

SDSBVI Everbridge Dispatcher Cheat Sheet

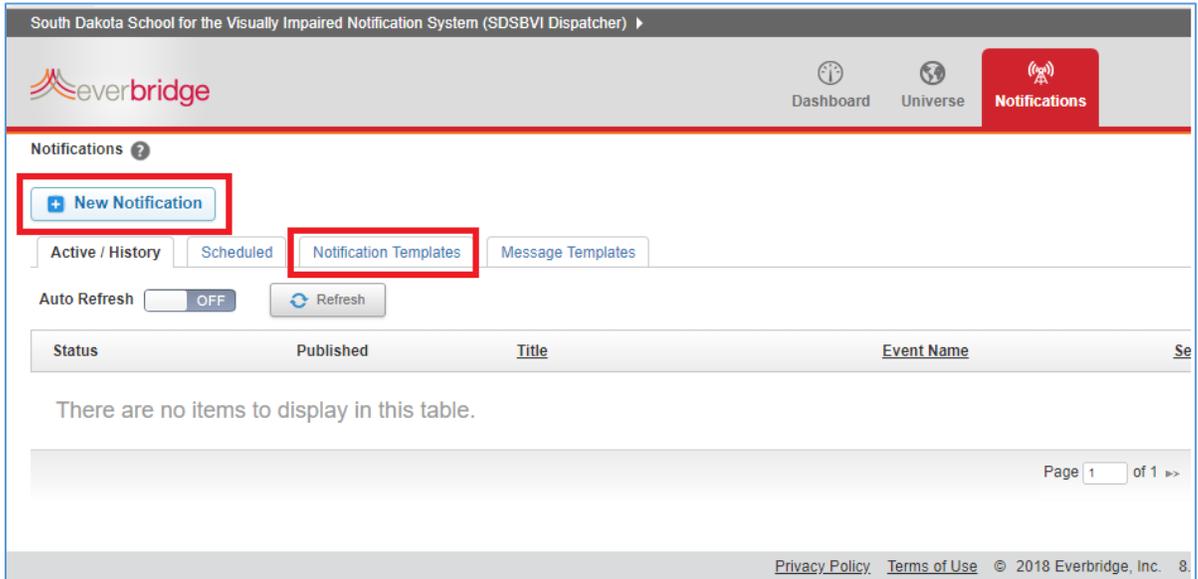
1. Log into system using <https://manager.everbridge.net/login>. If you don't remember your username or password, use "Forgot my username" or "Forgot my password" links on the logon screen to recover your credentials.

The screenshot shows the Everbridge login interface. At the top left is the Everbridge logo. The main content is a 'SIGN IN' form with two input fields: 'Username' containing 'snazas' and 'Password' containing masked characters. Below each field is a blue link: 'Forgot my username' and 'Forgot my password', both highlighted with red boxes. A 'Sign-in' button with a right-pointing arrow is located below the password field. At the top right of the form area, there is a language selector showing 'English (United)'. At the bottom of the page, there is footer text: 'Privacy Policy Terms of Use © 2018 Everbridge, Inc. 8.4.0.76-2018-04-11-20:25 mgr-app04 Go to mobile site'.

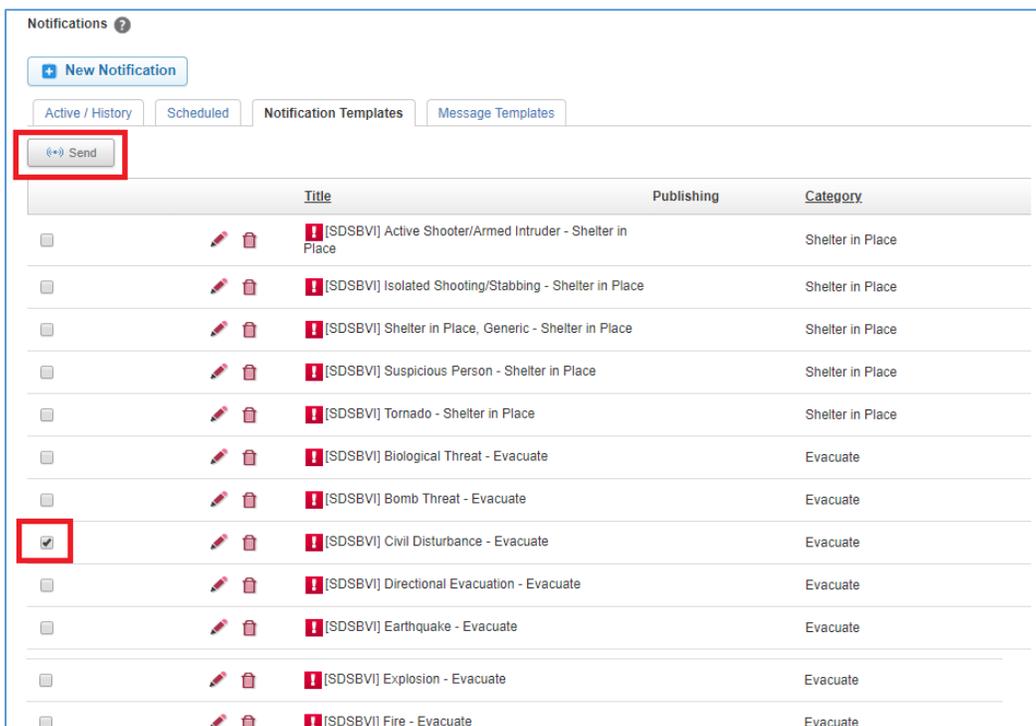
2. Select **Proceed** to agree to the terms at the Welcome screen

The screenshot shows a 'Welcome' screen for the 'South Dakota Board of Regents Campus Alert Notification System'. The title is in large blue font. Below it, a yellow highlighted box contains the text: '*This system is for Official Use Only*'. Another yellow highlighted box contains: 'Official Use is limited to emergency or crisis alerts, not routine communications'. The text continues: 'By using this system you agree to the SDBOR Policy for the Acceptable Use of Information Technology Systems' and 'By clicking "proceed" you agree to these terms'. At the bottom, there is a link for questions: 'If you have any questions, please contact your SDSBVI Alert Administrator at susan.snaza@sdsbvi.northern.edu'. At the very bottom, there are two buttons: 'Proceed' (highlighted with a red box) and 'Log out'.

3. In the **Notifications** tab, select **New Notification** to create an alert from scratch or **Notification Templates** to select from previously created messages.

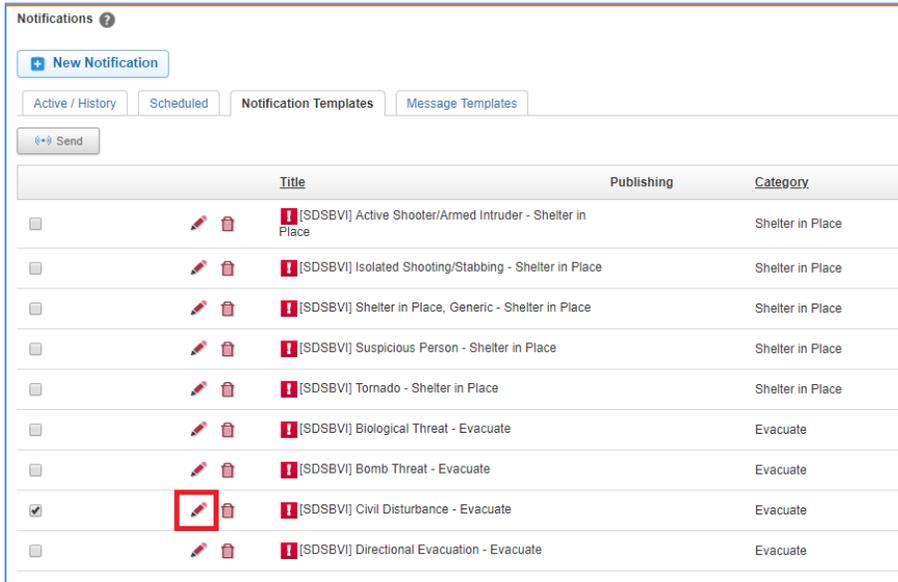


4. Prepare your message using
 - a. **Notification Templates** – Quick Send
Check the box on the appropriate title and select **Send**. This is the fastest way to get a message out; you cannot edit the message or recipient groups.



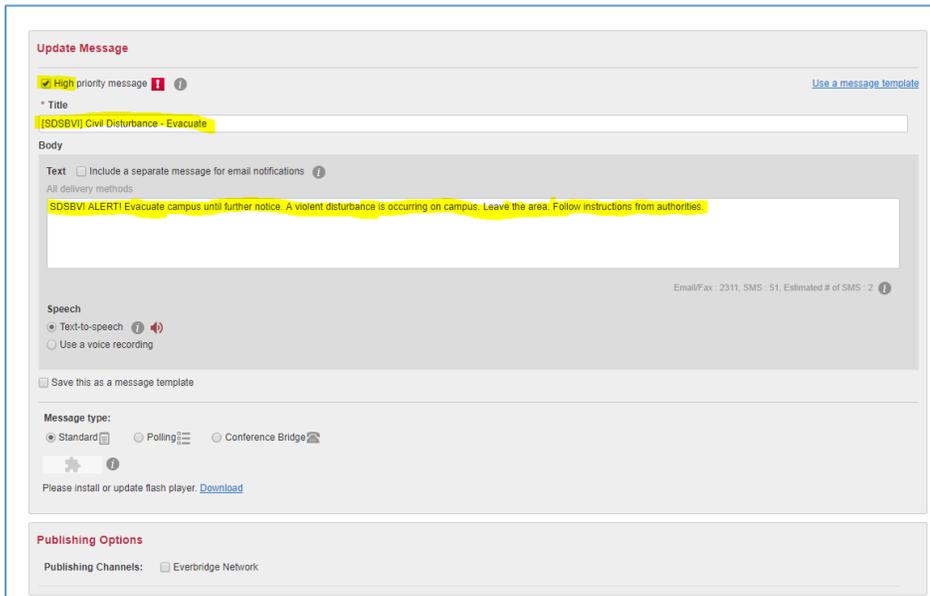
b. Notification Templates – Edit & Send

To edit the message or recipient groups, select the **Pencil Icon** instead.



		Title	Publishing	Category
<input type="checkbox"/>		[SDSBVI] Active Shooter/Armed Intruder - Shelter in Place		Shelter in Place
<input type="checkbox"/>		[SDSBVI] Isolated Shooting/Stabbing - Shelter in Place		Shelter in Place
<input type="checkbox"/>		[SDSBVI] Shelter in Place, Generic - Shelter in Place		Shelter in Place
<input type="checkbox"/>		[SDSBVI] Suspicious Person - Shelter in Place		Shelter in Place
<input type="checkbox"/>		[SDSBVI] Tornado - Shelter in Place		Shelter in Place
<input type="checkbox"/>		[SDSBVI] Biological Threat - Evacuate		Evacuate
<input type="checkbox"/>		[SDSBVI] Bomb Threat - Evacuate		Evacuate
<input checked="" type="checkbox"/>		[SDSBVI] Civil Disturbance - Evacuate		Evacuate
<input type="checkbox"/>		[SDSBVI] Directional Evacuation - Evacuate		Evacuate

You can now update the message, e.g. priority level, title, text, contact groups, etc.



Update Message

High priority message **H** **I** [Use a message template](#)

Title
[SDSBVI] Civil Disturbance - Evacuate

Body

Include a separate message for email notifications **I**

All delivery methods

[SDSBVI ALERT!] Evacuate campus until further notice. A violent disturbance is occurring on campus. Leave the area. Follow instructions from authorities.

Email/Fax: 2311, SMS: 51, Estimated # of SMS: 2 **I**

Speech

Text-to-speech **I** **A**

Use a voice recording

Save this as a message template

Message type:

Standard **I** Polling **I** Conference Bridge **I**

Please install or update flash player: [Download](#)

Publishing Options

Publishing Channels: Everbridge Network

Please be sure to read the message body, as some templates expect you to add locations or directions:

All delivery methods

SDSBVI ALERT! Evacuate campus until further notice. Officers are responding to an incident. Avoid [LOCATION]. Go to [DIRECTION/LANDMARK].

Please do not save your changes; this will change the template permanently.

Groups: **Alert** category event templates are set up to only go to SDSBVI staff; templates addressing events requiring to **Evacuate** or **Shelter in Place** also include the NSU Response Team. The NSU Response Team will determine the need to send an alert for the NSU campus. Please do not include the NSU Response Team in alerts concerning events that do not have the potential to impact the NSU campus.

Settings: Select **Edit** to make any changes. The default Sender Email Display is SDSBVI_ALERT@sdsbvi.northern.edu; the default Sender Caller ID is 605-626-2580.

Select Contacts Use notification escalation ?

* Click to add contacts

0 Individuals	5 Groups	0 Rules	0 Map	Preview contacts
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Settings [Edit](#)

* Sender E-Mail Display:	SDSBVI_ALERT@sdsbvi.northern.edu
Reply-to E-Mail:	Organization default
* Sender caller ID:	View
Delivery Order:	Contact Preferred
* Delivery methods:	SMS (text to cell) Mobile Phone CampusAssigned Email Business Phone Home Phone Secondary Email Second Mobile Phone
Apply voice delivery throttling rules:	No
Broadcast duration:	2 hr(s)
Contact cycles:	2
Interval between cycles:	5min(s)
Interval between delivery methods:	1min(s)
Voice mail preference:	Message Only
Confirm:	Yes
Language:	English (US)

Send & Save

Send: Now Later Recurring

- Or - Save as a notification template

Category

After you have updated your message, select **Send: Now** and **Send** to dispatch the alert immediately; select **Later** or **Recurring** to schedule messages ahead of time.

Send & Save

Send: Now Later Recurring

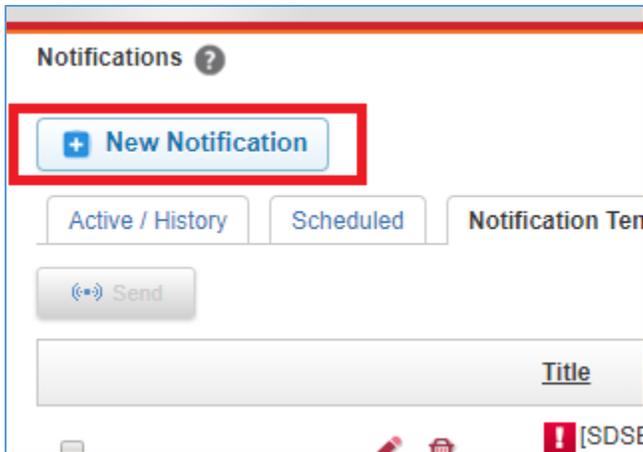
- Or - Save as a notification template

Include as part of an event

This method takes more time than the Quick Send, but allows you to customize the text and groups before sending.

c. **New Notification**

Select **New Notification** to create a message from scratch. You will need to populate all areas, such as title, text, contact groups, then follow the **Notification Template Edit & Send** process (4b).



This method takes the longest to complete.

As a dispatcher of the Everbridge Campus Alert System, please take the time to familiarize yourself with all the existing templates and all three sending processes.