LINCOLN COUNTY USER GUIDE

Lincoln Alerts: Group Managers

(Organization: Public Safety)

Revised: 08/03/21

Lincoln County

SHERIFF
STATE OF OREGON
LINCOLN COUNTY

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

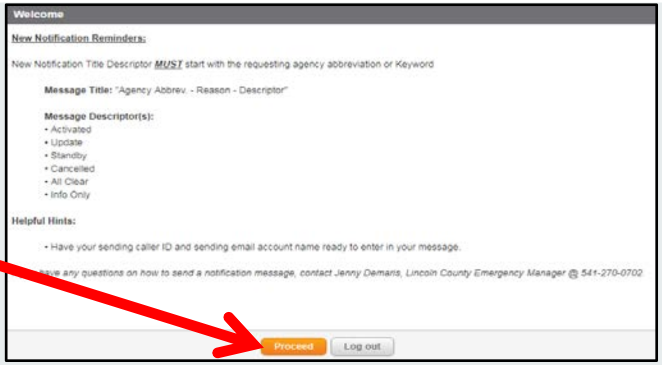
SECTION A:
ADDING NEW CONTACTS

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

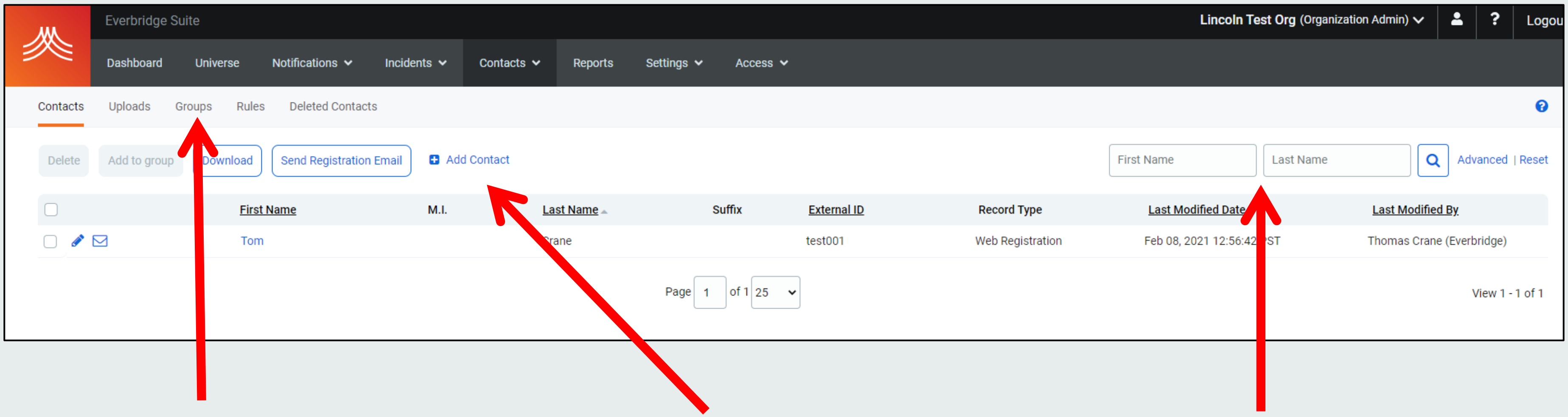
NEW CONTACTS – HOW TO GET THERE

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



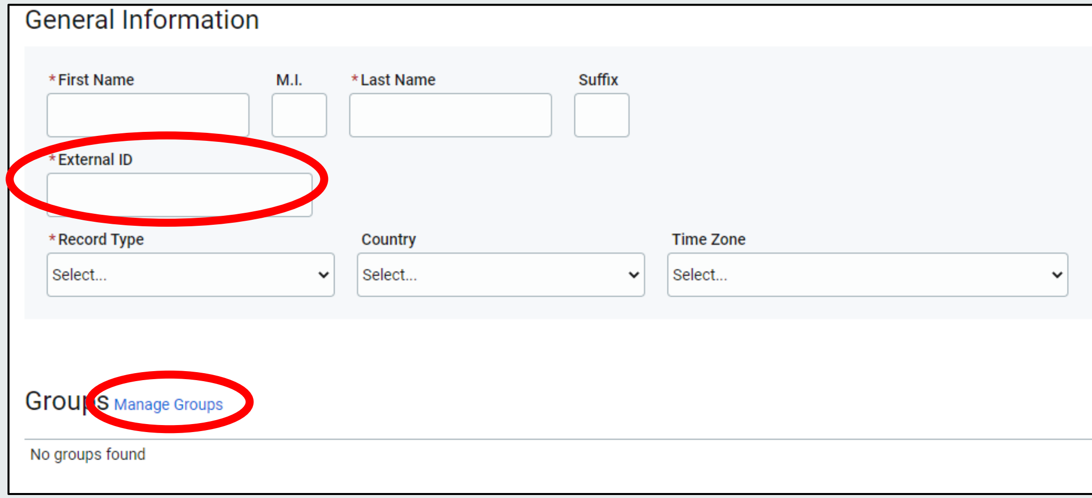
Access your groups by selecting the “groups” tab.

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.

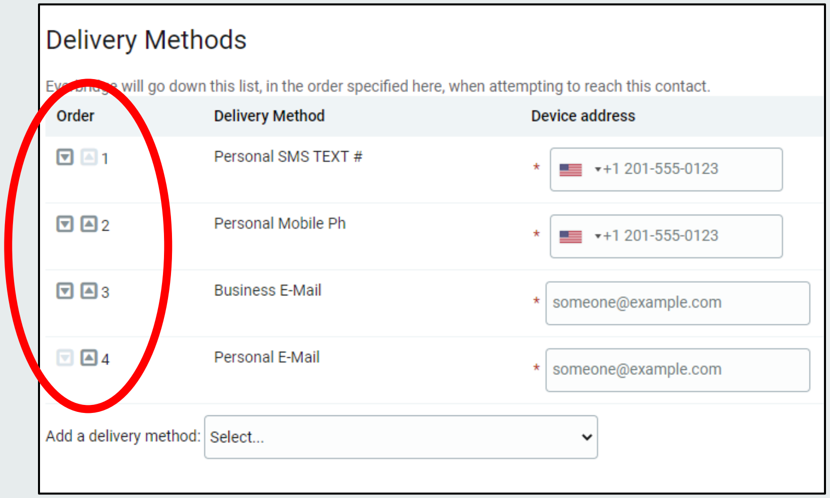
ADDING A NEW CONTACT

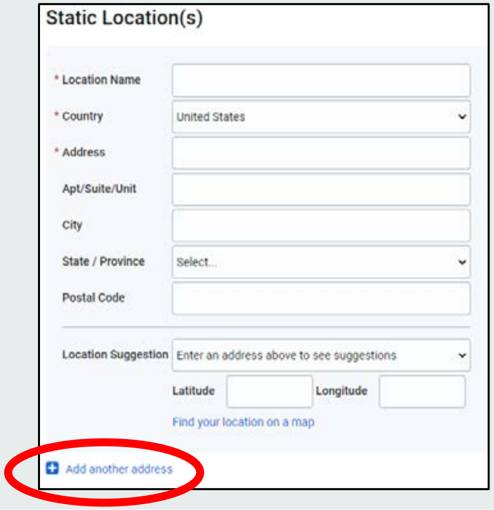
Use the arrows on the left to organize the delivery methods in the preferred order. Emergency Management recommends putting personal SMS TXT as first preferred delivery method.

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.

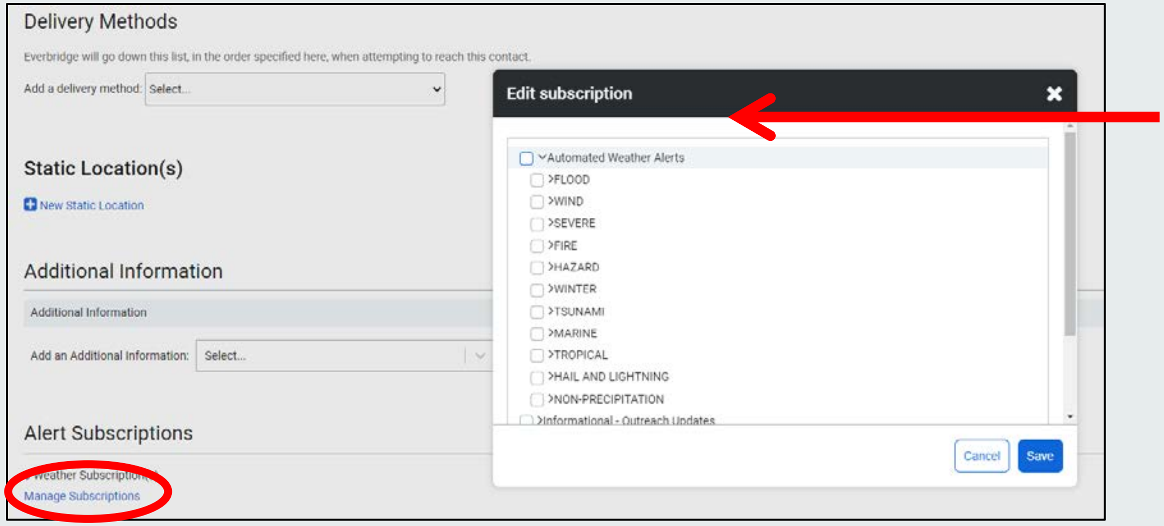




ADDING A NEW CONTACT

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

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



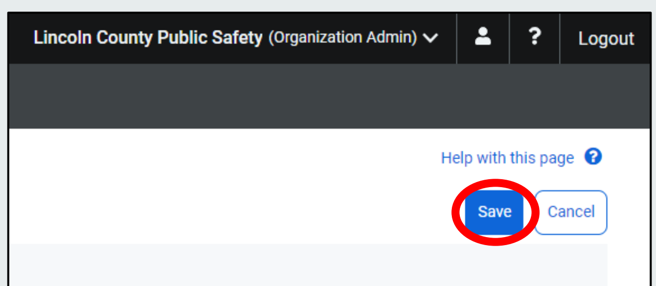
After clicking this, the “edit subscription” drop down menu will appear.

ADDING A NEW CONTACT

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

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

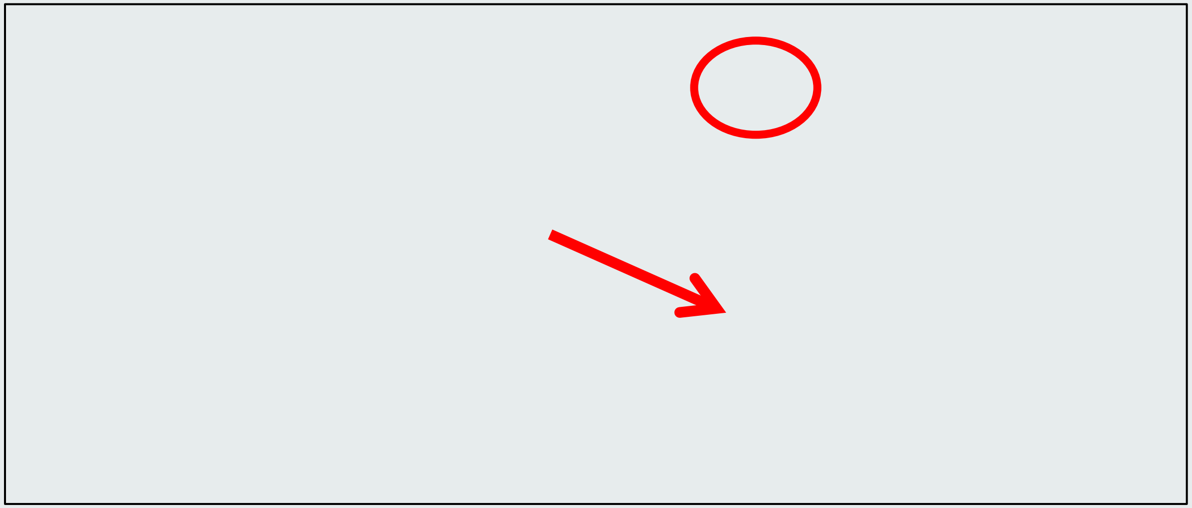
Save the contact using the "Save" key at the top right of the screen.

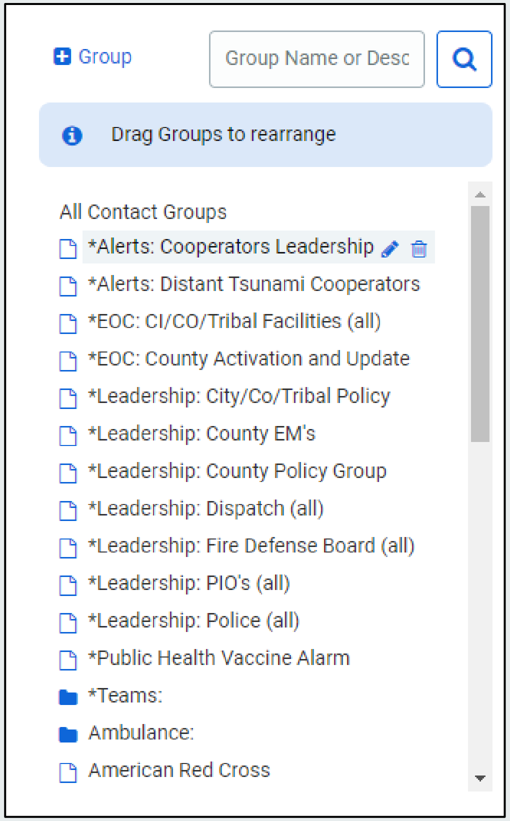


SECTION B: MANAGING YOUR GROUPS

MANAGING A GROUP

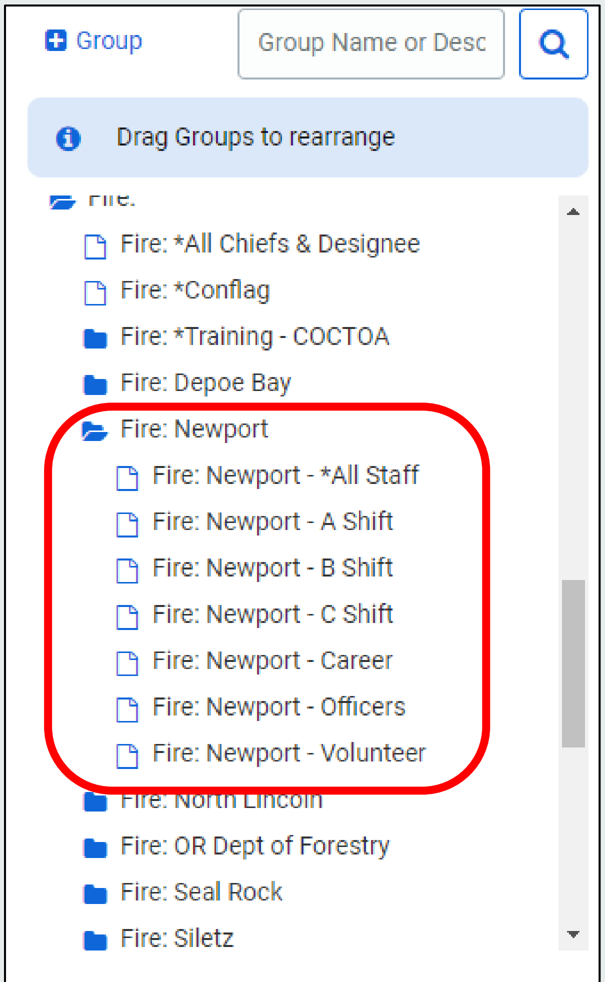
To access Groups, hover over the "Contacts" tab and click "Groups".





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.

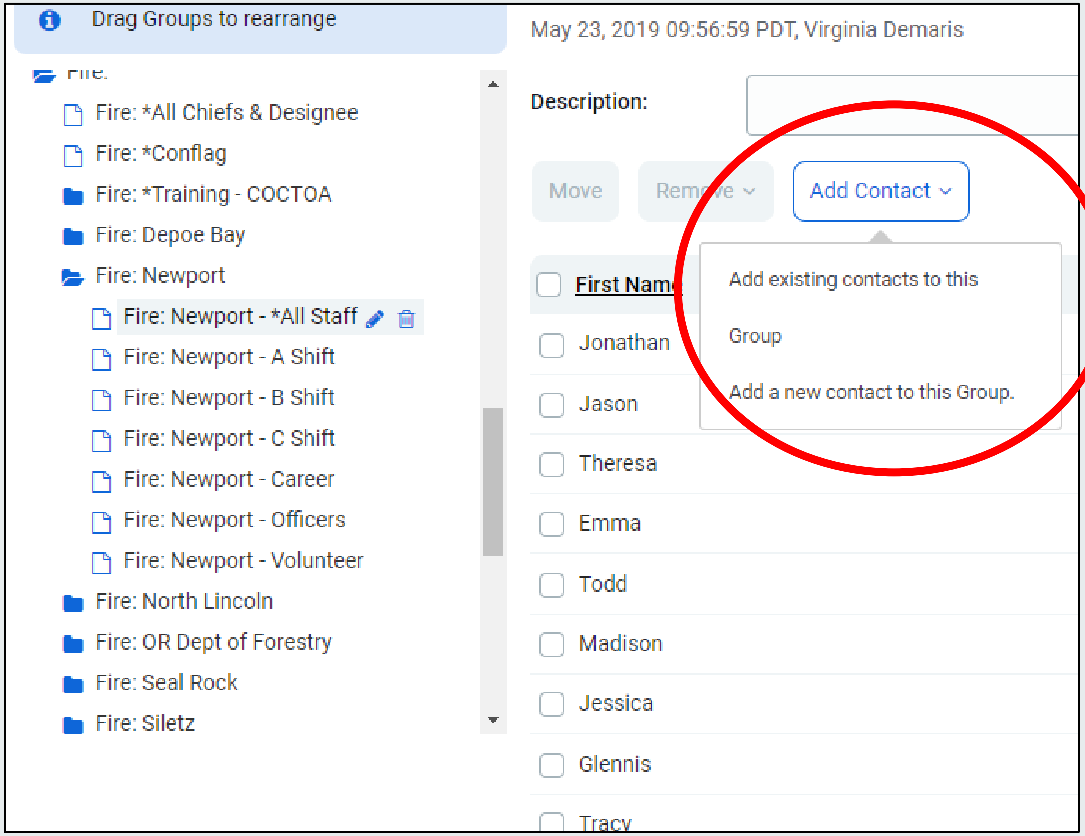
Maintain continuity between your group names.

ADDING A CONTACT TO A GROUP

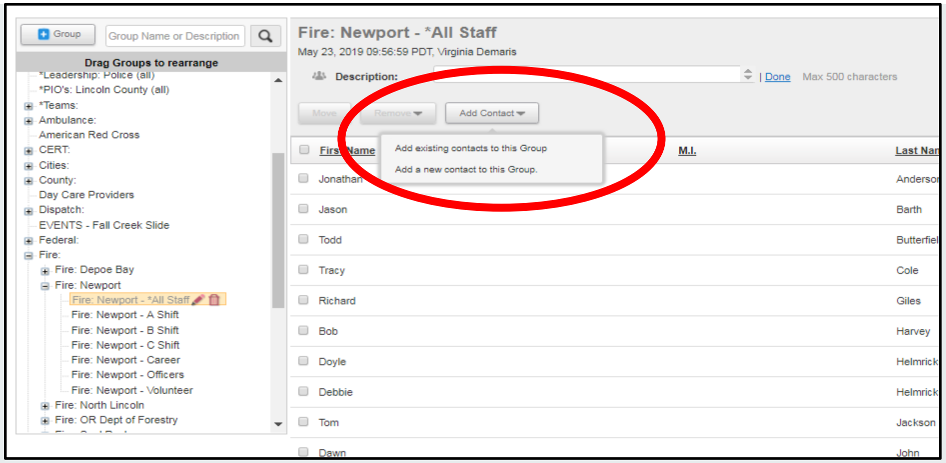
Click on the "Add Contact" button. You will be given the following options:

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

"Add a new contact to this Group" – Select this is you need to create the contact



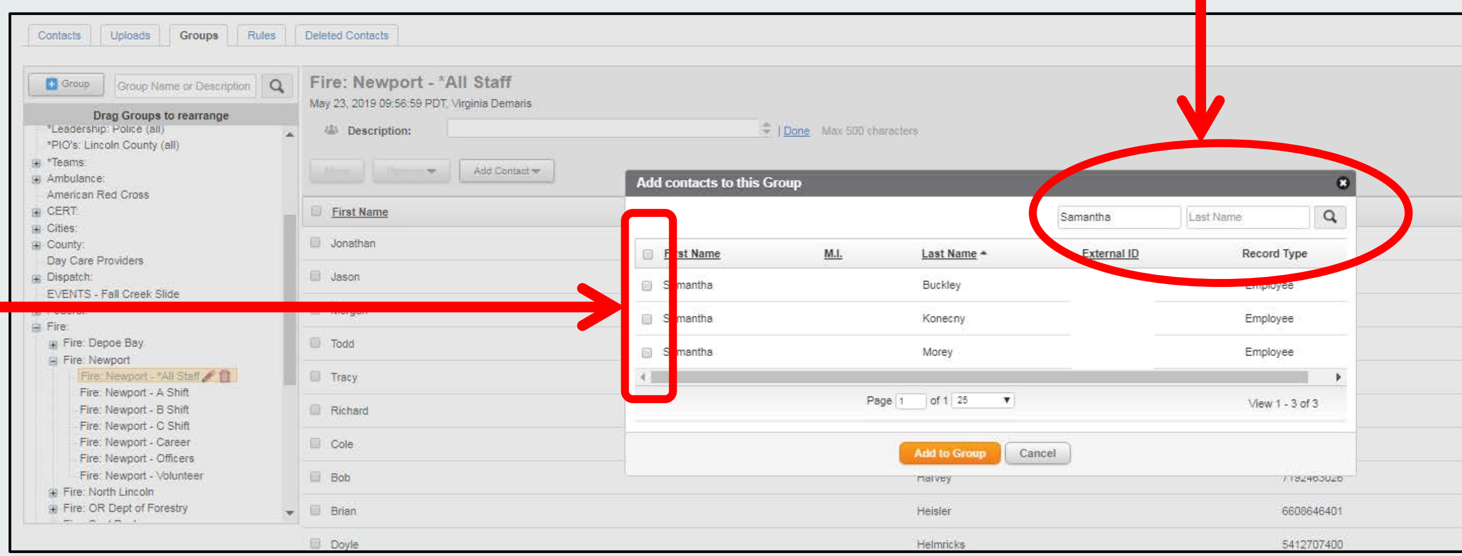
ADDING A CONTACT TO A GROUP



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.

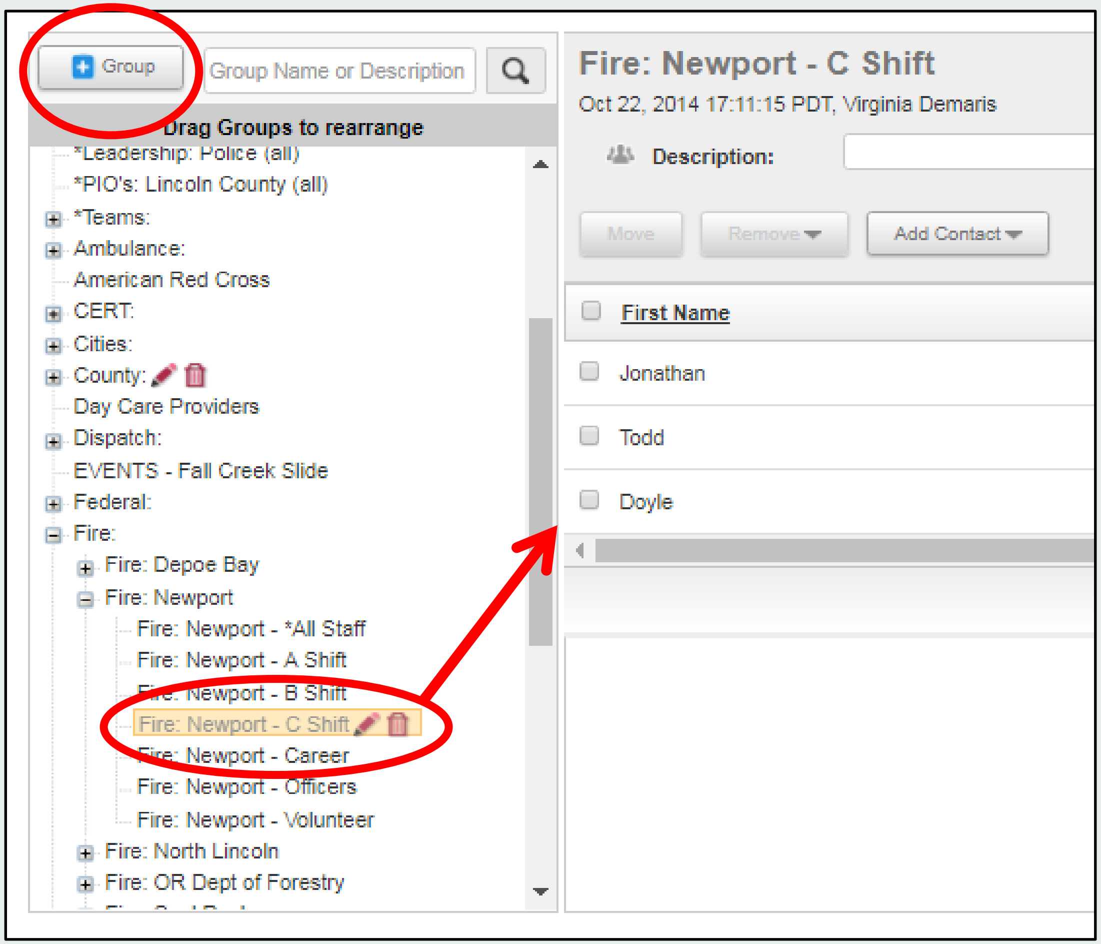


CHECKING A GROUP

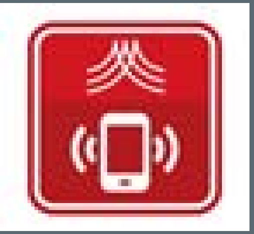
You can create a new subgroup within your agency by using the “+Group” button.

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.



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

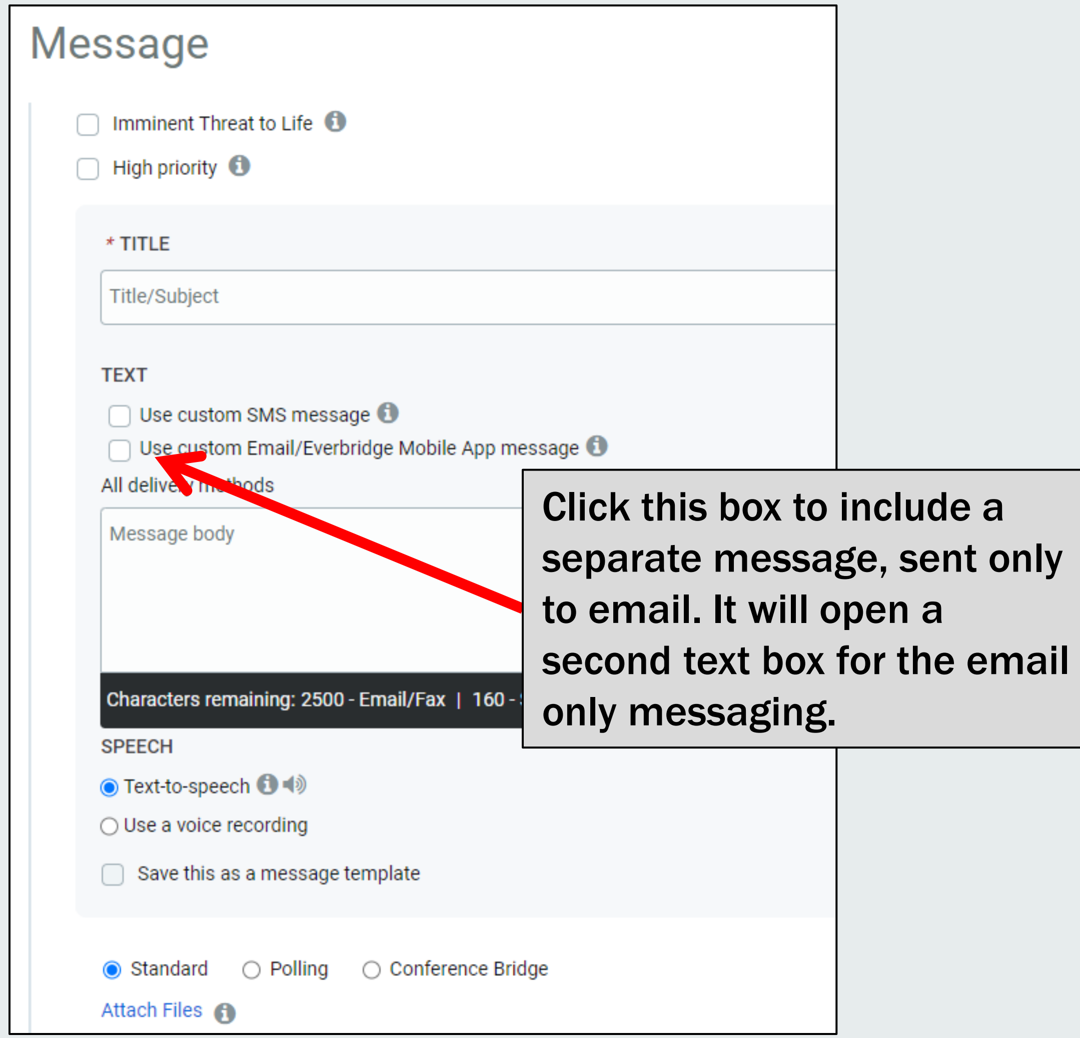
Title: Create a title following the format "Agency Abbreviation – Message Title" *Example: LCSO – Radio Update*

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

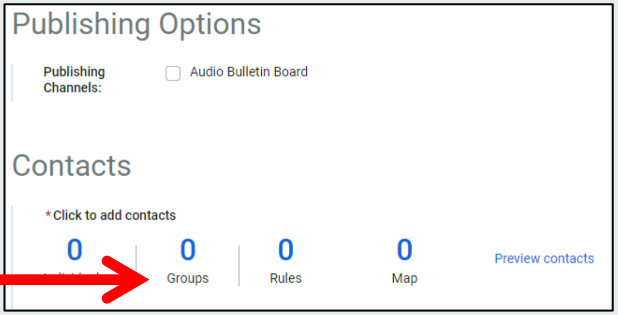
Save as a template: Select this box if you would like to save the message as a template

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



SENDING MESSAGES

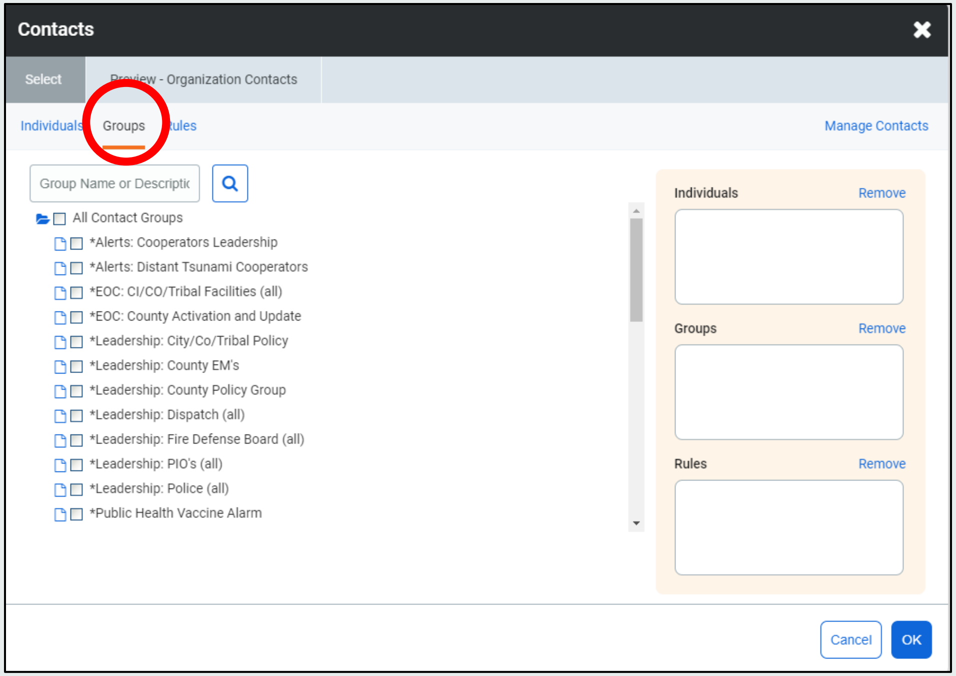
Publishing Option: We do not use this feature at this time.



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

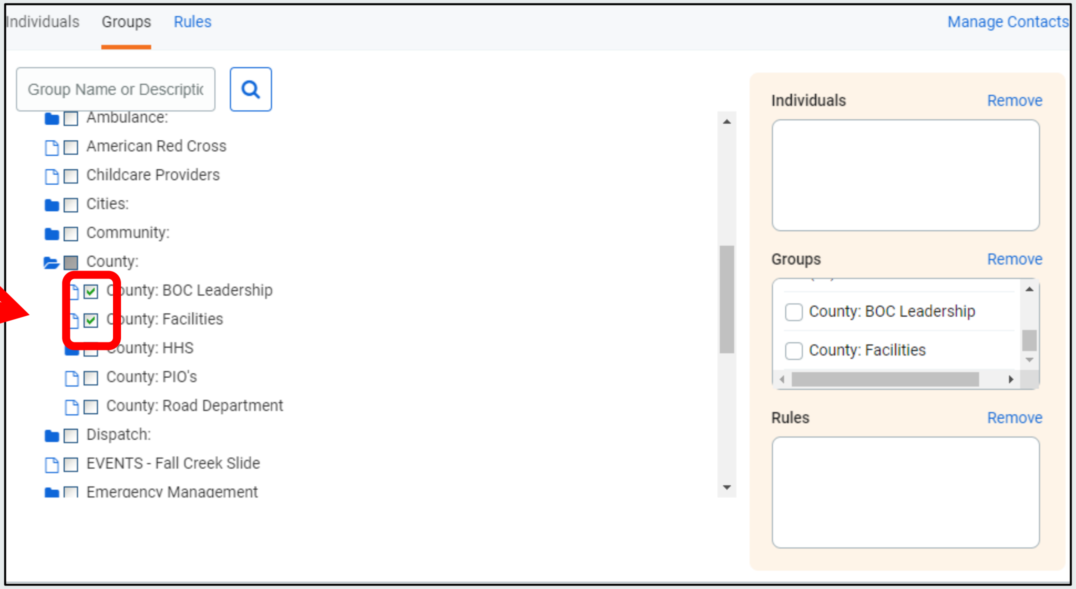
This will open a second box with tabs for "Individuals", "Groups", or "Rules". You can select from "Individuals" or "Groups".

We do not use "Rules" at this time.



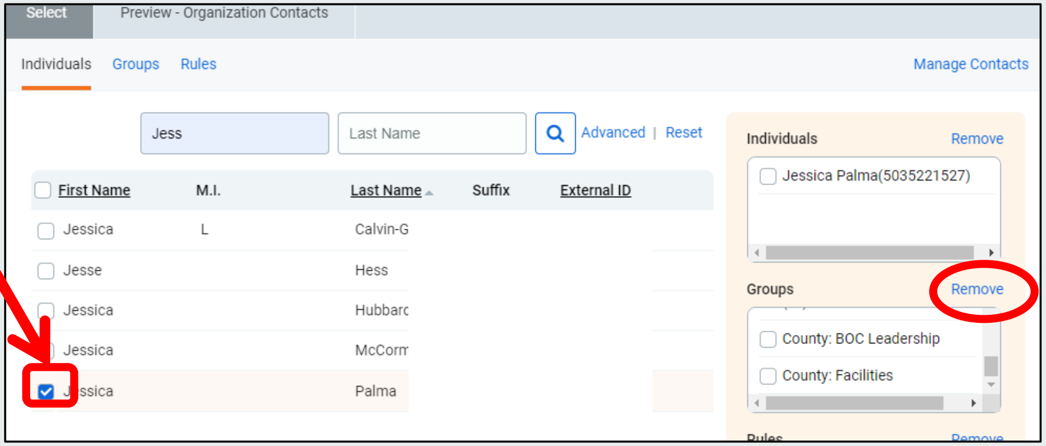
SENDING MESSAGES

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.

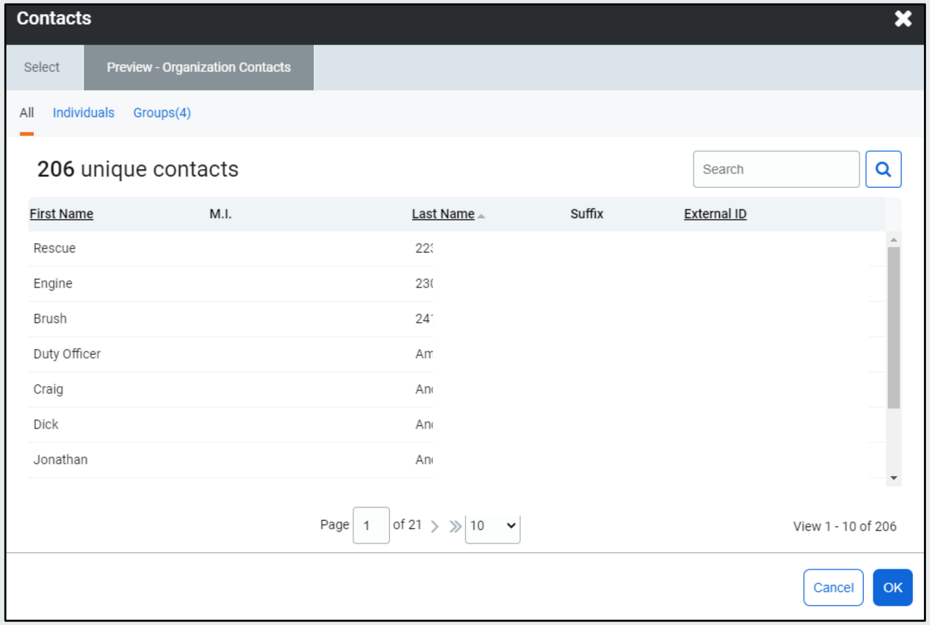
Selected groups and individuals will be visible on the right side of contacts box. You can remove them by checking the box and clicking "remove".



SENDING MESSAGES

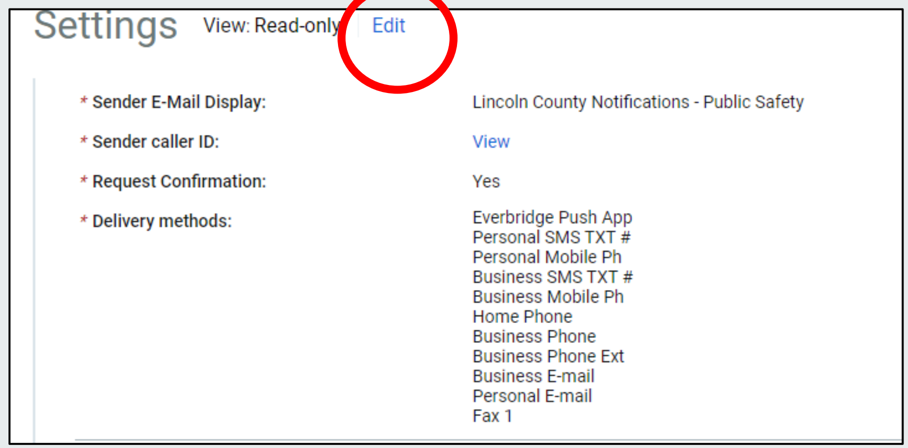
Check to make sure you have to correct number of groups and individuals selected on the message screen. Click "preview contacts" to make sure you have selected to correct groups/individuals.

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

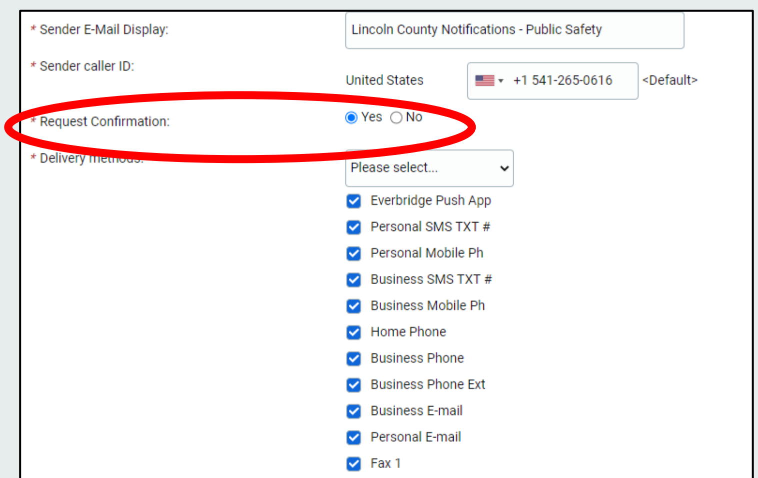


SENDING MESSAGES

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

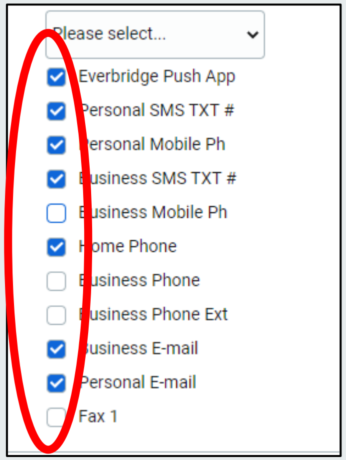


Sender E-mail Display & Sender caller ID: You can change these to reflect your organization (i.e. Newport Fire).



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

SENDING MESSAGES



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.

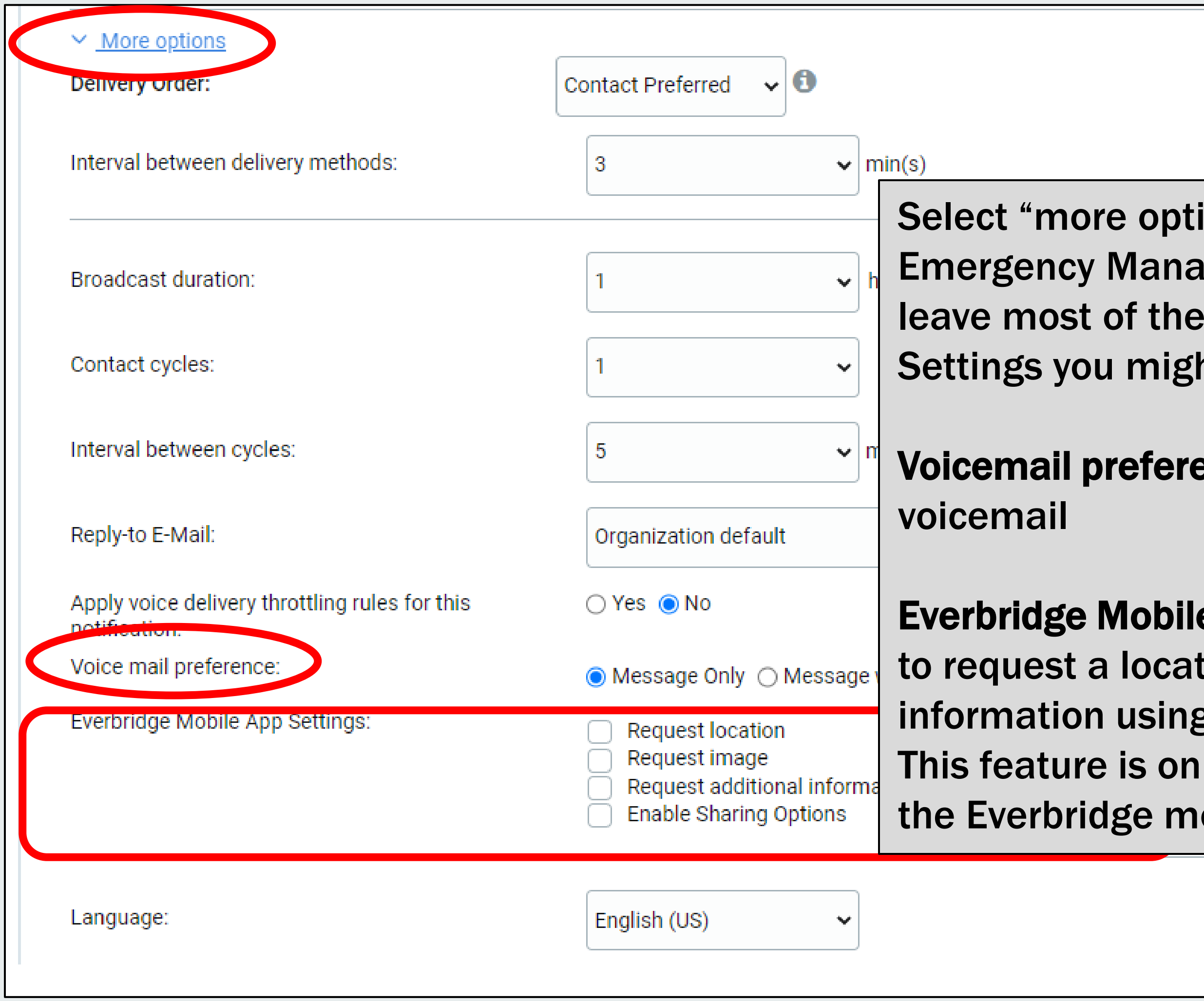
You can also select from the drop down box in the top right corner.

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



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

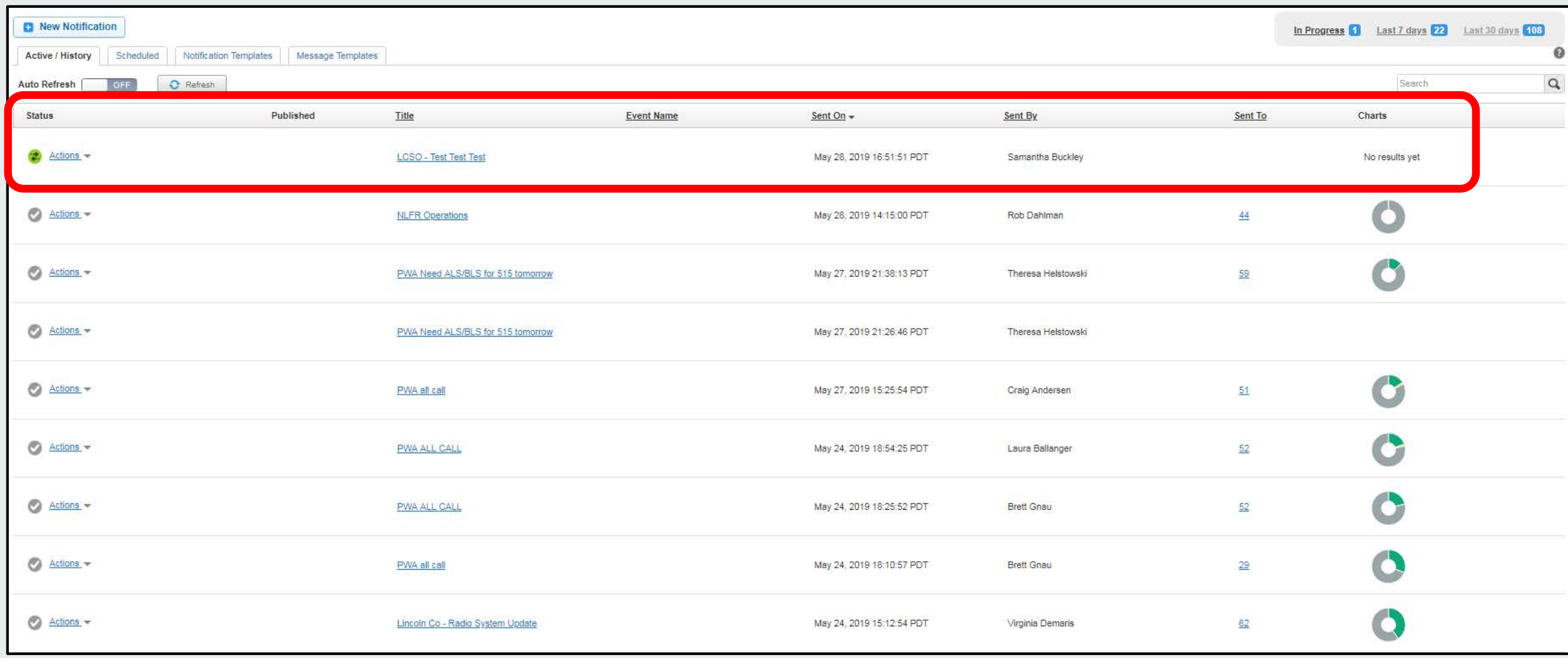
Before you send your message, review all the information including :

- **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.

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.



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.