

LINCOLN COUNTY USER GUIDE

Lincoln Alerts: Group Managers (Organization: Public Safety)



Revised: 08/03/21



Public Health
Prevent. Promote. Protect.

Lincoln County

OVERVIEW

- **SECTION A: Adding New Contacts**
- **SECTION B: Managing your Group(s)**
- **SECTION C: Sending Messages and Message Delivery Settings**
- **SECTION D: Assistance – Who to Contact**

SECTION A: ADDING NEW CONTACTS

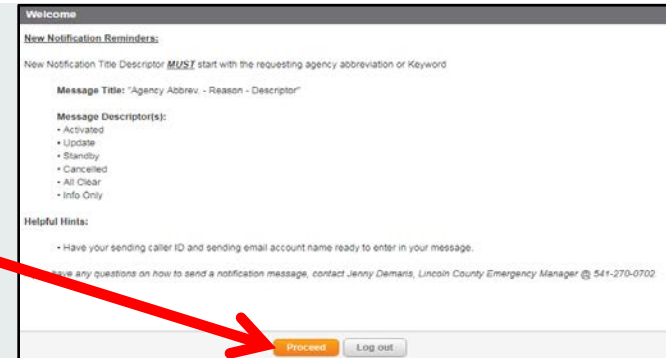


NEW CONTACTS – IMPORTANT TO NOTE

- When you add new contacts to your group, you must:
 - Use their personal cell phone with no spaces or dashes as their external ID (ex. 5418675309)
 - Include an email address in their device listing at which they can receive the invitation to update their account and future communications.
 - Put their cell phone as the priority method of communication
 - New contacts must have the following in order to receive messages:
 - (1) add home agency (your agency) to the contact
 - (2) after you create the contact add the new contact to the group from the “groups” tab

NEW CONTACTS – HOW TO GET THERE

Log in to Everbridge and click “proceed” on the welcome message.



Click the “Contacts” tab from the dashboard to access the contacts that are available to you.

THE CONTACTS TAB

The screenshot shows the Everbridge Suite interface. The top navigation bar includes 'Everbridge Suite', 'Lincoln Test Org (Organization Admin)', and user options. The main navigation menu has 'Dashboard', 'Universe', 'Notifications', 'Incidents', 'Contacts', 'Reports', 'Settings', and 'Access'. The 'Contacts' sub-menu is open, showing 'Contacts', 'Uploads', 'Groups', 'Rules', and 'Deleted Contacts'. The 'Groups' tab is highlighted. Below the navigation, there are buttons for 'Delete', 'Add to group', 'Download', 'Send Registration Email', and 'Add Contact'. A search bar with 'First Name' and 'Last Name' fields is visible. A table lists contact information for 'Tom Crane' with columns for 'First Name', 'M.I.', 'Last Name', 'Suffix', 'External ID', 'Record Type', 'Last Modified Date', and 'Last Modified By'. Red arrows point from the 'Groups' tab, the 'Add Contact' button, and the search bars to explanatory text boxes below.

	First Name	M.I.	Last Name	Suffix	External ID	Record Type	Last Modified Date	Last Modified By
<input type="checkbox"/>	Tom		Crane		test001	Web Registration	Feb 08, 2021 12:56:42 PST	Thomas Crane (Everbridge)

Access your groups by selecting the "groups" tab.

Utilize "add contact" to add new personnel to Everbridge.

Search for personnel to update information using the search bars.

ADDING A NEW CONTACT

Enter general information. For External ID, use their personal cell phone with no spaces or dashes.

Click “manage groups” to add them to applicable groups.

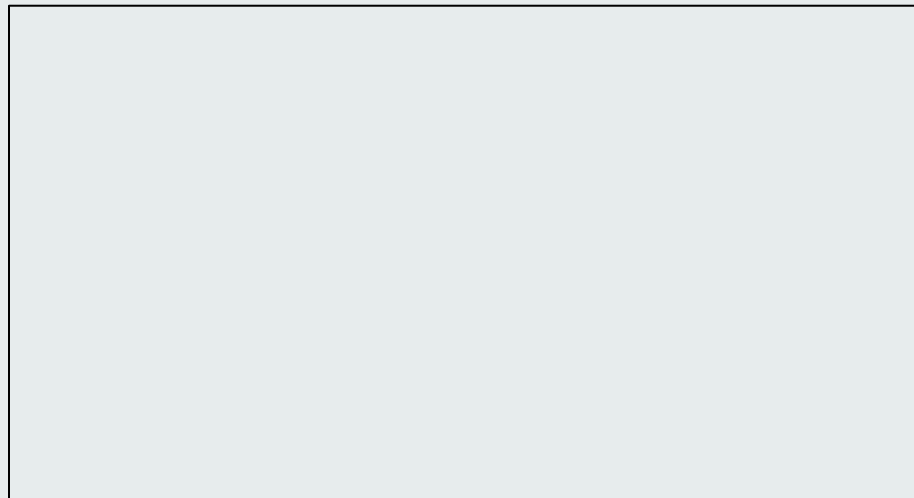
Select delivery (contact) methods from the available drop down list.

General Information

* First Name	M.I.	* Last Name	Suffix
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
* External ID			
<input type="text"/>			
* Record Type	Country	Time Zone	
Select... <input type="button" value="v"/>	Select... <input type="button" value="v"/>	Select... <input type="button" value="v"/>	

Groups [Manage Groups](#)

No groups found



ADDING A NEW CONTACT

Use the arrows on the left to organize the delivery methods in the preferred order. Emergency Management recommends putting personal SMS TEXT as first preferred delivery method.

Be sure to include an email address so the new contact can receive a registration email.

Add static locations. Emergency Management recommends using home, office, school, and other frequently attended locations.

Note you can add more than one location by using the link at the bottom.

Delivery Methods

Emergency will go down this list, in the order specified here, when attempting to reach this contact.

Order	Delivery Method	Device address
1	Personal SMS TEXT #	* +1 201-555-0123
2	Personal Mobile Ph	* +1 201-555-0123
3	Business E-Mail	* someone@example.com
4	Personal E-Mail	* someone@example.com

Add a delivery method:

Static Location(s)

* Location Name

* Country

* Address

Apt/Suite/Unit

City

State / Province

Postal Code

Location Suggestion

Latitude Longitude

[Find your location on a map](#)

[Add another address](#)

ADDING A NEW CONTACT

Add applicable information from the “Additional Information” drop down menu.

You can edit alert subscriptions by clicking on “Manage Subscriptions”.

The screenshot displays a contact management interface with several sections: 'Delivery Methods', 'Static Location(s)', 'Additional Information', and 'Alert Subscriptions'. The 'Alert Subscriptions' section is highlighted with a red circle, and the 'Manage Subscriptions' link is also circled in red. An 'Edit subscription' dialog box is open, showing a list of alert types with checkboxes: Automated Weather Alerts, FLOOD, WIND, SEVERE, FIRE, HAZARD, WINTER, TSUNAMI, MARINE, TROPICAL, HAIL AND LIGHTNING, NON-PRECIPIATION, and Informational - Outreach Updates. A red arrow points from the 'Manage Subscriptions' link to the 'Edit subscription' dialog box.

After clicking this, the “edit subscription” drop down menu will appear.

ADDING A NEW CONTACT

Add your home agency to the new personnel profile by selecting it from the list.



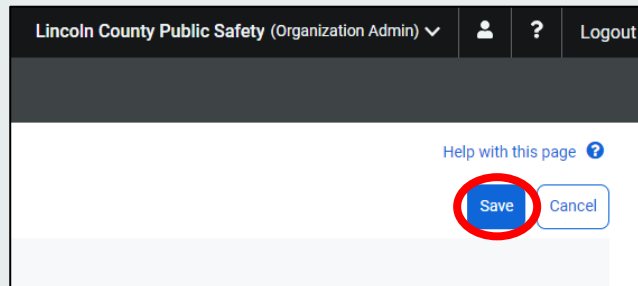
The screenshot shows a form titled "Additional Information". It has a table with two columns: "Additional Information" and "Possible Value(s) / Value(s)". The "Home Agency" field is in the first column, and the second column contains a dropdown menu with the text "Select...". A red arrow points from the "Home Agency" field to the dropdown menu.

You can select more than one agency by clicking all that apply.



An empty screenshot of the "Additional Information" form, showing the same structure as the previous image but with no data entered.

Save the contact using the "Save" key at the top right of the screen.



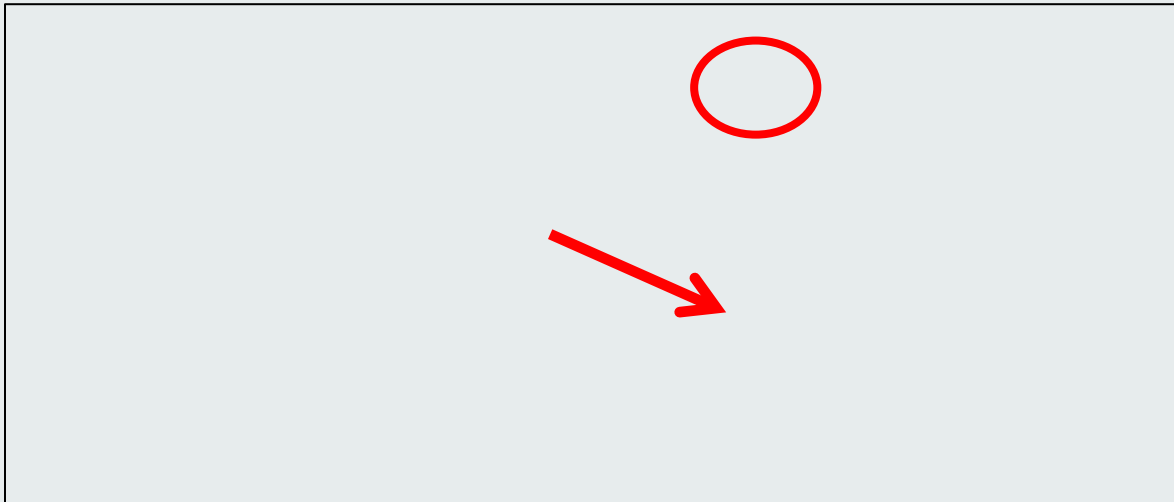
The screenshot shows the top right corner of the application. It includes the text "Lincoln County Public Safety (Organization Admin)" with a dropdown arrow, a user icon, a question mark icon, and a "Logout" button. Below this is a "Help with this page" link with a question mark icon. At the bottom, there are two buttons: "Save" (circled in red) and "Cancel".

SECTION B: MANAGING YOUR GROUPS

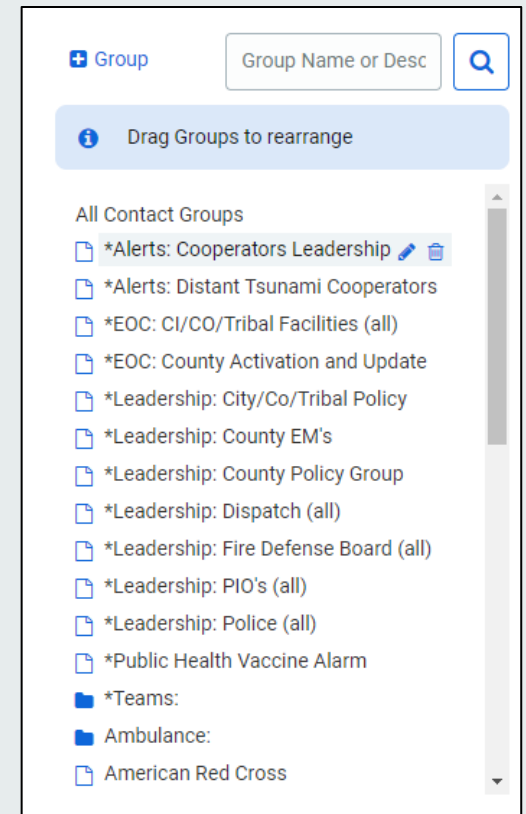


MANAGING A GROUP

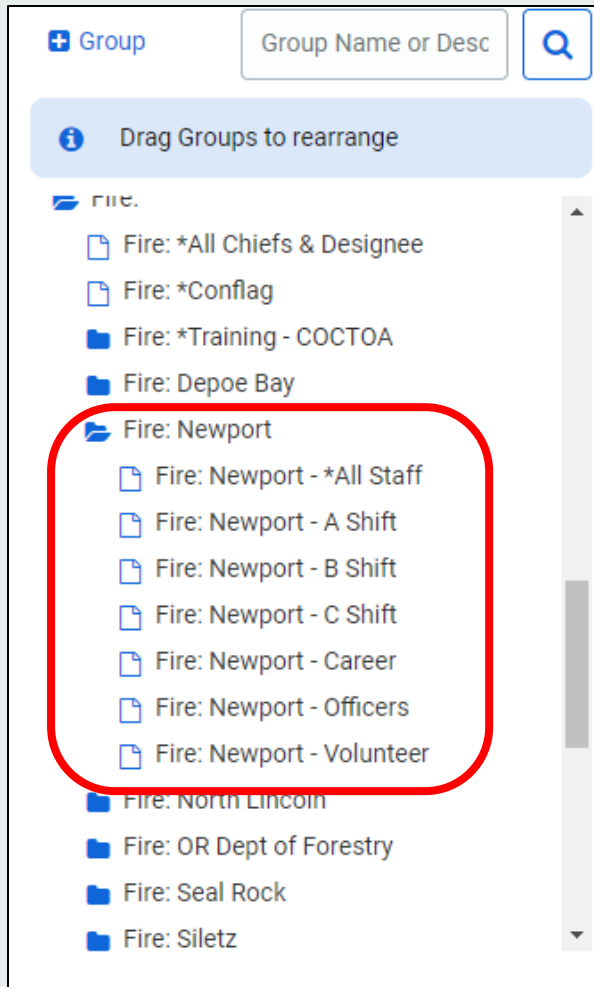
To access Groups, hover over the “Contacts” tab and click “Groups”.



You will only be able to see the groups that you have access to. To add someone to a group, select the group from the menu bar on the left.



ORGANIZING GROUPS



You can organize your group as is most helpful for your agency.

Emergency Management recommends including subgroups for any combination of people that you may need to contact quickly.

You are responsible for ensuring that your subgroups are up-to-date with new hires, volunteers, or departures from your organization.

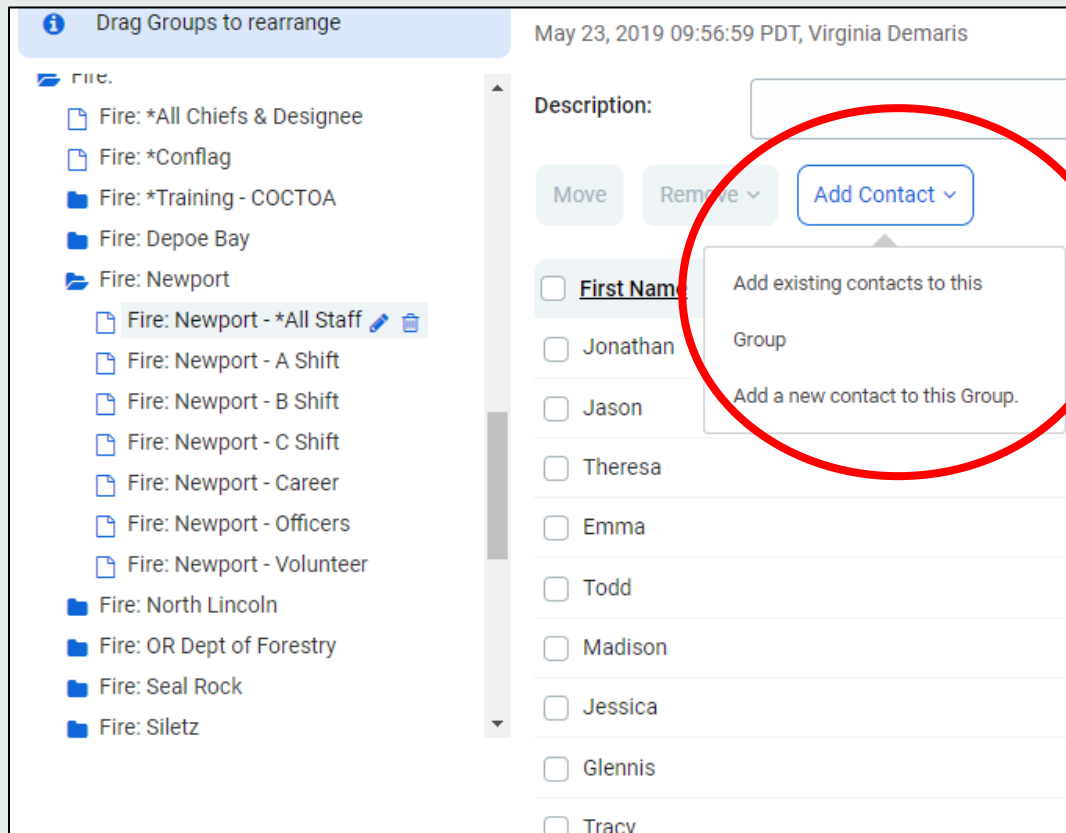
Maintain continuity between your group names.

ADDING A CONTACT TO A GROUP

Click on the “Add Contact” button. You will be given the following options:

“Add existing contact to this Group” – Select this if you already created the new contact

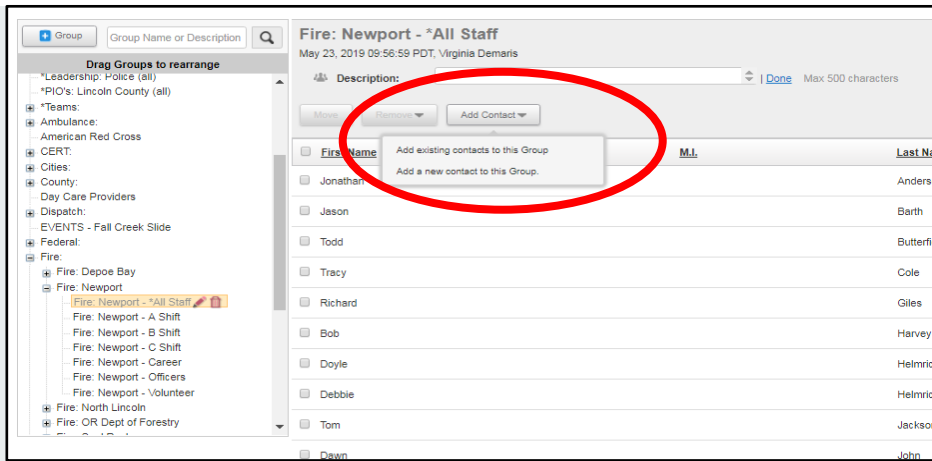
“Add a new contact to this Group” – Select this if you need to create the contact



The screenshot displays a user interface for managing contacts and groups. On the left, a sidebar lists various groups under the heading "Fire:". The groups include "Fire: *All Chiefs & Designee", "Fire: *Conflag", "Fire: *Training - COCTOA", "Fire: Depoe Bay", "Fire: Newport", "Fire: Newport - *All Staff", "Fire: Newport - A Shift", "Fire: Newport - B Shift", "Fire: Newport - C Shift", "Fire: Newport - Career", "Fire: Newport - Officers", "Fire: Newport - Volunteer", "Fire: North Lincoln", "Fire: OR Dept of Forestry", "Fire: Seal Rock", and "Fire: Siletz".

On the right, a contact details panel is visible. At the top, it shows the date and time "May 23, 2019 09:56:59 PDT, Virginia Demaris". Below this, there is a "Description:" field. A red circle highlights the "Add Contact" button, which has a dropdown arrow. The dropdown menu is open, showing two options: "Add existing contacts to this Group" and "Add a new contact to this Group". Below the dropdown, a list of contacts is shown, each with a checkbox and a name: "Jonathan", "Jason", "Theresa", "Emma", "Todd", "Madison", "Jessica", "Glennis", and "Tracy".

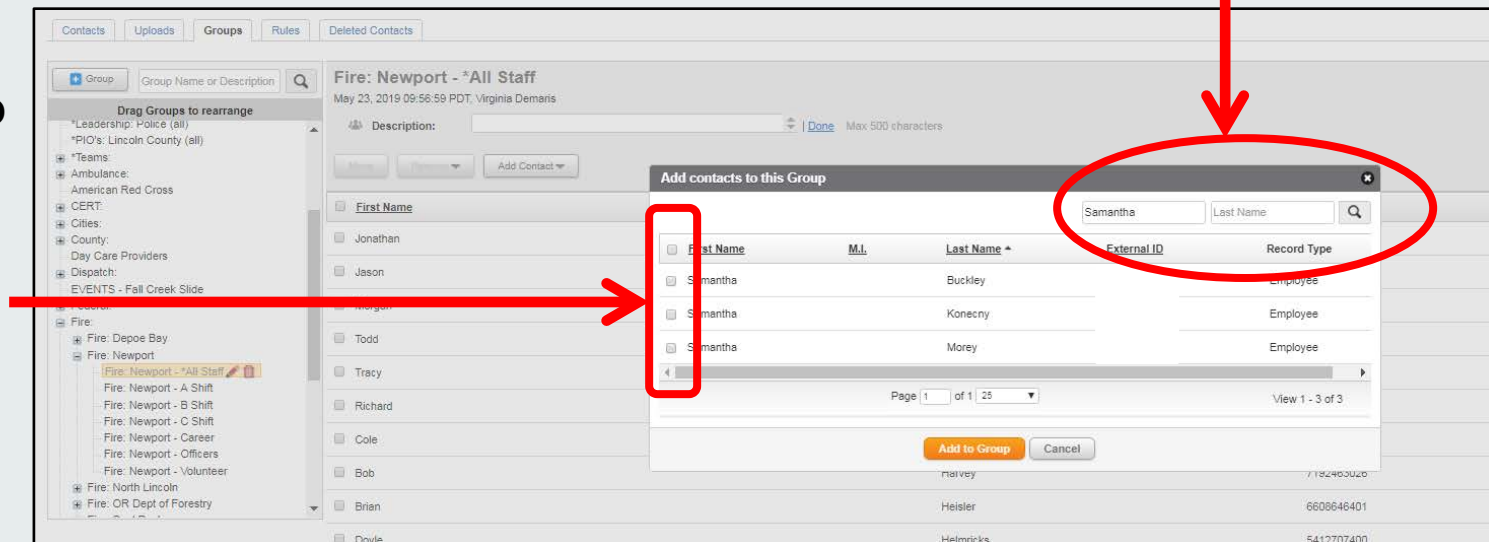
ADDING A CONTACT TO A GROUP



You have to add the new contact to every subgroup by highlighting the subgroup (ex. All Staff, Shift A, etc.) and using the “Add Contact” button.

If you select “Existing Contact”, you will be able to search the contacts that are visible to you.

Use the check box on the left to select which contacts you would like to add to the highlighted group.



CHECKING A GROUP

You can create a new subgroup within your agency by using the “+Group” button.

You can check the contacts in a subgroup, but selecting that list from the menu.

The highlighted subgroup contact list will be visible on the right.

The screenshot displays a software interface for managing groups and contacts. On the left, a tree view shows a hierarchy of groups. The "Fire: Newport - C Shift" group is highlighted with a red circle. Above the tree, a "+ Group" button is also circled in red. On the right, the contact list for the selected group is shown, with the contact "Doyle" highlighted. A red arrow points from the highlighted group in the tree to the contact list on the right. The contact list includes a search bar, a "Description" field, and buttons for "Move", "Remove", and "Add Contact".

Group Group Name or Description

Drag Groups to rearrange

- *Leadership: Police (all)
- *PIO's: Lincoln County (all)
- + *Teams:
- + Ambulance:
 - American Red Cross
- + CERT:
- + Cities:
- + County:
- Day Care Providers
- + Dispatch:
 - EVENTS - Fall Creek Slide
- + Federal:
- Fire:
 - + Fire: Depoe Bay
 - Fire: Newport
 - Fire: Newport - *All Staff
 - Fire: Newport - A Shift
 - Fire: Newport - B Shift
 - Fire: Newport - C Shift**
 - Fire: Newport - Career
 - Fire: Newport - Officers
 - Fire: Newport - Volunteer
 - + Fire: North Lincoln
 - + Fire: OR Dept of Forestry

Fire: Newport - C Shift
Oct 22, 2014 17:11:15 PDT, Virginia Demaris

Description:

First Name

- Jonathan
- Todd
- Doyle

SECTION C: SENDING MESSAGES



SENDING MESSAGES

To send messages, go to the Notifications Tab. You will be able to see previous messages, scheduled messages, and templates. Select “New Notification”



SENDING MESSAGES

Title: Create a title following the format “Agency Abbreviation – Message Title” *Example: LCSO – Radio Update*

Message: Fill in your message. Try to keep it short - It will be sent via text message

Speech: You can select to do text-to-speech or use a voice recording, if you are activating phone devices

Save as a template: Select this box if you would like to save the message as a template

Attach Files: Click Attach Files to include an attachment with your message – this is only for emails

Message

Imminent Threat to Life ⓘ

High priority ⓘ

*** TITLE**

Title/Subject

TEXT

Use custom SMS message ⓘ

Use custom Email/Everbridge Mobile App message ⓘ

All delivery methods

Message body

Characters remaining: 2500 - Email/Fax | 160 -

SPEECH

Text-to-speech ⓘ 🔊

Use a voice recording

Save this as a message template

Standard Polling Conference Bridge

Attach Files ⓘ

Click this box to include a separate message, sent only to email. It will open a second text box for the email only messaging.

SENDING MESSAGES

Publishing Option: We do not use this feature at this time.

Contacts: To select contacts, click on the “groups” link.

Publishing Options

Publishing Channels: Audio Bulletin Board

Contacts

* Click to add contacts

0 Groups | 0 Rules | 0 Map | [Preview contacts](#)

This will open a second box with tabs for “Individuals”, “Groups”, or “Rules”. You can select from “Individuals” or “Groups”.

We do not use “Rules” at this time.

Contacts

Select | Preview - Organization Contacts

Individuals | **Groups** | Rules | [Manage Contacts](#)

Group Name or Description

- All Contact Groups
- *Alerts: Cooperators Leadership
- *Alerts: Distant Tsunami Cooperators
- *EOC: CI/CO/Tribal Facilities (all)
- *EOC: County Activation and Update
- *Leadership: City/Co/Tribal Policy
- *Leadership: County EM's
- *Leadership: County Policy Group
- *Leadership: Dispatch (all)
- *Leadership: Fire Defense Board (all)
- *Leadership: PIO's (all)
- *Leadership: Police (all)
- *Public Health Vaccine Alarm

Individuals [Remove](#)

Groups [Remove](#)

Rules [Remove](#)

SENDING MESSAGES

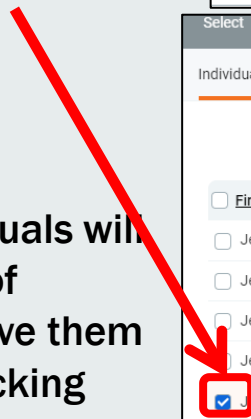
To Select Groups:

Using the groups tab, check the boxes on the left to select which subgroups you want to receive the message.



To Select Individuals:

Using the Individuals tab, search for people you want to receive the message. Click the box on the left to select someone.



Selected groups and individuals will be visible on the right side of contacts box. You can remove them by checking the box and clicking “remove”.

Individuals Groups Rules [Manage Contacts](#)

Group Name or Descriptiv

- Ambulance:
- American Red Cross
- Childcare Providers
- Cities:
- Community:
- County:
- County: BOC Leadership
- County: Facilities
- County: HHS
- County: PIO's
- County: Road Department
- Dispatch:
- EVENTS - Fall Creek Slide
- Emergency Management

Individuals [Remove](#)

Groups [Remove](#)

- County: BOC Leadership
- County: Facilities

Rules [Remove](#)

Select Preview - Organization Contacts [Manage Contacts](#)

Individuals Groups Rules

|

<input type="checkbox"/>	First Name	M.I.	Last Name	Suffix	External ID
<input type="checkbox"/>	Jessica	L	Calvin-G		
<input type="checkbox"/>	Jesse		Hess		
<input type="checkbox"/>	Jessica		Hubbarc		
<input type="checkbox"/>	Jessica		McCorm		
<input checked="" type="checkbox"/>	Jessica		Palma		

Individuals [Remove](#)

- Jessica Palma(5035221527)

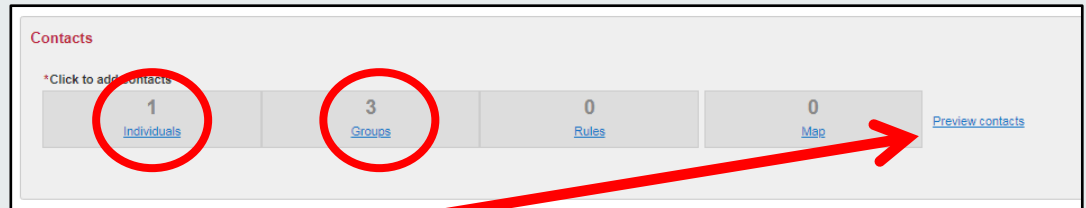
Groups [Remove](#)

- County: BOC Leadership
- County: Facilities

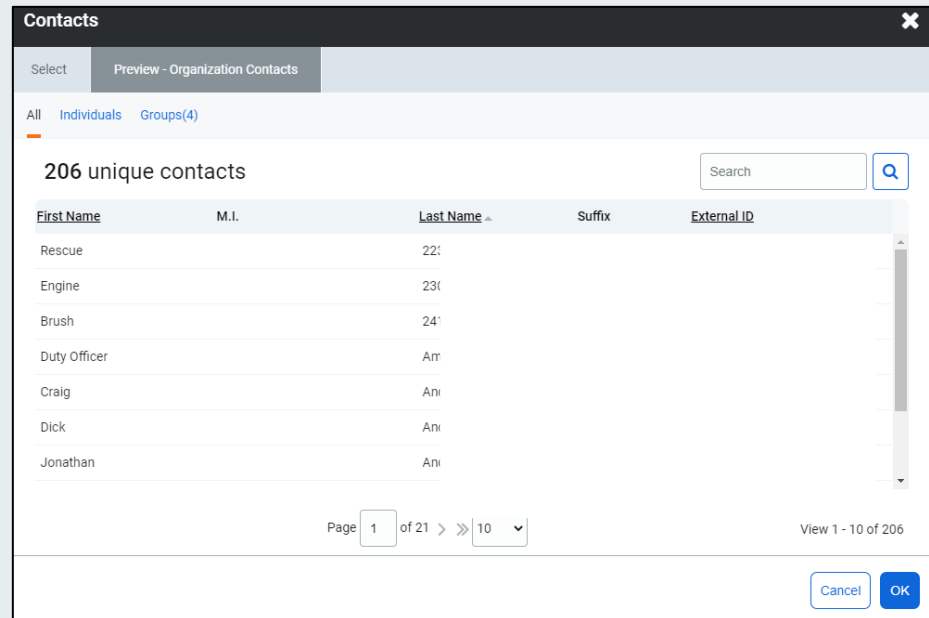
Rules [Remove](#)

SENDING MESSAGES

Check to make sure you have to correct number of groups and individuals selected on the message screen. Click “preview contacts” to make sure you have selected to correct groups/individuals.



The preview contacts gives you the option to view individuals, groups or all contact.



SENDING MESSAGES

Message Settings: To change the message settings, click “edit”. This will open the message options.

Sender E-mail Display & Sender caller ID: You can change these to reflect your organization (i.e. Newport Fire).

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

- * Sender E-Mail Display: Lincoln County Notifications - Public Safety
- * Sender caller ID: [View](#)
- * Request Confirmation: Yes
- * Delivery methods: Everbridge Push App, Personal SMS TXT #, Personal Mobile Ph, Business SMS TXT #, Business Mobile Ph, Home Phone, Business Phone, Business Phone Ext, Business E-mail, Personal E-mail, Fax 1

Request Confirmation: If you request a confirmation, the messages will stop cycling through the delivery methods as soon as the recipient confirms receipt.

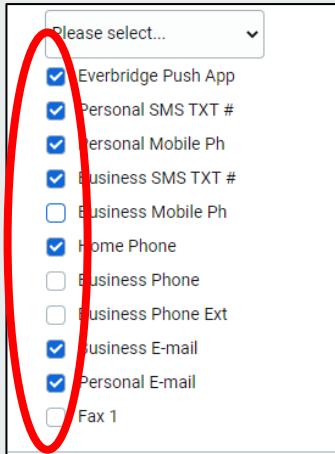
* Sender E-Mail Display: Lincoln County Notifications - Public Safety

* Sender caller ID: United States +1 541-265-0616 <Default>

* Request Confirmation: Yes No

* Delivery methods: Please select...
 Everbridge Push App
 Personal SMS TXT #
 Personal Mobile Ph
 Business SMS TXT #
 Business Mobile Ph
 Home Phone
 Business Phone
 Business Phone Ext
 Business E-mail
 Personal E-mail
 Fax 1

SENDING MESSAGES

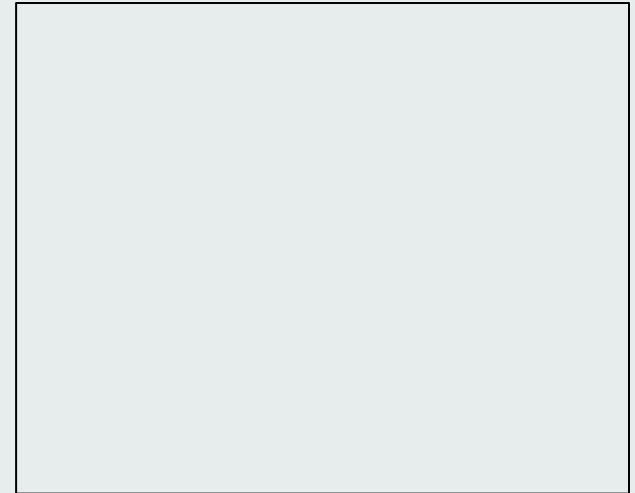


Please select... ▼

- Everbridge Push App
- Personal SMS TXT #
- Personal Mobile Ph
- Business SMS TXT #
- Business Mobile Ph
- Home Phone
- Business Phone
- Business Phone Ext
- Business E-mail
- Personal E-mail
- Fax 1

Select which delivery methods you would like to receive the message.

The message will cycle through the delivery methods in the preferred order established in each persons profile.



You can also select from the drop down box in the top right corner.

All – Highlights all delivery methods

All Text – Highlights all options that delivery messages in text (i.e. text message, email, etc.)

All Voice – Highlight all options that deliver voice messages (i.e. phone calls)

SENDING MESSAGES

▼ [More options](#)

Delivery Order:

Contact Preferred ▼ ⓘ

Interval between delivery methods:

3 ▼ min(s)

Broadcast duration:

1 ▼ h

Contact cycles:

1 ▼

Interval between cycles:

5 ▼ m

Reply-to E-Mail:

Organization default

Apply voice delivery throttling rules for this notification.

Yes No

Voice mail preference:

Message Only Message

Everbridge Mobile App Settings:

- Request location
- Request image
- Request additional information
- Enable Sharing Options

Language:

English (US) ▼

Select “more options” to change other settings. Emergency Management recommends that you leave most of these settings as they are. Settings you might want to change are:

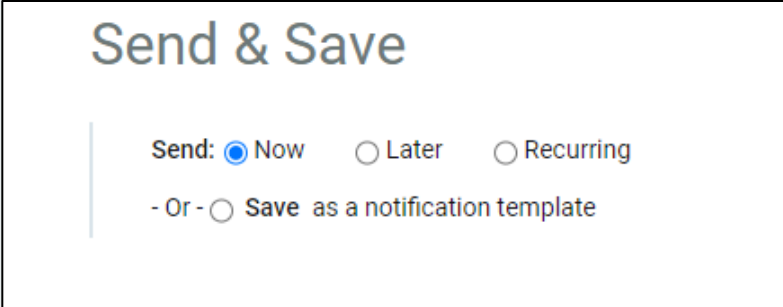
Voicemail preference: You may opt to not leave a voicemail

Everbridge Mobile App Setting: You may decide to request a location, image, or other information using the Everbridge mobile app. This feature is only available to those who use the Everbridge mobile app.

SENDING MESSAGES

Before you send your message, review all the information including :

- **Content** – Is the message clear and concise?
 - **Recipients** – Have you selected all the appropriate people to receive the message?
 - **Attachments** – Have you attached necessary documents?
 - **Settings** – Are the send settings correct (i.e. confirmation request, correct delivery method, etc.)
-
- You can send the message now, or set it to send later. You can also select it to reoccur.
 - You can “Save” the message as a template.
 - Once you have reviewed, click the “Send” button.



Send & Save

Send: Now Later Recurring

- Or - Save as a notification template

SENDING MESSAGES

After sending the message, you will be taken to the notification screen. Your message will be at the top of the notifications. It will show who sent the message, when the message was sent, and how many people confirmed.

The screenshot shows a notification management interface. At the top, there is a 'New Notification' button and a search bar. Below the search bar, there are tabs for 'Active / History', 'Scheduled', 'Notification Templates', and 'Message Templates'. The 'Active / History' tab is selected. The interface displays a list of notifications with the following columns: Status, Published, Title, Event Name, Sent On, Sent By, Sent To, and Charts. The first row is highlighted with a red box. The first row shows a message with a green status icon, titled 'LCSO - Test_Test_Test', sent on May 28, 2019, at 16:51:51 PDT, by Samantha Buckley, with no results yet. The other rows show messages with various titles, dates, and senders, each with a 'Sent To' count and a progress chart.

Status	Published	Title	Event Name	Sent On	Sent By	Sent To	Charts
Actions		LCSO - Test_Test_Test		May 28, 2019 16:51:51 PDT	Samantha Buckley		No results yet
Actions		NLR Operations		May 28, 2019 14:15:00 PDT	Rob Dahman	44	
Actions		PWA Need ALS/BLS for 515 tomorrow		May 27, 2019 21:38:13 PDT	Theresa Helstowski	50	
Actions		PWA Need ALS/BLS for 515 tomorrow		May 27, 2019 21:26:46 PDT	Theresa Helstowski		
Actions		PWA all call		May 27, 2019 15:25:54 PDT	Craig Andersen	51	
Actions		PWA ALL CALL		May 24, 2019 18:54:25 PDT	Laura Bellanger	52	
Actions		PWA ALL CALL		May 24, 2019 18:25:52 PDT	Brett Gnaou	52	
Actions		PWA all call		May 24, 2019 18:10:57 PDT	Brett Gnaou	20	
Actions		Lincoln Co - Radio System Update		May 24, 2019 15:12:54 PDT	Virginia Demaris	62	

QUESTIONS OR ASSISTANCE

- County Emergency Manager(s)
 - Jenny Demaris, vdemaris@co.lincoln.or.us, 541-265-4199, 541-270-0702
 - Jess Palma, jpalma@co.lincoln.or.us, 541-265-0657, 541-270-8548
- Dispatch – For urgent message for “team activations” contact your sponsoring Dispatch Center.

