - Create a new Widget or add an existing one from the **Widgets Library**.

Manage Situation Report

×

?

Select the widgets for this situation report:

Events

Create

Add from Library

Tasks

Browse and Select Custom Widgets (1)

Custom

Search Custom Widget

Q

Show: All ▼

National Weather Service

Cancel

Save

- Situation Report
Help with this page ?

[Share](#)

Page Break

## Unauthorized Access

**Event Details**

**Map**   **Satellite**

**Event Start Time:**  
Aug 20, 2025 05:06:33 PDT

**Event Close Time:**  
-

**Event Owner:**  
John Doe

**Task and Dashboard Alerts:**  
On

**Description:**  
This template is designed for incidents involving unauthorized or suspicious access attempts at the Glendale office.

**Map:**  
Location Name: Tower Global Glendale Office  
Map Address:  
Latitude/Longitude:  
Map Link:

**Incident Notifications (2)**

Status	Mode	Name	Open Duration	Opened On	Opened By	Last Updated
Active	Live	Staff Alert - Susp...	14d 9h 32m 36s	Aug 20, 2025 04...	Everbridge 5771...	Aug 20, 2025 04...
Not Launched	-	All Clear - Office ...	-	-	-	-

View 1 - 2 of 2   1   10 / page

**Documents (1)**

File Name	Folder	Type	File Size	Added By	Added On
Instructional_Guide_for_...	Uncategorized	File	2.37 KB	Everbridge 577110460...	Aug 20, 2025 04:35:22 PDT

**Security Response Checklist**

Task List ID: TL-001   Not Started

### Security Response Checklist

**3 tasks**

**Owner:**

**Launched On:**  
Aug 20, 2025 04:35:24 PDT

**Description:**  
This checklist outlines the standard response a [More](#)

[Manage Columns](#) | [Expand Comments](#)

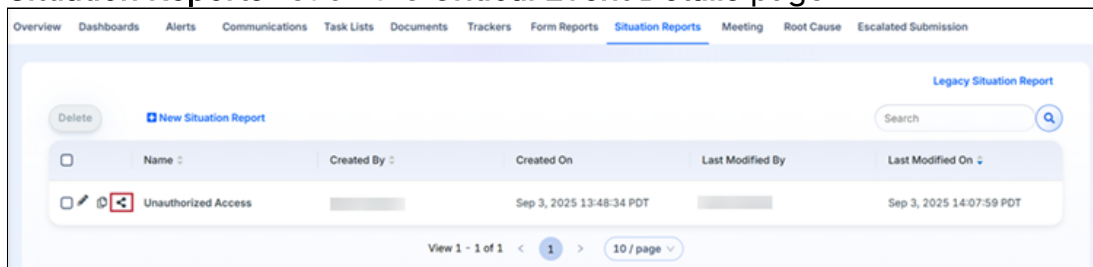
No.	Status	Task Name	Assigned To	Started On	Timer	File	Comments
1)	<span style="color: gray;">●</span>	Lock down affected entry points	Security	-	-	<a href="#">Add a</a>	

## Sharing a Situation Report

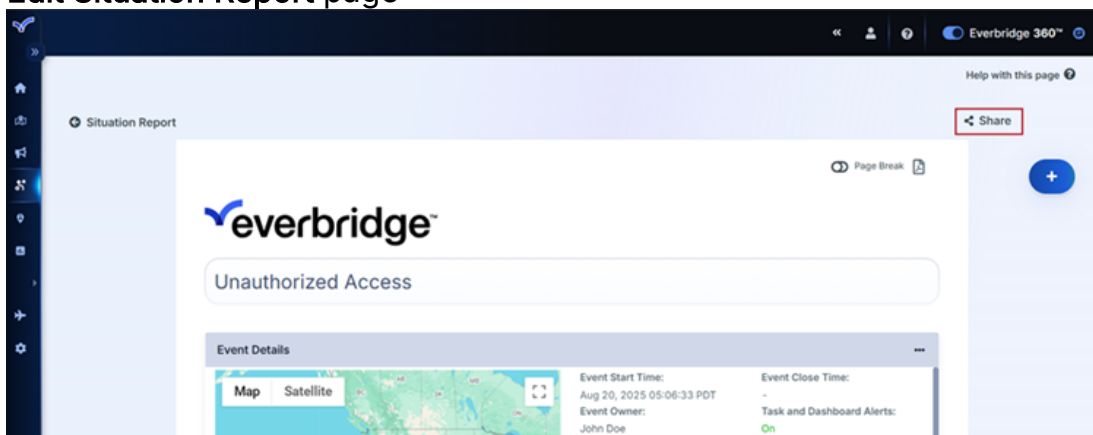
Situation Reports can be emailed directly to Contacts during various stages of a Critical Event to keep stakeholders apprised of the latest status and response efforts.

To share a Situation Report:

1. Situation Reports can be shared from two places:
  - **Situation Reports** list on the **Critical Event Details** page

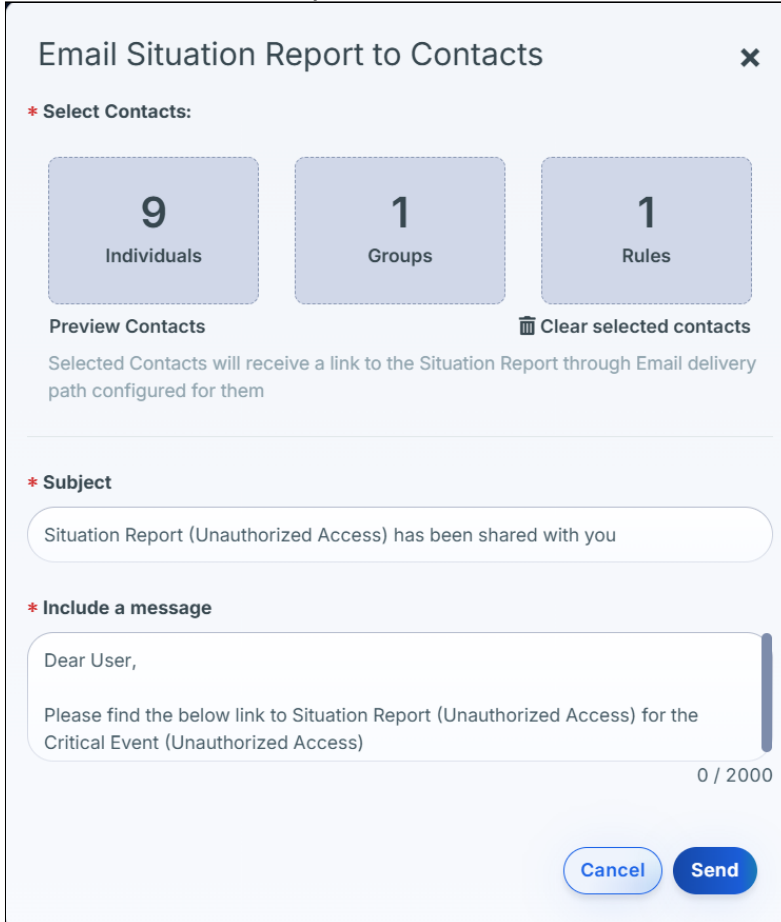


- **Edit Situation Report** page



2. Click the **Share** icon.

- The **Email Situation Report to Contacts** modal appears. Select the recipients via Individuals, Groups, and/or Rules.



**Email Situation Report to Contacts** ✕

**\* Select Contacts:**

9 Individuals    1 Groups    1 Rules

[Preview Contacts](#)    [Clear selected contacts](#)

Selected Contacts will receive a link to the Situation Report through Email delivery path configured for them

**\* Subject**

Situation Report (Unauthorized Access) has been shared with you

**\* Include a message**

Dear User,

Please find the below link to Situation Report (Unauthorized Access) for the Critical Event (Unauthorized Access)

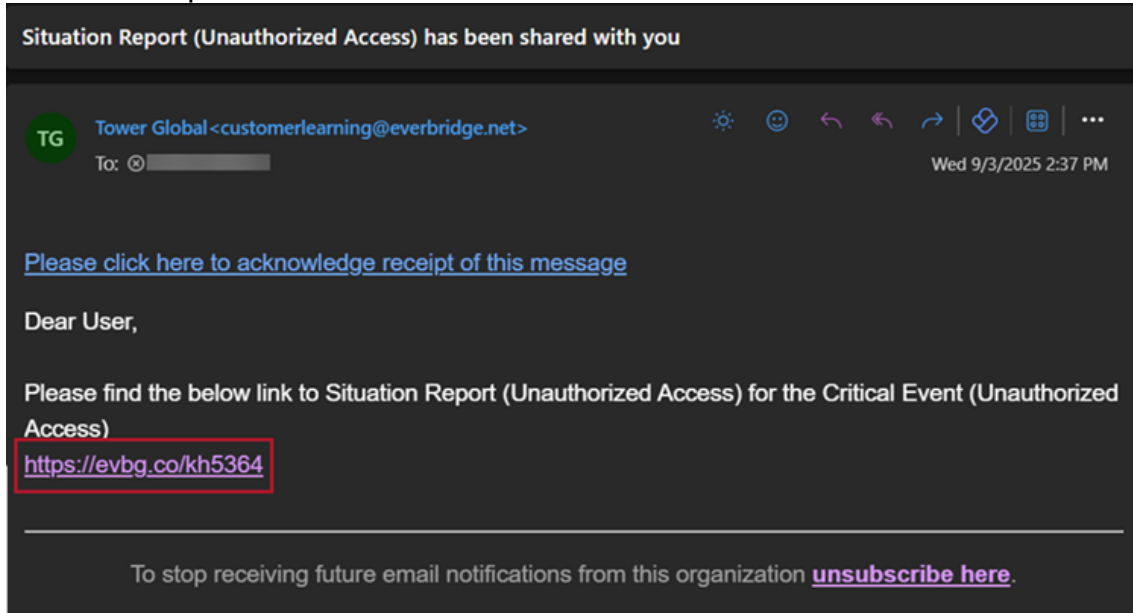
0 / 2000

[Cancel](#) [Send](#)

- If desired, customize the **Subject** and **Include a Message** fields, or leave the default text.



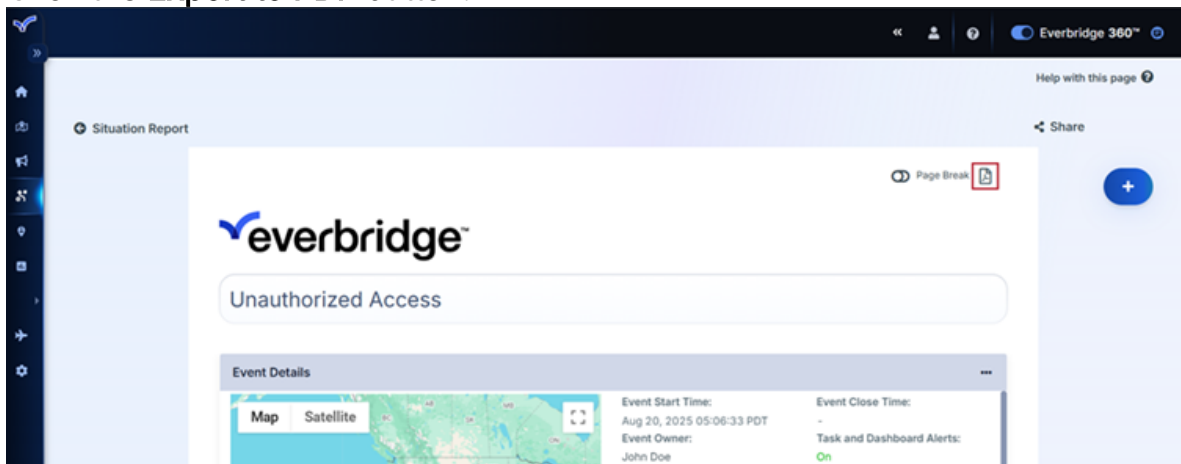
5. Click **Send**. The selected recipients will receive the emailed link to the Situation Report.



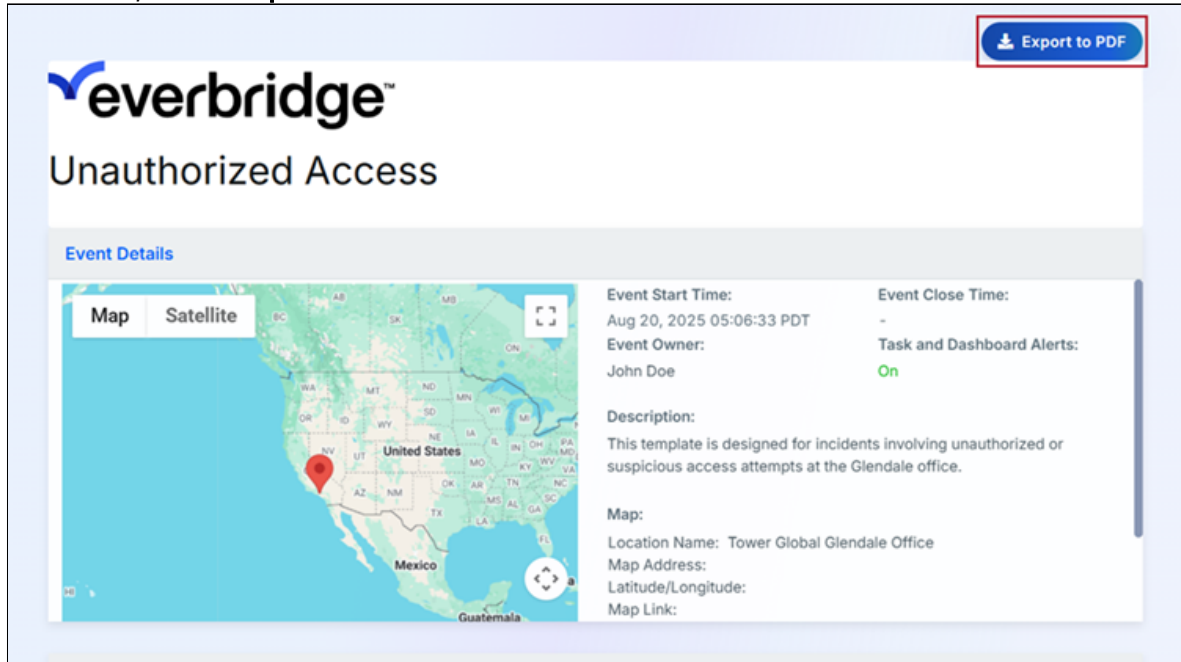
## Exporting a Situation Report

Situation Reports can be exported as PDF files so that they can be distributed as needed. To export a Situation Report:

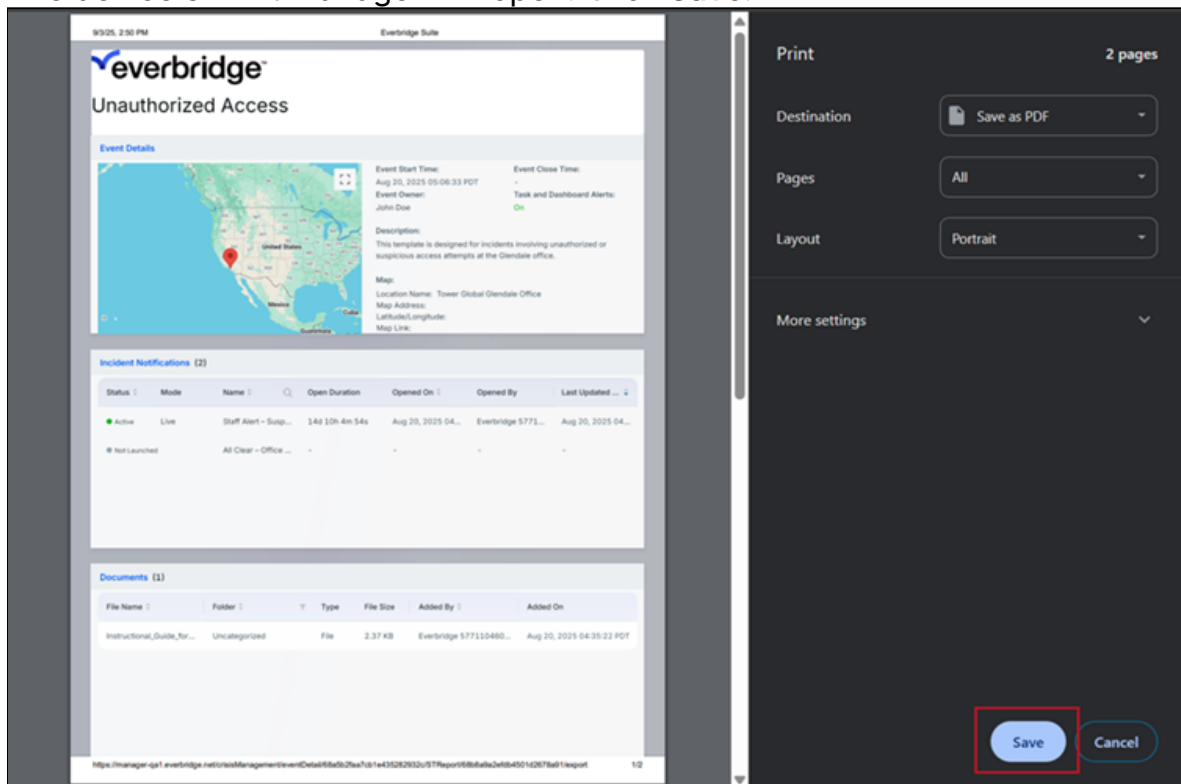
1. Select a Situation Report from the list.
2. Optionally, click the **Page Break** toggle to enable page breaks in the PDF.
3. Click the **Export to PDF** button.



- A preview of the PDF will be generated. Review it for accuracy, and once satisfied, click **Export to PDF**.



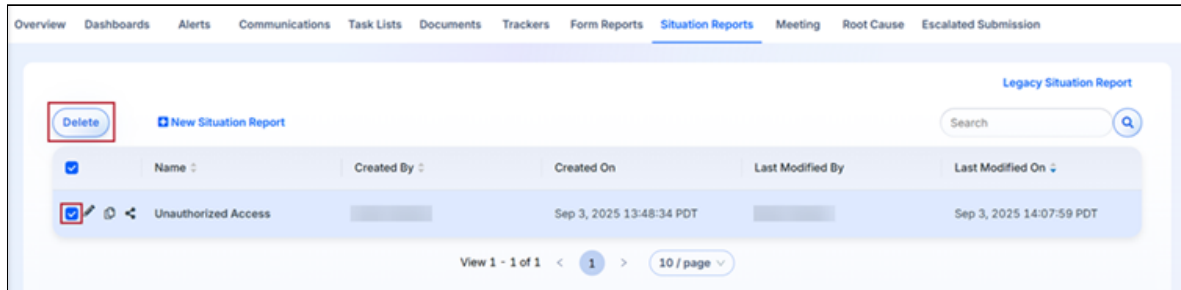
- The device's Print Manager will open. Click **Save**.



## Deleting a Situation Report

To delete a Situation Report:

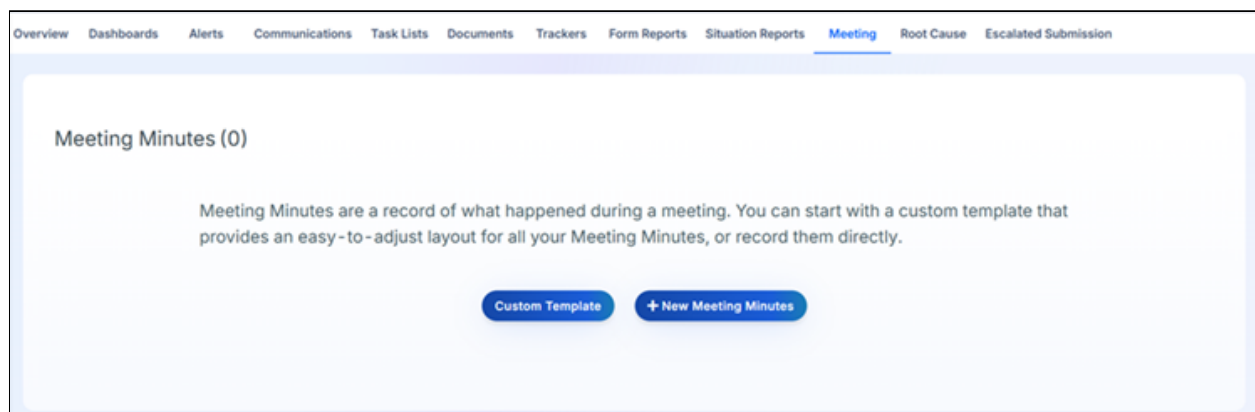
1. From the **Situation Reports** tab, select the checkbox of the Situation Report to be deleted and click **Delete**.



2. The **Delete Situation Report** dialog appears. Click **Delete Situation Report** to proceed.

## Meeting Tab

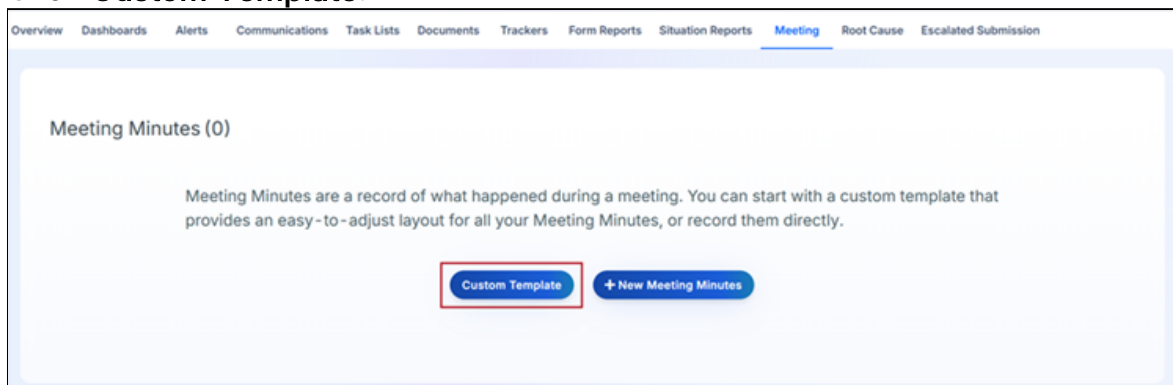
The **Meeting** tab contains any **Meeting Minutes** associated with a Critical Event, which serve as a record of what took place during a meeting about the Event. This tab allows users to create new Custom Templates or add new Meeting Minutes as needed.



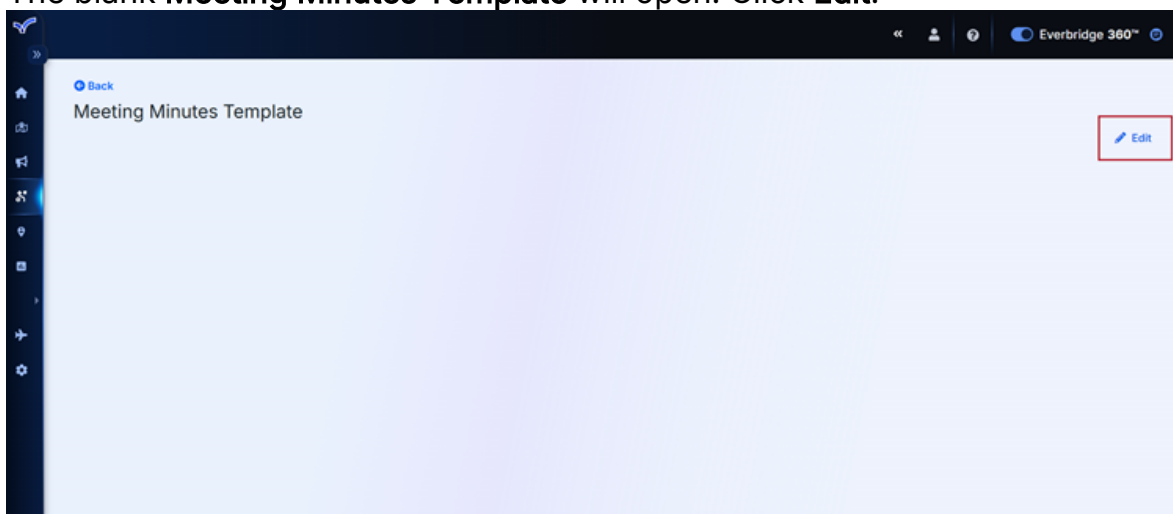
### Creating a Custom Meeting Minutes Template

A custom Meeting Minutes Template can be created and used for future meetings for uniformity and simplicity. To create a custom template:

1. Click **Custom Template**.



2. The blank **Meeting Minutes Template** will open. Click **Edit**.



3. Use the Rich Text Editor to add any needed text, images, formatting, links, etc.
4. Click **Save**.

1. Purpose of Meeting

What is the reason for convening this meeting?

2. Event Overview

- Event Description: \_\_\_\_\_
- Location(s) Affected: \_\_\_\_\_
- Event Start Time: \_\_\_\_\_
- Current Status: \_\_\_\_\_
- Severity Level: \_\_\_\_\_

3. Key Updates / Situation Report (SitRep)

- ☐ Latest intelligence/updates
- ☐ Safety and security considerations
- ☐ Impact on operations, personnel, assets, or customers

4. Actions Taken

• Action: \_\_\_\_\_ | Owner: \_\_\_\_\_ | Status: \_\_\_\_\_

Characters remaining: 98689

**Save** Cancel

5. The Meeting Minutes Template will be saved and available for future use. It can be edited further, if needed.

6. Optionally, users can click **Record Information** to review the most recent actions made to the template.

## Creating Meeting Minutes

To create new Meeting Minutes:

1. Click **New Meeting Minutes**.

2. The **Meeting Minutes** page will open.

- If a Meeting Minutes Template has already been created, it'll automatically be applied to the Rich Text Editor. Simply fill in the required details for the meeting. If any changes are made that should be retained on the template, click **Save & Replace Template** at the bottom to save the Meeting Minutes and update the template.

Meeting Minutes - Sep 3, 2025 18:54:30 PDT

Heading 2 B I U 18pt sans-serif

**1. Purpose of Meeting**  
What is the reason for convening this meeting?

**2. Event Overview**  
 • Event Description: \_\_\_\_\_  
 • Location(s) Affected: \_\_\_\_\_  
 • Event Start Time: \_\_\_\_\_  
 • Current Status: \_\_\_\_\_  
 • Severity Level: \_\_\_\_\_

**3. Key Updates / Situation Report (SitRep)**  
 • ☐ Latest intelligence/updates  
 • ☐ Safety and security considerations  
 • ☐ Impact on operations, personnel, assets, or customers

**4. Actions Taken**  
 • Action: \_\_\_\_\_ | Owner: \_\_\_\_\_ | Status: \_\_\_\_\_

Save Cancel Save & Replace Template

Characters remaining: 98689

- If a template hasn't been created, yet, then add the meeting's details as needed.
3. Click **Save**. The **Meeting** tab will refresh, and the newly-added Meeting Minutes will appear in the list for review or further editing.

Overview Dashboards Alerts Communications Task Lists Documents Trackers Form Reports Situation Reports Meeting Root Cause Escalated Submission

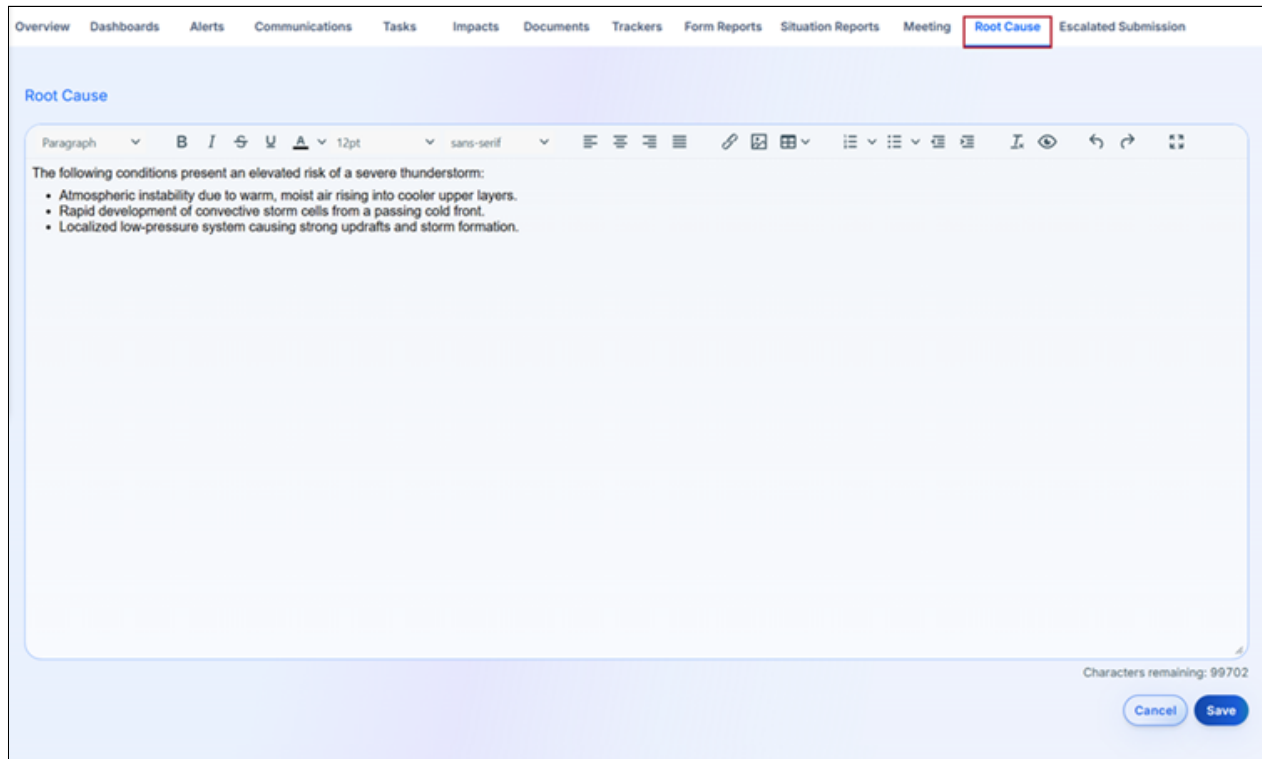
Meeting Minutes (1)

New Template

Meeting Minutes - Sep 3, 2025 18:54:30 PDT

## Root Cause Tab

If a Critical Event has a clear reason behind why it occurred, it can be recorded in the **Root Cause** tab using the Rich Text Editor.



Overview Dashboards Alerts Communications Tasks Impacts Documents Trackers Form Reports Situation Reports Meeting **Root Cause** Escalated Submission

Root Cause

Paragraph B I U A 12pt sans-serif

The following conditions present an elevated risk of a severe thunderstorm:

- Atmospheric instability due to warm, moist air rising into cooler upper layers.
- Rapid development of convective storm cells from a passing cold front.
- Localized low-pressure system causing strong updrafts and storm formation.

Characters remaining: 99702

Cancel Save



## Escalated Submission Tab

The **Escalated Submission** tab houses any Submissions that have been escalated to the Critical Event. Click on an Escalated Submission from the list to review it.

Overview

Dashboards

Alerts

Communications

Tasks

Impacts

Documents

Trackers

Form Reports

Situation Reports

Meeting

Root Cause

Escalated Submission

Escalated Submissions (1)

Status	ID	Title	Created By	Created On	Last Modified By	Last Modified On
Open	FS-000...	Employee Safety Survey 20...		Nov 19, 2024 13:46:06 EST		Nov 19, 2024 13:46:06 EST

View 1 - 1 of 1 < 1 > 10 / page

**NOTE:** For more on Submissions and escalations, see the [Crisis Management User Guide](#) or Online Help section.