USER GUIDE

FOR CORPORATE PARTNER GROUP MANAGER

POWERED BY

REGISTRATION AS A USER

As part of the migration to the new Everbridge City of London Police system, you will receive an email from the Implementation Specialist, which will include a link for you to register your own Username and Password. You will not be sent a Username or password. The email will look like this:

Dear Corporate,

An Everbridge user account has been created for you by an administrator for City of London Police. In order to gain access, you are invited to register your account. This invitation will expire in 72 hours.

To register your account, just click on the link below or paste it into your browser.

https://manager.everbridge.net/registers?auth=uWjZ2tBudjI%3D&code=1KVq%2BlAoYe%2FG36ow8uiNPstgAiwBCOZ43745BhDZQmk%3D

Should you have any questions or if you received this invitation in error, please contact an administrator.

Regards,
City of London Police

Follow the link to complete registration. Your Username and Password are both case sensitive. The link itself is only live for 72 hours, after which you will need to contact the Implementation Specialist to have a new registration link sent out to you.

New member registration

Please enter your username and password.

Username:

Password:

Confirm Password:

Question:

What is your maternal grandmother's maiden name?

Answer:

Time Zone

Select...

Continue ▶

LOGGING INTO THE PLATFORM

1. Go to URL: https://manager.everbridge.net and log into the platform using the credentials you set up through your registration.

2.. The Dashboard will be shown detailing how many contacts are held within your Group.
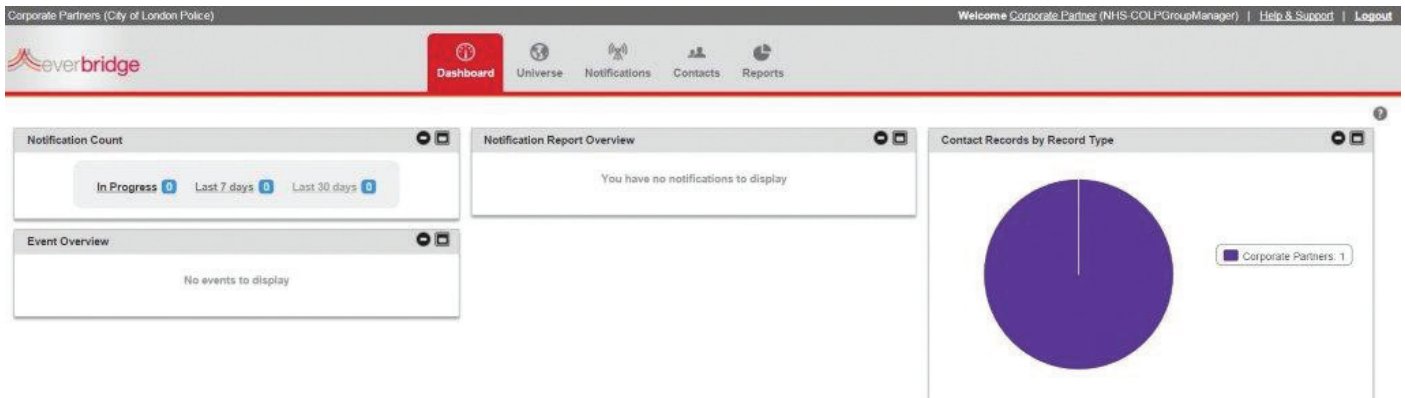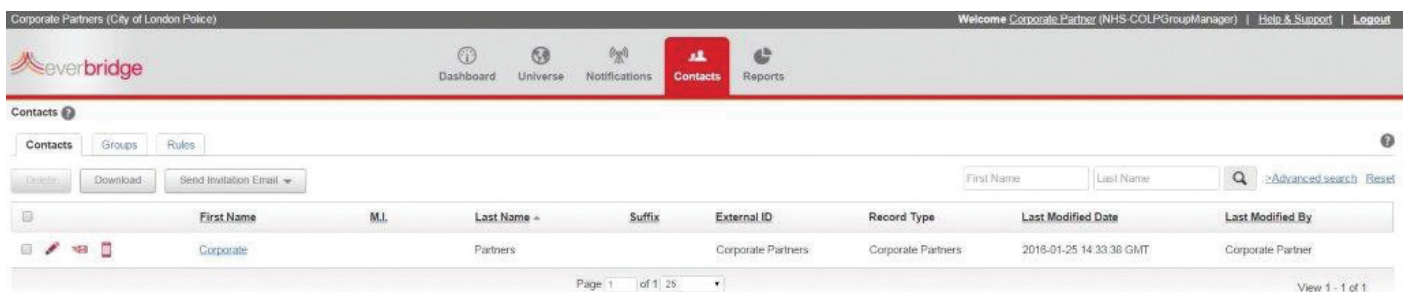
MANAGING CONTACTS

Existing Contacts

Everbridge will have migrated the contact data from the iModus group to the Everbridge group.
Please review the contact data that was migrated.

Go to the Contacts tab…
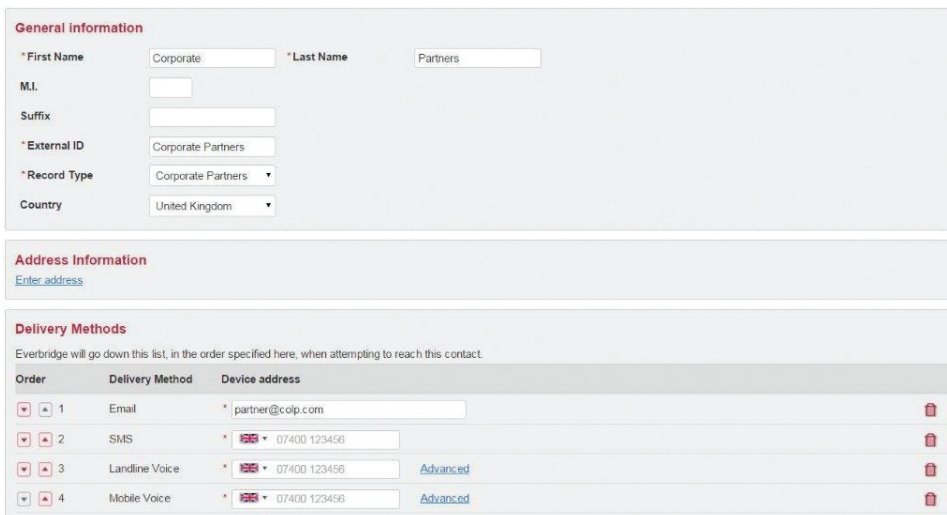
Click on the contact name to view the profile. To Edit, click on the Edit icon
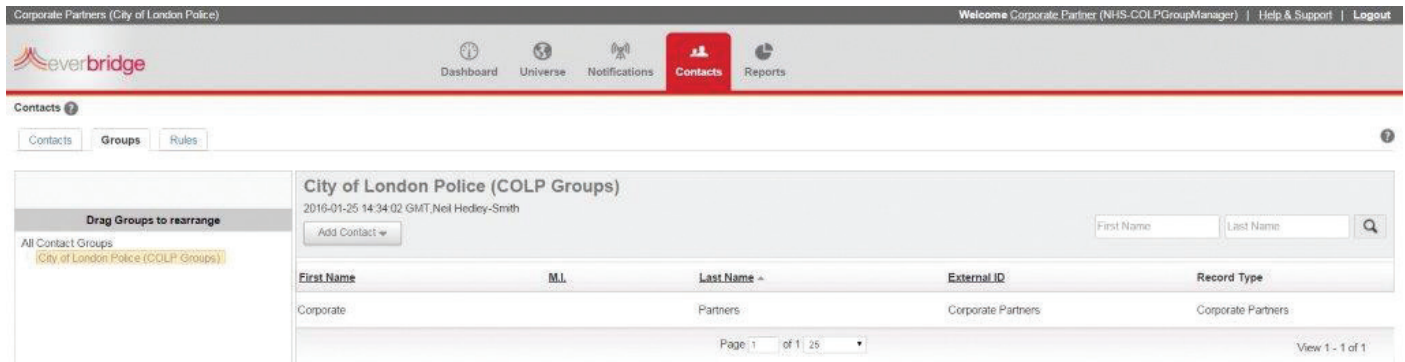
MANAGING CONTACTS

New Contacts

It is very simple to add members to a group. To create a new Contact within your group go to Groups within the Contacts tab. Click Add Contact. Click Add a new contact to this group.
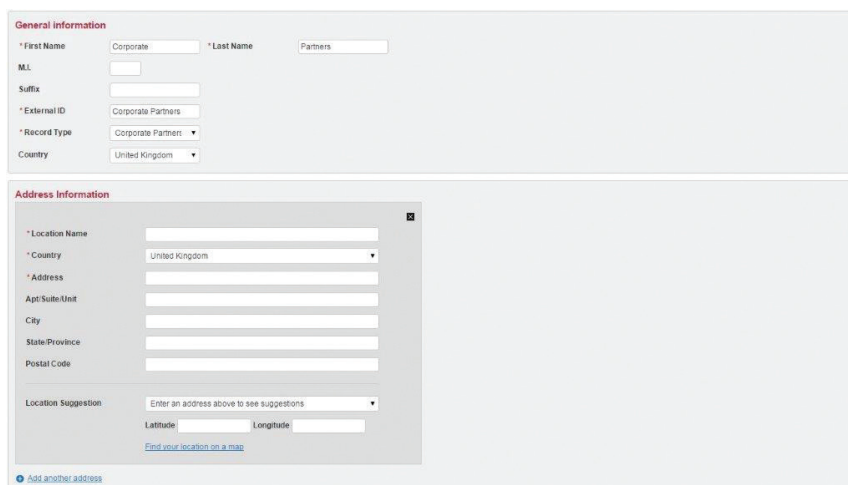
Complete the following...

- General Information
- Address Information
- Delivery Methods.
- External ID and Record Type are required fields.
- External ID must be unique for each contact (within the whole CoLP system)
- Addresses will automatically geocode
- Select the formatted address from the dropdown box
- You can add up to 5 addresses per contact.
- Contact paths can be added as required

This then enables CoLP to recognise where your contact is based, and gives them the communication paths to send notifications.

Remember to click save after making changes to a contact!

NOTE It is important to understand that phone numbers and SMS are separate delivery methods. Both need to be completed.

MANAGING CONTACTS

Additional information

Additional information fields are a great way to use other information that will help City of London Police to target the right contacts within the Partner companies with the right notifications. Fields have been created by City of London Police to enable them to identify which contacts are key holders for properties, which properties have CCTV content, that could help to solve and reduce crime rates, and where evacuation points are within the City, along with how many people might be evacuated to them.

There are a series of Additional Information fields which can be used for each contact:

There are two ways to get additional information into the contact record: through the management portal, or through the contact member portal.

For Partners please complete the Additional Information fields for Contact For, Ward, Train Station, Tube Station, Cordon Access, Key Holder, Sector, Nationality and Head Office Location.

To create a CCTV Record Type, please complete the Additional Information fields CCTV Direction, Retention Period, Recorded and Colour fields. Please also complete a location Address and use the CCTV record type. Please enter the email address of a contact who is responsible for CCTV within the business.

For an Evacuation Point please create a location address, and complete the Evacuation Point Staff Requirement with the maximum number of staff that your business may send to this point.

SENDING NOTIFICATIONS FROM THE PLATFORM

Sending a Standard Notification

To create a Standard Notification in the Everbridge Platform, simply go to the notification tab and click New Notification.

● **Step 1: Create Message**

You may either create the message content ad hoc, or choose from message templates that you have created earlier. You can send separate content by SMS and Email. Everbridge supports attachments to the email, and CoLP has activated the Contact Bridge App for your contacts to download and receive notifications through. Type your title and message.

● **Step 2: Select contacts**

You can select either individuals within your group, or the entire Group of your company. To see a list of the selected contacts, click Preview All.

● **Step 3: Settings, Send & Save**

On the final step of the notification creation process, use the default options from the CoLP system, or adjust as necessary, for delivery methods and their order.

To send the notification, select "Send: Now" and click the Send button.

Sending a Polling Notification

Go to the notification tab and click New Notification.

● **Step 1: Create Message**

You may either create the message content ad hoc, or choose from message templates that you have created earlier. You can send separate content by SMS and Email. Everbridge supports attachments to the email, and CoLP has activated the Contact Bridge App for your contacts to download and receive notifications through. Select Polling as the Message Type. Type your title, message and the available responses.

● **Step 2: Select contacts**

You can select either individuals within your group, or the entire Group of your company. To see a list of the selected contacts, click Preview All.
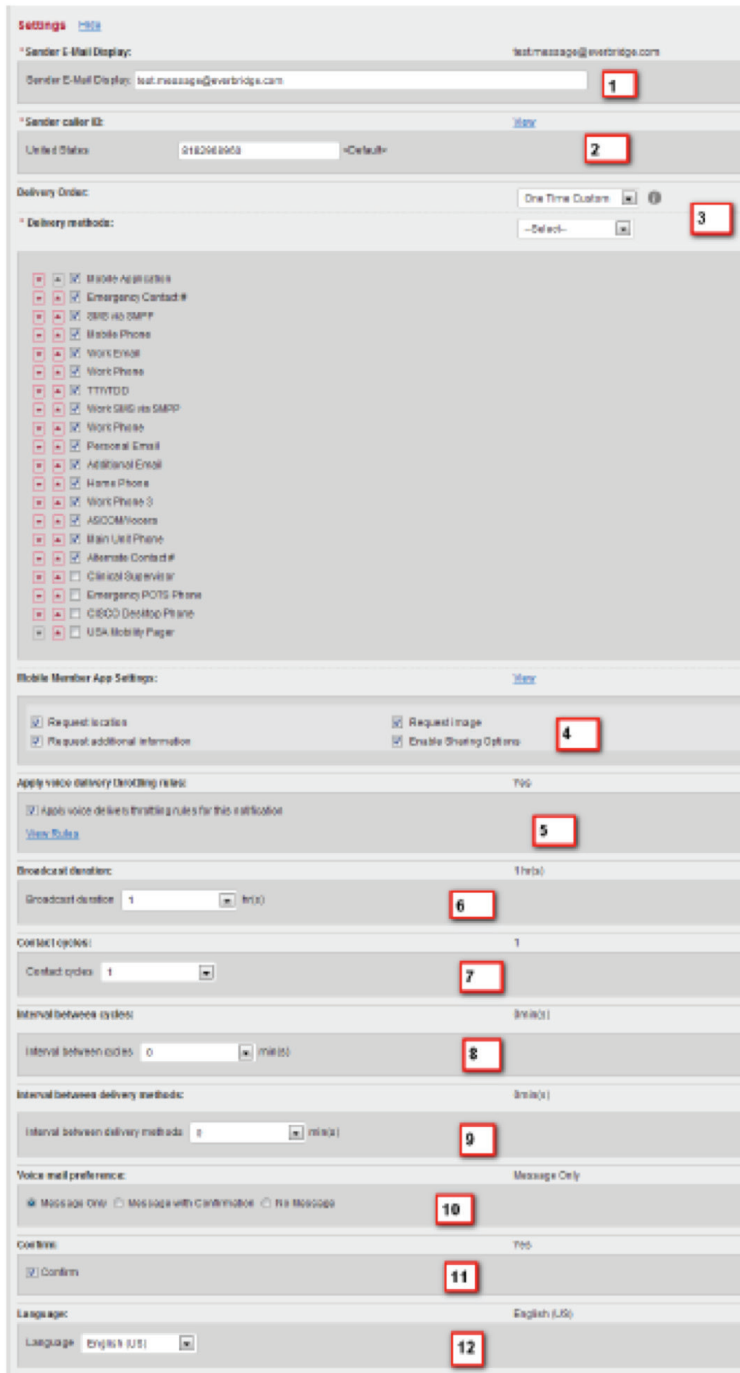
● **Step 3: Settings, Send & Save**

On the final step of the notification creation process, use the default options from the CoLP system, or adjust as necessary, for delivery methods and their order. For the SMS to contain the options themselves, deselect the SMS Call Back option within Settings.

To send the notification, select "Send: Now" and click the Send button.

Broadcast Settings

Quick Sheet MN: Broadcast Settings

1. **Sender email display:** This is the email address that will appear in the inbox of a message receiver. You may change it based on the types of message being sent.

2. **Sender Caller ID:** The phone number that callers will see when their phone is dialed. This should be set by your organization.

3. **Delivery Order:** Allows the user to specify which paths and what order will be used for the notification.

4. **Mobile Member App Settings:** When using the Mobile Member Application you can request additional information from users of the app.

5. **Voice Throttling Rules:** Prevents the Everbridge system from overwhelming local infrastructure with phone calls.

6. **Broadcast Duration:** Specifies a time frame for a broadcast to continue to send messages.

7. **Contact Cycles:** The number of times that the Everbridge system will go through the contact paths of a recipient until it stops trying to obtain a confirmation.

8. **Interval Between Cycles:** How long the Everbridge system will pause after trying each of a recipients contact paths before starting a new cycle.

9. **Interval Between Delivery Methods:** The amount of time the Everbridge system will pause between contact paths to prevent overwhelming the recipient.

10. **Voice mail Preference:** Allows you to choose to leave a message, message with confirmation, or no message.

11. **Confirm:** Seek a confirmation from the recipient. The system will stop contacting a recipient if they confirm.

12. **Language:** The language used for the text to speech engine (pronunciation not translation)

Your organization administrators have determined default broadcast settings with the help of the Everbridge team. These defaults can be changed through the settings tab under broadcast settings.

EVERBRIDGE MOBILE APPLICATIONS

Everbridge has two applications for iOS and Android: Manage Bridge and Contact Bridge

Each application is available for download from Google Play Store and the Apple App Store, for free.

The Manager application is intended to allow Group Managers to send Notifications on the go. The Manage function replicates functions from the Notifications Page. Through the application you can create and send a new notification or send messages using templates. Standard and polling messages are available through the application. You can select individuals, groups, rules and use the Universe map to select contacts. Broadcast settings can also be changed prior to sending the message.

You have the ability to track the status of a current notification or to check the history on a previous notification. You can see which contacts have confirmed or not, see high level information relating to a notification, rebroadcast a notification and also send follow up messages to recipients.

The Contact application is a two way communication portal that allows your recipients to send and receive messages through the Everbridge system. The recipient logs into the app using the same username and password that they use for the Member Portal.

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EVERBRIDGE MOBILE APPLICATIONS

Contact Bridge Registration

The following is the workflow of registering a device only.

1. The Administrator logs in to the Everbridge Suite system, and accesses the Contacts   list of your group.
2. The Administrator selects the desired contacts.
3. The Administrator selects Mobile Device Registration from the Send Invitation Email drop-down list or the Device icon for those contacts.
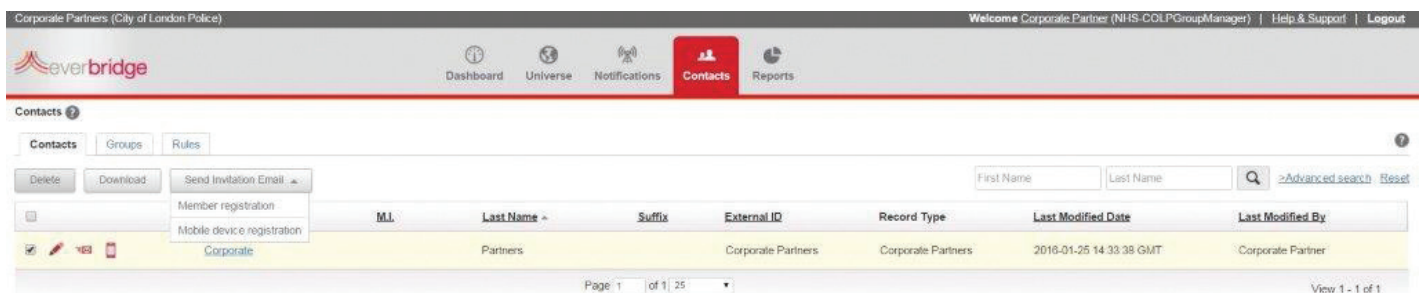
Each selected contact receives an email similar to the following. There is one invitation per device. If the contact wants to install on an iPhone and an iPad, the Administrator must send two invitations.
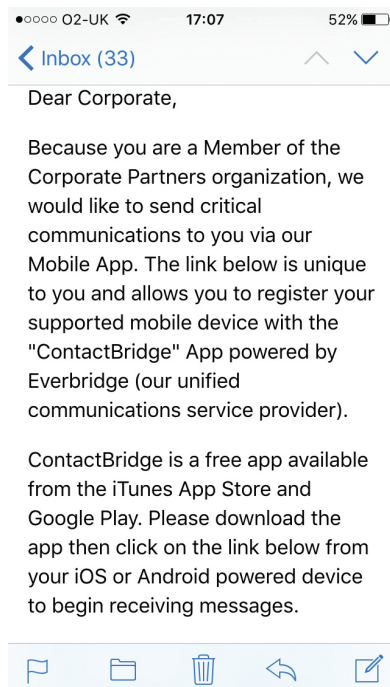
EVERBRIDGE MOBILE APPLICATIONS
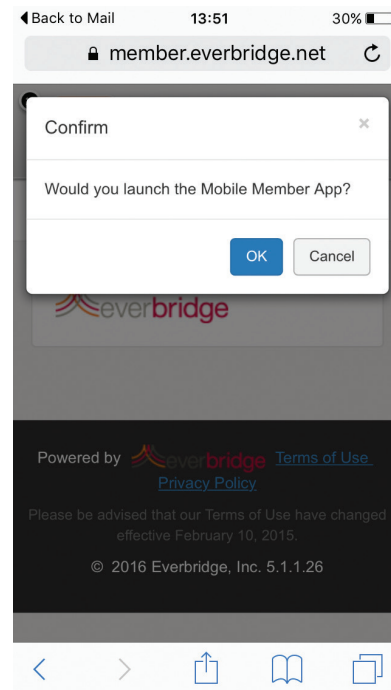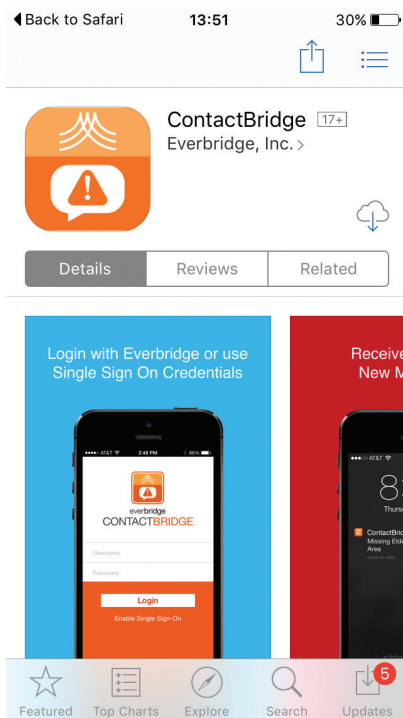
Using the mobile device, each contact clicks the URL link from the email. A unique link is associated with a single contact record. A Confirm dialog is displayed.

- Click OK to launch the ContactBridge app.

- The Everbridge ContactBridge app is retrieved from the device's app store.

- Download and install the Everbridge ContactBridge app.

- Open the email invitation and click the URL link again.

- A Confirm dialog is displayed again.

EVERBRIDGE MOBILE APPLICATIONS
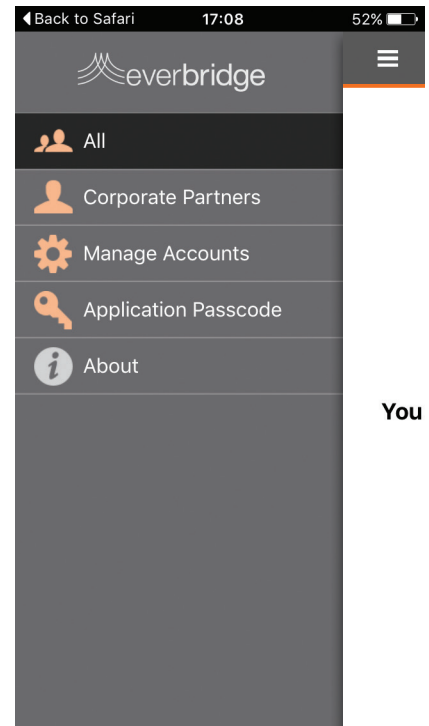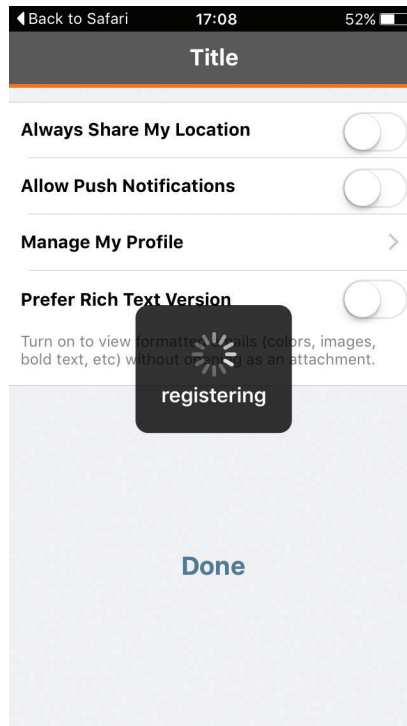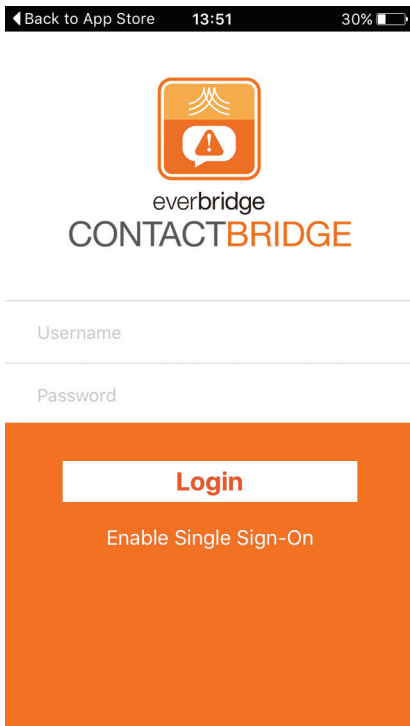
Tap OK to launch the ContactBridge app. This time, the app is launched and the contact's account is displayed at the Settings page.

Tap Done.

From the Contacts tab of Everbridge Suite, edit the contact to review his/or Delivery Methods. It now displays "Enabled" next to the Mobile Member App, as shown next.

The Group Manager will need to resend the Device invitation if the contact deletes his/her account, deletes the Everbridge Mobile Member app, or gets a new device.

HELP AND SUPPORT

Each page on the Everbridge system has at least one grey circle with a question mark in it. Clicking on this opens a new tab, directly to the online Help page specific to the page you were on.

Clicking on the Help & Support link will open a list of optional help services, the online, searchable help guide, the Everbridge University and Support Centre.

You can contact support directly through the support centre, or by email to **support@everbridge.com**

Everbridge University is an online e-Learning platform, which includes training videos on basic functionality like the send page, and further training should you wish to investigate Everbridge itself, and the additional features available should you find a need for your own Everbridge Suite Platform.