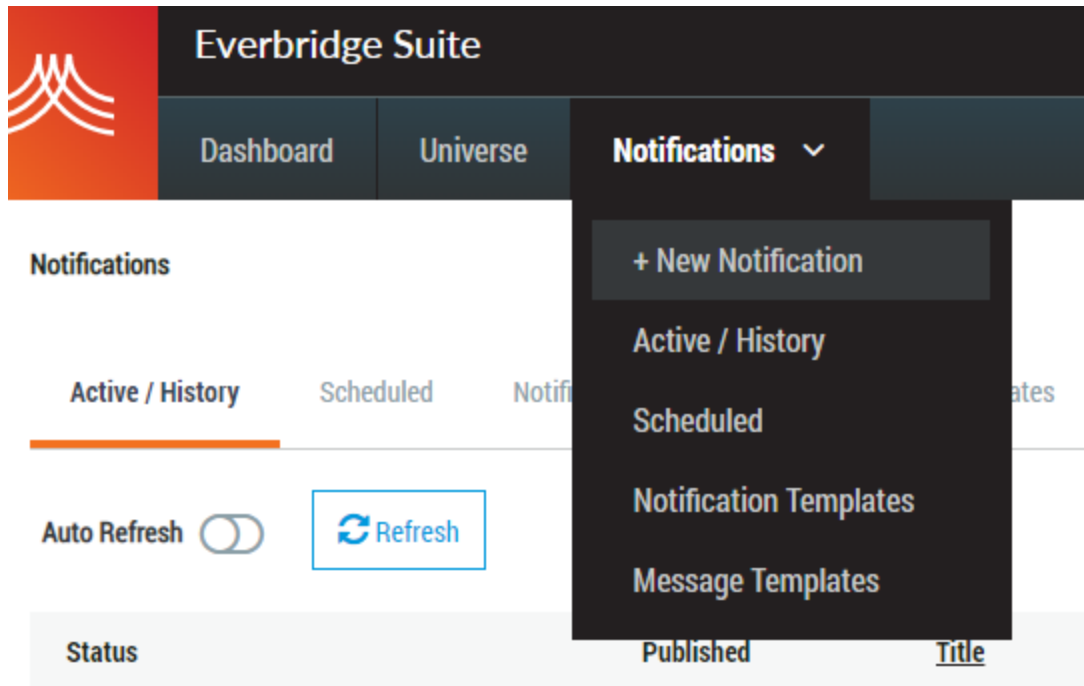


Sending an Everbridge Notification

1. Begin by opening a web browser and go to: everbridge.com
2. Click on the, “Log In” link at the top of the page and enter in your login username and password
3. Click on, “Notifications” then, “+New Notification”



4. This will bring you to the Message screen. Click on, “High Priority” in the right-hand corner for emergencies
5. In the, “Title” box, type the title of the message

A screenshot of the Everbridge Message screen. It shows a form with a "Title" field. The field is labeled with a red asterisk and the word "TITLE". Below the label is a text input box containing the text "My test message".

6. Below that, check the box if you would like to send an email message that is different than the text message you are going to send.

* TITLE

My test message

TEXT ☐ Include a separate message for email notifications ⓘ

All delivery methods

7. Type in the message that you want to send. This will be used for push notifications, text messages, email messages or text-to-speech

All delivery methods

Hello, this is Neal Ellis of the City of Melrose. This is the test message that I am sending. Please do nothing.

8. Scroll down to the section titled, "SPEECH." Click the radio button to "Use a voice recording" then click on, "Use a telephone"

☒ Use a voice recording

☐ Use Everbridge recorder ☒ Use a telephone ☐ Upload a file

[Recording instructions](#)

9. Now click on, "Recording Instructions"

☒ Use a voice recording

☐ Use Everbridge recorder ☒ Use a telephone ☐ Upload a file

[Recording instructions](#)

10. A dialog box will appear with the number to call and you PIN number. Call the telephone number and enter you PIN. Follow the instructions given on the call to record your message. When you are finished click # after recording. When you are finished, press 3.

11. Click, "Save Recording" on the dialog box

Telephone Recording Instructions

Call the appropriate number then follow the prompts

United States: +1-855-637-1256 (Toll free) or +1-617-616-8940 (Direct)

United Kingdom: +44-800-808-5738 (Toll free)

All other locations: +1-617-616-8940 (Direct)

1. **Enter PIN: 8970**

2. **Record:** Record (and if necessary delete and re-record) your message.

3. **Save:** When you are happy with your message, click 'Save Recording' below to save it and close this window.

If you get disconnected from the call or this website for any reason before finalizing your message, re-dial the number and enter the pin above to start again.

12. Scroll down to, "Publishing Options"

If you would like to publish your message on social media, Check the box for. "Social Media" and select the social media accounts you would like to send to.

13. Scroll down to the, “Contacts” section

Most likely you will be sending a message to the whole city. In this case, you will select, “Rules” and then check the box for, “All Contacts” then click, “OK”

The screenshot shows a 'Contacts' dialog box with a dark header and a light body. The 'Rules' tab is active. A search bar is at the top right. Below it, a list of rule names is shown, with 'All contacts' selected. On the right side, there are three sections: 'Individuals', 'Groups', and 'Rules'. The 'Rules' section shows 'All contacts' selected. At the bottom right, there are 'OK' and 'Cancel' buttons.

14. Scroll down to the, “Settings” section and review the settings for the message you are going to send.
15. If your message is going to be 30 second or longer, adjust the “Interval between delivery methods” by clicking on the “Edit” link next to “Settings,”

Settings View: Read-only [Edit](#)

- a. scroll down and click the “More options” link then click on “Interval between delivery methods” and increase the amount of time. *This is the amount of time between when the message (phone call, text email) is sent and the time when the listener can press “1” to confirm receipt. If you do not increase this, the recipient will get a call, text or email and then immediately get another call, text or email before they can confirm which can cause up to 10 notifications. This can cause recipients to not want to receive messages any longer.*

 [More options](#)

Delivery Order:

Contact Preferred ▼ ⓘ

Interval between delivery methods:

1 ▼ min(s)

16. Scroll down to the, “Send & Save” section. Select when you want to send the message.

Send & Save

Send: ☒ Now ☐ Later ☐ Recurring

- Or - ☐ **Save** as a notification template

☐ Include as part of an event

Send

Cancel

17. Click the, “Send” button when you are finished to send the message