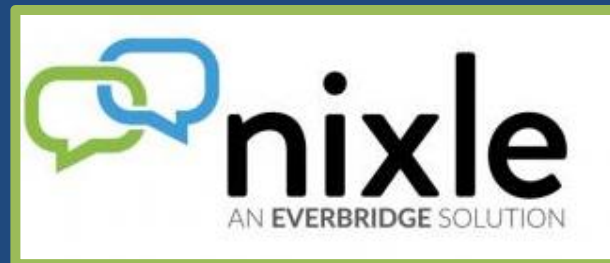
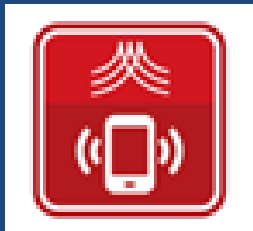


LINCOLN COUNTY USER GUIDE

Lincoln Alerts: Keyword Notifications (Organization: Lincoln Alerts)



Revised: 02/24/22



Public Health
Prevent. Promote. Protect.

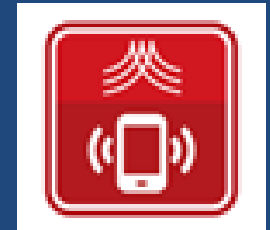
Lincoln County

OVERVIEW

- **SECTION A: Background**
 - Training
 - Authorization/Access to Send Messages
- **SECTION B: Accessing Everbridge**
- **SECTION C: Sending Keyword Messages**
- **SECTION D: Assistance – Who to Contact**

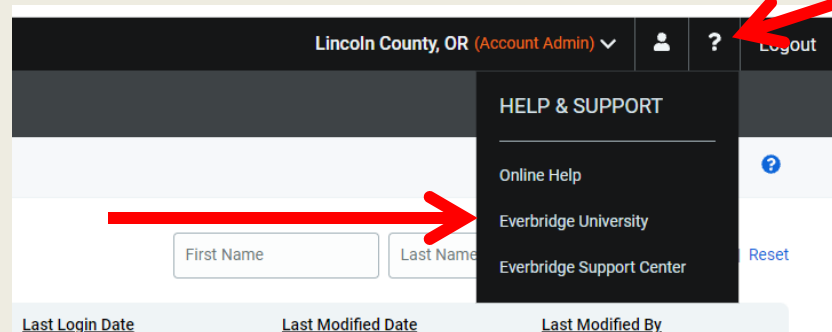
This User Guide is intended for those personnel who only have permissions to send Keywords within the Lincoln Alerts org. It is not intended for “emergency notification” messaging.

SECTION A – BACKGROUND



TRAINING

- County Emergency Management will provide initial training to Keyword agency leads and this user guide as resource for completing Keyword messages.
- Agency Leads are requested to train their internal staff as needed.
- Everbridge also provides the “University” with self learning modules on how to use the software program.



AUTHORIZATION/ACCESS TO SEND MESSAGES

- Users are authorized to send messages to their specific keywords ONLY. Dispatch and Sheriff's Office Leadership are authorized to utilize all Keywords for emergency notifications.
- Currently you can send Keyword messages only through the traditional desktop internet application of Everbridge.
 - The Everbridge app (Managebridge App) does not apply for Keyword messages.
 - Receivers (Public) can receive the Keyword message in the Everbridge App (intended for receivers of messages)

KEYWORD – NIXLE HISTORY

- Nixle used to be its own stand-alone program. Everbridge purchased Nixle and has brought it in as part of their suite of products.
- In Lincoln County, Depoe Bay Fire and Newport Police Department had their own Nixle words. They agreed to move their subscribers over to the new keywords for Depoe Bay and Newport.
- Original Nixle subscribers may have had an email associated with their subscription and they can still receive messages this way.
- Nixle Information/Log in webpages:
 - Original Nixle Sender Log In Page - <https://agency.nixle.com/login/>
 - Original Nixle Subscriber page - <https://local.nixle.com/accounts/login/>
 - EB Nixle FAQ Page - <https://www.nixle.com/resident-faqs/>

KEYWORD – INCIDENT TEMPLATES

- We have migrated our templates over to the “incident” feature. This allows the Senders the ability to group a single incident message together.
- Example:
 - City Public Works has an immediate road closure due to a broken main water line flooding the street and yards nearby.
 - Nixle/Keyword message is sent stating the closure of the road due to the water main break.
 - 2 hours later an update that the road is open to 1 lane can be sent – the “update” feature is used instead of creating a new message.
 - 2+ hours later the event is resolved and the “closed” feature is used when sending the final message.
- We recommend – if there is room in message to use “Update 01, 02, 03), etc. when sending update messages.
- Use standard characters, i.e., Sentence case vs. all caps or all lower-case letters.

KEYWORD – INCIDENT TEMPLATES

City, Tribal KEYWORDS:

- DEPOE BAY
- LINCOLNCITY
- NEWPORT
- SILETZCITY
- SILETZTRIBE
- TOLEDO
- WALDPORTR
- YACHATS

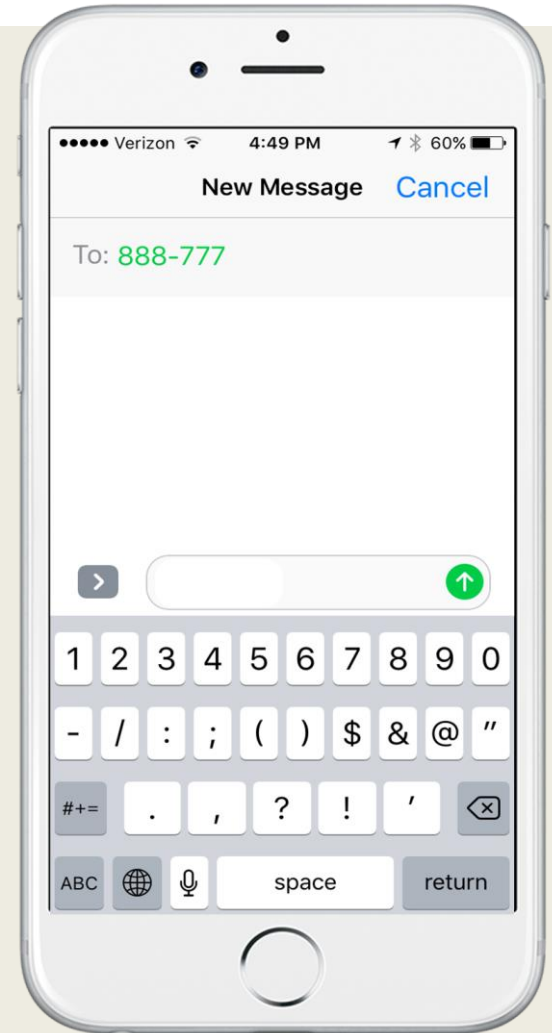
Each of the City/Tribal Keyword Incident Templates include both the Keyword and the associated zip codes for that area, i.e., Newport & Zip Codes 97365 97366

Lincoln County KEYWORDS:

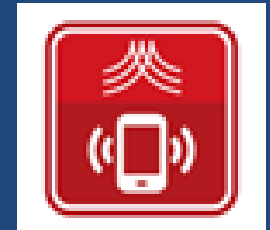
- LINC4ALERTS Information that may affect several or all areas of Lincoln County
- LINC4COUNTY Specific to County operations or scheduled County events
- LINC4ESPAÑOL Specific notification message for Spanish speaking community members
- LINC4RIVERS Specific to Lincoln County Rivers Alsea, Siletz, Yachats, Yaquina
- LINC4ROADS Specific to County Public Works - Roadways
- LINC4TRANSIT Specific to County Transit Services

COMMUNITY MEMBER OPT IN

- Community Members opt in by texting their selected keyword and/or zip codes to “888777”
- They must do each one individually
- They will receive a receipt of their subscription
- They can stop anytime by texting “STOP” – they will receive a return message with all of the items they have subscribed to and how to stop the notifications



SECTION B – ACCESSING EVERBRIDGE

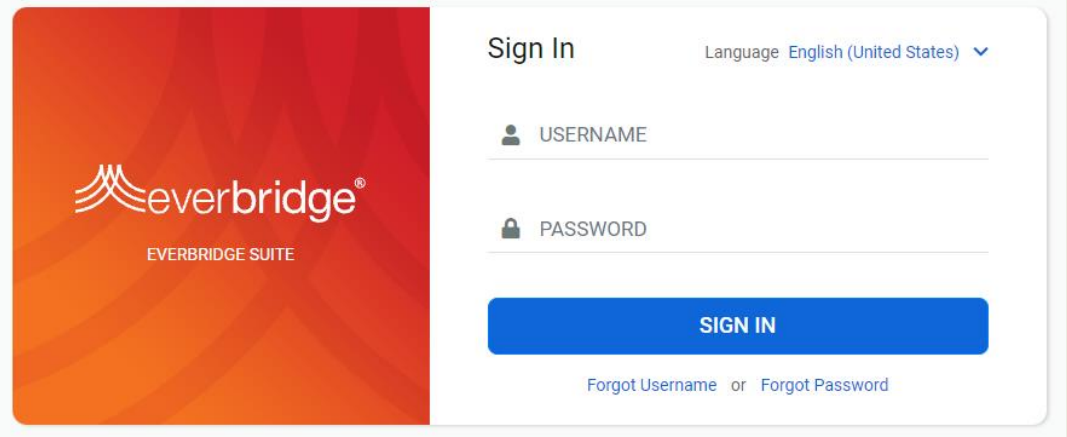


EVERBRIDGE USER REGISTRATION

- **Everbridge Software Log-In Page:**
<https://manager.everbridge.net/login>

County Emergency Management will grant access and forward your “registration” email to you.

You will have 72 hours to register your account, create your user name and password. If not completed within 72 hours you will have to contact County Emergency Management to request to resend the request.

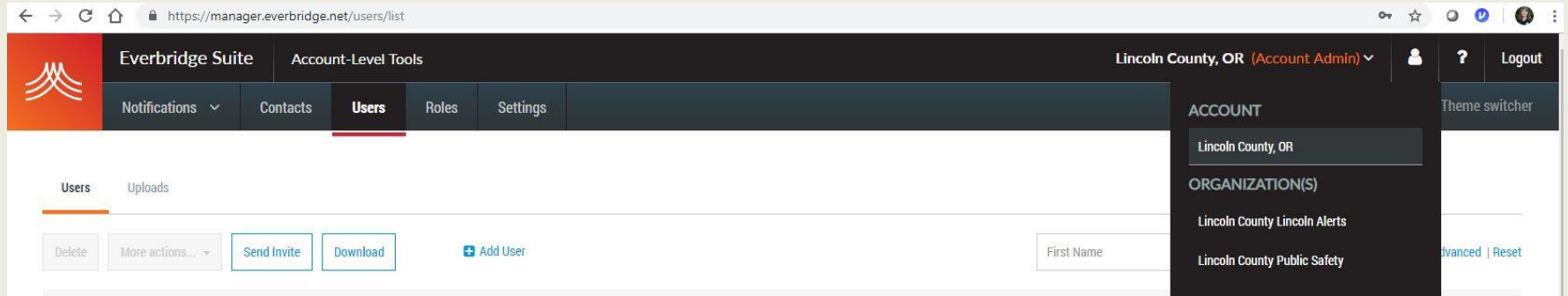


Sign In Language English (United States) ▾

SIGN IN

[Forgot Username](#) or [Forgot Password](#)



ORGANIZATIONS



Lincoln County has two organizations included in our Everbridge contract:

- Lincoln County Lincoln Alerts = general public contacts
 - *Keyword Users*
- Lincoln County Public Safety = public safety/cooperators contacts

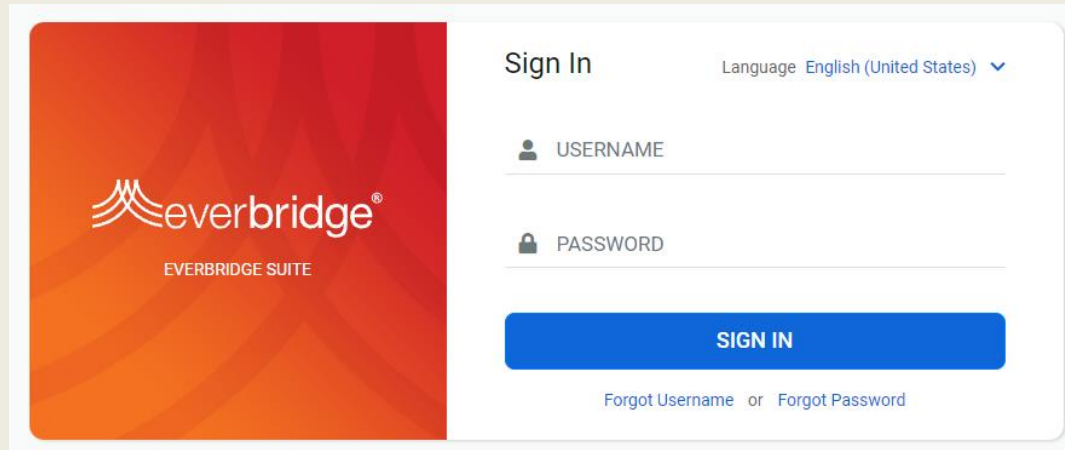
MANAGEBRIDGE APP VS. EVERBRIDGE APP

Logo	Name	Functions
	Managebridge	Allows authorized users to send Everbridge messages for the Public Safety organization.
	Everbridge	Allows users to receive messages (both public safety organization and public organization).

LOGGING IN TO EVERBRIDGE

Everbridge Software Log-In Page:

<https://manager.everbridge.net/login>



The screenshot displays the Everbridge login interface. On the left, there is a red and orange gradient background with the Everbridge logo and the text "EVERBRIDGE SUITE". On the right, the "Sign In" form includes a language dropdown menu set to "English (United States)", input fields for "USERNAME" and "PASSWORD", a blue "SIGN IN" button, and links for "Forgot Username" and "Forgot Password".

Sign In Language English (United States) ▾

USERNAME

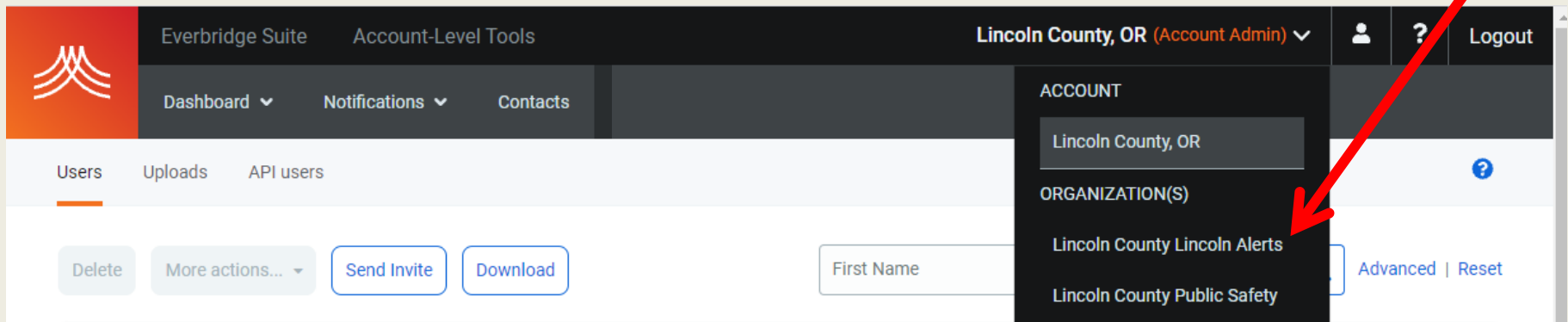
PASSWORD

SIGN IN

[Forgot Username](#) or [Forgot Password](#)

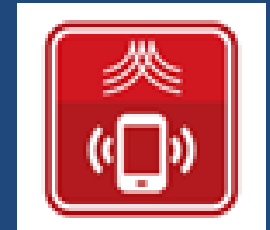
LOGGING IN TO EVERBRIDGE

- Keyword Users need to select “Lincoln County Lincoln Alerts” organization
 - If you are a group manager or dispatcher you may have access to both organizations



The screenshot displays the Everbridge Suite user management interface. The top navigation bar includes the Everbridge logo, "Everbridge Suite", "Account-Level Tools", and the current account "Lincoln County, OR (Account Admin)". Below this, there are tabs for "Users", "Uploads", and "API users". The "Users" tab is active, showing a list of users with columns for "First Name" and "Last Name". A dropdown menu is open over the "Organization" column, listing "Lincoln County, OR" under the "ACCOUNT" section and "Lincoln County Lincoln Alerts" and "Lincoln County Public Safety" under the "ORGANIZATION(S)" section. A red arrow points to the "Lincoln County Lincoln Alerts" option. Other interface elements include "Delete", "More actions...", "Send Invite", "Download", "Advanced", and "Reset" buttons.

SECTION C: SENDING MESSAGES



SENDING MESSAGES: NEW NOTIFICATION

The screenshot shows the top navigation bar of the Everbridge Suite. The 'Incidents' dropdown menu is circled in red. Below it, the 'Launch Incident' button is also circled in red. A red arrow points from the 'Launch Incident' button to the 'Incidents' dropdown menu.

The screenshot shows the 'Launch Incident' page. The 'Incidents' dropdown menu is circled in red. Below it, the 'Nixle Only Templates' dropdown menu is circled in red. A red arrow points from the 'Nixle Only Templates' dropdown menu to the 'Launch Incident' button.

To send messages, go to the Incidents Tab and select “Launch Incident”.

Then select “Nixle Only Templates”. Select your Keyword template.

← Select a template from the list to get started.

CREATING THE MESSAGE – TIPS:

Keyword messages are sent as SMS Text messages.

Messages are limited to 138 of characters. The software program will show you how many characters you have left to use.

Try to abbreviate when possible and eliminate words and characters that are not needed.

Note that the completed messages will not populate in the Everbridge mobile app and it is separate from the rest of the Everbridge suite.

Keyword - Depoe Bay

Enter / update incident details below

* 1 Nixle Message

City Hall closing early due to emergency repairs, 01/06 at 3pm, <https://www.cityofdepoebay.org/>

43 characters remaining

Next >

SENDING MESSAGES: SETTING UP THE MESSAGE

Message

Imminent Threat to Life ⓘ
 High priority ⓘ

* TITLE

Depoe Bay - Test Message|

TEXT

Use custom SMS message ⓘ
 Use custom Email/Everbridge Mobile App message ⓘ Hide list of variables

All delivery methods

Test Message for City of Depoe Bay

Characters remaining: 2441 - Email/Fax | 246 - Twitter | 101 - SMS ⓘ

SPEECH

Text-to-speech ⓘ ⓘ
 Use a voice recording

MESSAGE TYPE:

Standard Polling Conference Bridge
Only Standard type is available for selected publishing options.

[Attach Files](#) ⓘ

Imminent Threat to Life and High Priority – Do not select these options for routine messages.


Title – You must add a prefix for your agency with your Message Title - DEPOEBAY or SILETZCITY, this will make sure the receiver know who is sending it.

NO OTHER OPTIONS NEED TO BE CHANGED OR ENTERED ON THIS SECTION.

SENDING MESSAGES: FINAL REVIEW AND SEND

Send

Send: Now Schedule

 Schedule notification will use the values as set now. Any change made to the template later will not apply.

* Schedule name

Keyword - Newport

* Date



* Send time

00:00



CLOSE incident after successful send

Review and Schedule

- Review your full message and all selected options.
- Select:
 - Now or
 - Schedule for a later date/time
- Select Review and Schedule to Confirm/Send Your Message

SENDING MESSAGES: NOTIFICATION SUMMARY PAGE

After sending the message, you can select the Open/History tab at the top. Your message will be at the top of the notifications. It will show who sent the message and when the message was sent. Below is an example of a Keyword message. You can open to see a report of the message you sent. It will indicate “Published Only” – there is no confirmation of the users receiving or acknowledging the message.

The screenshot displays the Everbridge Suite interface for Lincoln County Lincoln Alerts (Keyword - Newport). The 'Incidents' tab is active, and the 'Open / History' sub-tab is selected. The interface shows a table of incidents with the following columns: Status, Name, Open Duration, Opened On, Opened By, Last Updated, Closed On, and Integration. The first row of the table is highlighted with a red box and contains the following data:

Status	Name	Open Duration	Opened On	Opened By	Last Updated	Closed On	Integration
Open Actions	NEWPORT CITY - TEST Message	0d1h58m4s	Jan 07, 2022 11:10:18 PST	Del Lockwood	Jan 07, 2022 11:10:18 PST	-	

At the bottom of the interface, the page number is 1 of 1, and the total number of items is 25. The view is set to 'View 1 - 1 of 1'.

SENDING MESSAGES: NOTIFICATION SUMMARY REPORT

Check for the Message on your own device and check the County Lincoln Alerts portal page to validate it was sent at - [Lincoln County Lincoln Alerts - Notifications \(everbridge.net\)](https://www.everbridge.net/lincoln-county/lincoln-alerts-notifications)

If you are only sending 1 message and no updates then close the message when concluded.

The screenshot shows the Everbridge interface for an incident titled "NEWPORT CITY - TEST Message". At the top, it displays the incident ID (2356532591199058), a "Refresh" button, and a "Close Incident" dropdown menu. Below this, there are fields for "Opened" (Jan 07, 2022 11:10:18 PST, Del Lockwood), "Last Updated" (Jan 07, 2022 11:10:18 PST, Del Lockwood), and "Closed" (empty). There are also checkboxes for "Incident Report" and "Include Delivery Details".

The "Notifications" section contains a table with the following data:

Status	Published	Title	Sent On	Sent By	Sent To	Charts
● Sent Actions	P	NEWPORT CITY - TEST Message	Jan 07, 2022 11:10:18 PST	Del Lockwood		No results yet

At the bottom, there is an "Incident Journal" section with a "New Entry" button.

Current Status –
You can send a follow-up message from here.

You can review the “incident report” or print/save for documentation.

Keyword messages will state “No results yet” – because there is no confirmation process – one way only messaging

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 or life safety messages contact County Emergency Manager or your sponsoring Dispatch Center.**

