

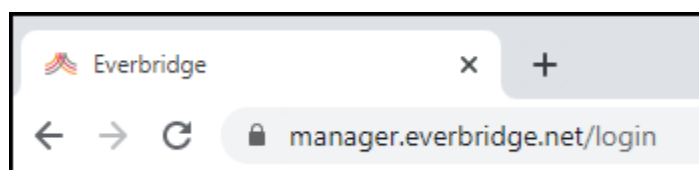
# Sending a Notification with Everbridge

This article covers how authorized campus users can send a notification to campus individuals and groups using Everbridge.



To get authorized for Everbridge, please contact the IT Help Desk at [helpdesk@fullerton.edu](mailto:helpdesk@fullerton.edu) with your name, department, and purpose for using Everbridge.

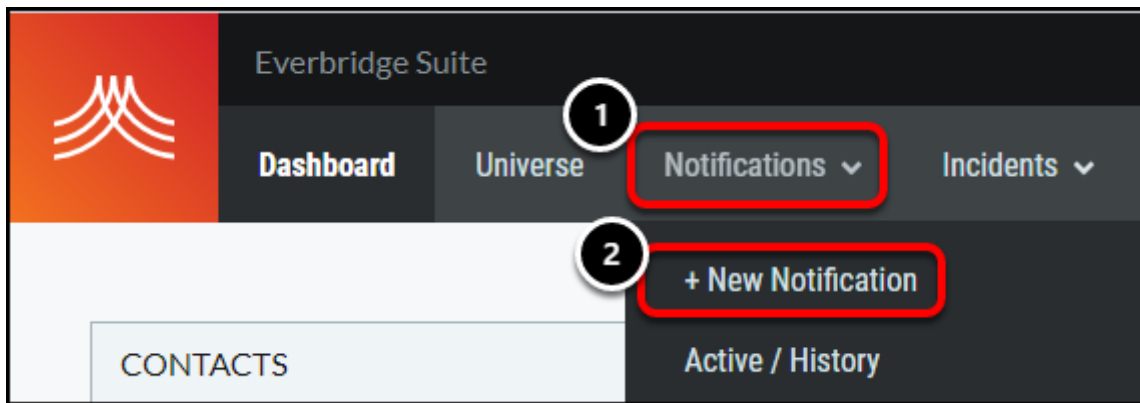
## 1. Log in to Everbridge.




Open a web browser to the [Everbridge login page](#). Then sign in with your Everbridge username and password.

[View Accessing Everbridge for more detailed instructions on logging in.](#)

## 2. Select the Notifications menu and choose New Notification.



## 3. Enter the Title for your notification, and the verbiage for the notification.

 You will see icons with an i or a question mark throughout Everbridge. For information (i) icons, hover your mouse over them for more information. For question mark (?) icons, click on the icon for more information.

The screenshot shows the Everbridge notification creation interface. It includes a title field, a checkbox for 'Include a separate message for email notifications', a text box for the notification verbiage, a character count for SMS, a rich text editor for email, and buttons for 'Clear Contents' and 'Expand'. Numbered callouts 1 through 7 highlight specific features: 1. Title field, 2. 'Include a separate message for email notifications' checkbox, 3. SMS character count, 4. Rich text editor toolbar, 5. 'Clear Contents' button, 6. 'High priority' checkbox, and 7. 'Use a message template' button.

1. Enter the title for your notification. This is the Subject for email notifications and the first line of the message for text notifications.
2. Check **Include a separate message for email notifications** to use different verbiage for the text notification and email notification.
3. The recommended length of text notifications is 120 characters to keep it to a single text message. You can keep track of how many characters you have left at the bottom right of the text box.
4. You have more options for formatting with the email notification, including bold, color, and highlight.
5. Click **Clear Contents** to clear all of the verbiage from both the text notification and email notification boxes.
6. Check **High Priority** to give the notification higher priority in the Everbridge delivery queue and flag the email when it is delivered to users.
7. If you have message templates set up, click **Use a message template** to select a template.


## 4. Choose your speech, message type, and publishing settings.

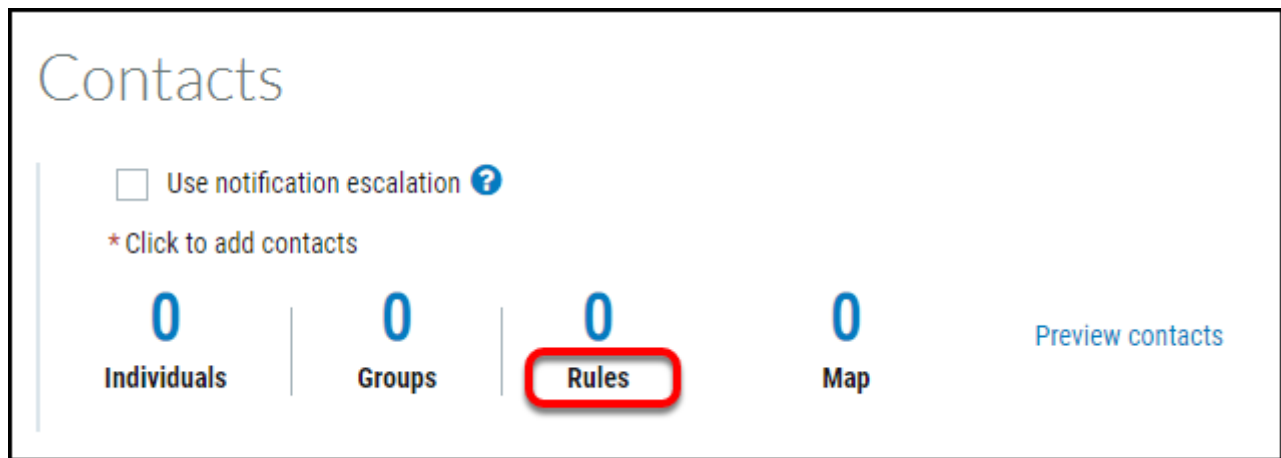
The screenshot shows a configuration interface for Everbridge notifications, divided into three numbered sections:

- 1 SPEECH**: Contains radio button options for "Text-to-speech" (with an info icon), "Use a voice recording" (selected), "Use Everbridge recorder", "Use a telephone", and "Upload a file". There is also a checkbox for "Save this as a message template".
- 2**: Contains radio button options for "Standard" (selected), "Polling", and "Conference Bridge". Below these is a link for "Attach Files" with an info icon.
- 3**: Labeled "Publishing Options", it contains a "Publishing Channels:" section with checkboxes for "Everbridge Network" and "Social Media".

1. For notifications delivered by phone call, choose how you want to present the audio: text-to-speech or use a voice recording. For voice recordings, you can then choose how you want to record the message.
2. There are several options for the type of message: standard, polling, and conference bridge. Most users will use standard.
3. Optionally, you can publish the notification to social media channels.

## 5. Click on the type of contacts you want to use for the notification.

 You will be able to view all types of contacts regardless of which option you choose.



## 6. Place a checkmark next to each individual, group, or rule that you want to include.

 You can have a mix of individuals, groups, and rules in the list of contacts.

**Individuals:** you specify the individual users you want to notify

**Groups:** choose one or more groups of users that have been created by an admin in Everbridge. Groups must be updated manually to add/remove users.

**Rules:** choose one or more rules to send to. Rules are dynamic lists of users based on a rule such as "all enrolled students" or "all faculty" or "all contacts." Sending to a rule means you send the notification to all users in the Everbridge system who meet the criteria for the rule as of today.

**Contacts**

Select Preview - Organization Contacts

Individuals Groups **Rules** Manage Contacts

+ Add Search

☐ Rule Name

☐ ALL CONTACTS

☐ All Enrolled Students

☐ All Employees (Faculty, Staff, Student Employees, etc.)

☐ All External Contacts

☐ All Faculty (including all Teaching Instructors)

☐ All IT People

☐ Data Upload Exception Rule

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OK Cancel

Individuals Remove

Groups Remove

Rules Remove



ALL CONTACTS is just that: your message will be sent to ALL contacts in Everbridge.

## 6.1. When adding individuals or groups, you can search by name to find the specific individuals or groups.



For individuals, the External ID will be their Campus-Wide ID (CWID).

Contacts

Select

Preview - Organization Contacts

Individuals

Groups

Rules

Manage Contacts

lori

Last Name

Q

Advanced | Reset

<input type="checkbox"/>	First Name	M.I.	Last Name	Suffix	External ID
<input type="checkbox"/>	Lori		Angeles		
<input type="checkbox"/>	Lori		Anjard		
<input type="checkbox"/>	Lorilyn		Arnold		
<input checked="" type="checkbox"/>	Lori		Arthur-Carmichael		
<input type="checkbox"/>	Lorisse		Boojaklee		
<input type="checkbox"/>	LORI		KEELING		
<input type="checkbox"/>	Lori		Koontz		

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>

>>

10

Individuals

Remove

☐

Lori Arthur-Carmichael

Groups

Remove

Rules

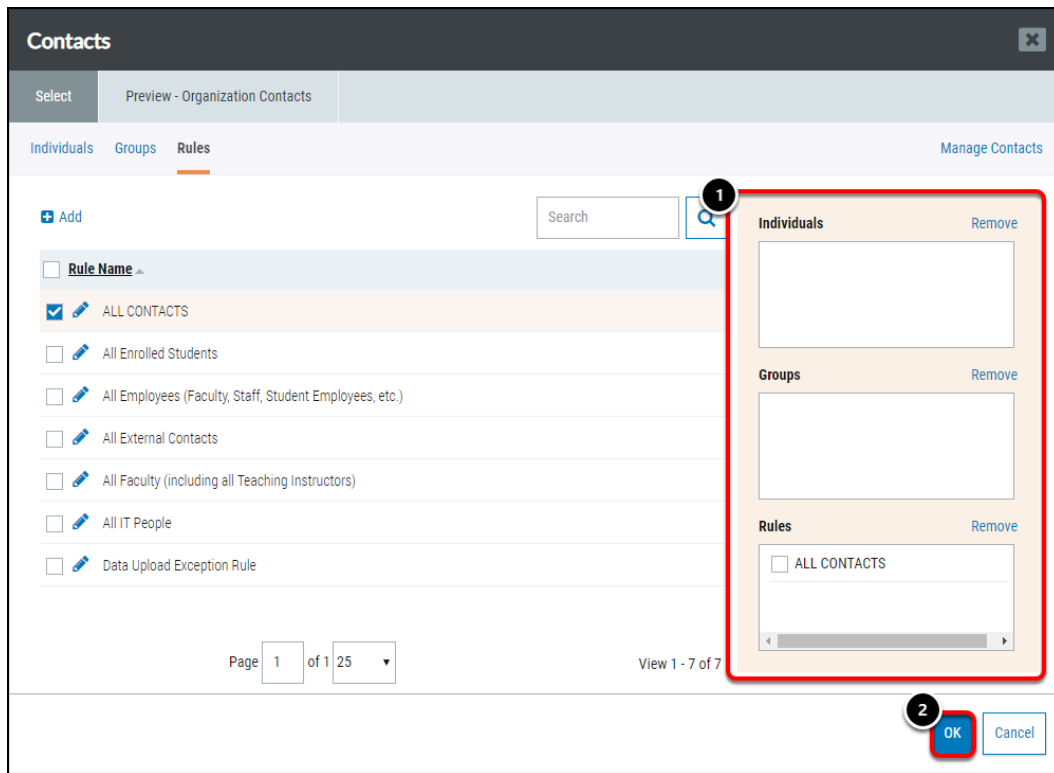
Remove

OK

Cancel

## 7. Double check the list of contacts that will receive the notification. Then click OK.

- 💡 If an individual is listed twice, they will only receive one notification. However, if a phone number is listed for two different individuals, the phone number will be contacted twice.



1. Double check the list of contacts you have chosen. You can select a contact and click Remove to remove it.
2. Click **OK**.

## 8. You should now see the number of individuals, groups, or rules in effect for your notification.



Click Preview contacts to view all of the individuals who will receive the notification.



## Contacts

☐ Use notification escalation ?

\*Click to add contacts

0  
Individuals

0  
Groups

1  
Rules

0  
Map

[Preview contacts](#)

Sequencing is **OFF** | [Edit](#)

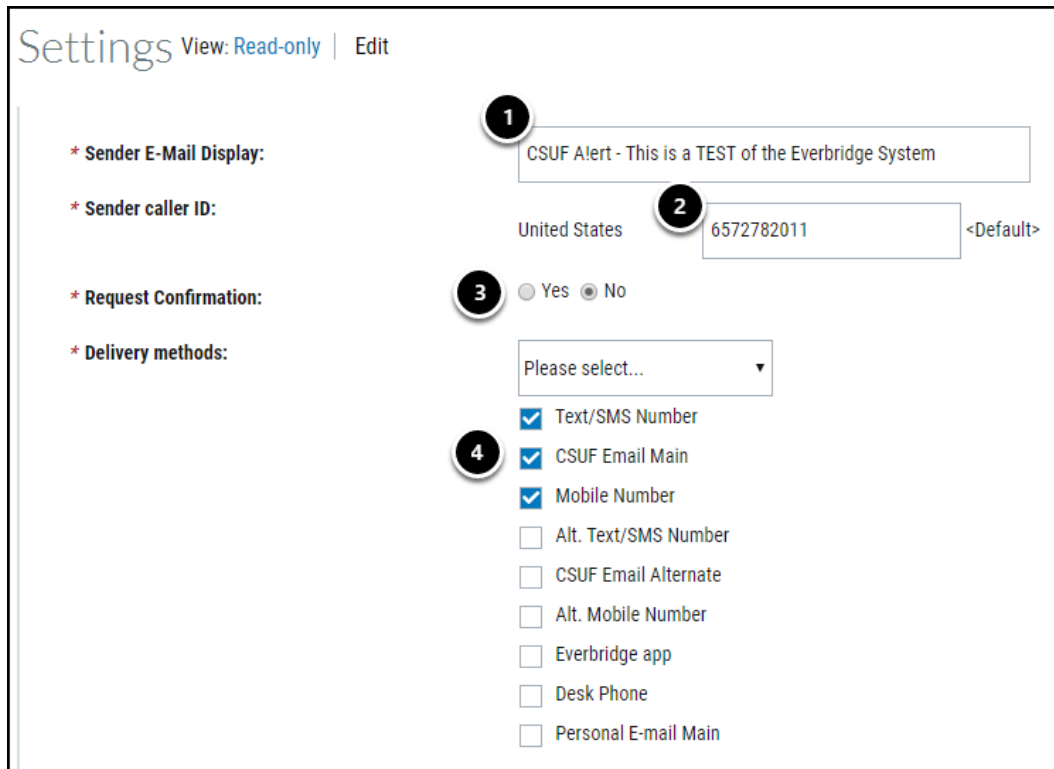
### 9. Click Edit to change the settings for your notification.

## Settings

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

- \* **Sender E-Mail Display:** CSUF Alert - This is a TEST of the Everbridge System
- \* **Sender caller ID:** [View](#)
- \* **Request Confirmation:** Yes
- \* **Delivery methods:**
  - 1 Text/SMS Number
  - 2 CSUF Email Main
  - 3 Mobile Number
  - 4 Alt. Text/SMS Number
  - 5 CSUF Email Alternate
  - 6 Alt. Mobile Number
  - 7 Everbridge app

## 10. Validate the settings for the notification.



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

\* **Sender E-Mail Display:**

\* **Sender caller ID:** United States  [<Default>](#)

\* **Request Confirmation:** ☐ Yes ☒ No

\* **Delivery methods:**

- ☒ Text/SMS Number
- ☒ CSUF Email Main
- ☒ Mobile Number
- ☐ Alt. Text/SMS Number
- ☐ CSUF Email Alternate
- ☐ Alt. Mobile Number
- ☐ Everbridge app
- ☐ Desk Phone
- ☐ Personal E-mail Main

1. **Sender E-Mail Display:** this is the name that will be displayed along with the "no reply" email address for email notifications.
2. **Sender caller ID:** this is the phone number that will display on notification phone calls. 657-278-2011 is the main campus phone number for CSUF.
3. **Request Confirmation:** indicate whether or not individuals need to confirm that they received the notification. If you select yes, the individual will repeatedly get notifications until they acknowledge it.
4. **Delivery methods:** choose which methods you want to use to notify users. At minimum, you should include the first three methods to cover the three main methods of communication (text, email, and phone call).

**11. Review all of the fields for your notification to ensure accuracy. Choose your Send options and click Send. Or save as a template and click Save.**

The image shows two side-by-side screenshots of the 'Send & Save' form. The left screenshot is labeled with a circled '1' and shows the 'Send' options: **Send:** ☒ Now ☐ Later ☐ Recurring. Below this is the option '- Or - ☐ **Save** as a notification template' and a checkbox 'Include as part of an event'. At the bottom are 'Send' and 'Cancel' buttons. The right screenshot is labeled with a circled '2' and shows the 'Save' options: **Send:** ☐ Now ☐ Later ☐ Recurring. Below this is the option '- Or - ☒ **Save** as a notification template'. There is a 'Category' dropdown menu set to 'Test Alert' and a checkbox 'Include as part of an event'. At the bottom are 'Save' and 'Cancel' buttons.

1. **Send:** choose to send it Now, Later (specify a date and time to send it), or Recurring (specify the repeat pattern). Then click **Send**.
2. **Save:** choose to save it as a notification template. Choose a category for the template and then click **Save**.

**12. You will be taken to the Active/History page where you can monitor the notification. Click Refresh to update the results.**

The image shows a screenshot of the 'Active / History' page. The top navigation bar includes 'Active / History', 'Scheduled', 'Notification Templates', and 'Message Templates'. There is a 'New Notification' button and a help icon. Below the navigation bar, there is an 'Auto Refresh' toggle and a 'Refresh' button (highlighted with a red box). To the right of the 'Refresh' button are filters for 'In Progress (1)', 'Last 7 days (2)', and 'Last 30 days (4)'. There is also a search bar and a 'Reset' button. Below this is a table with the following columns: Status, Published, Title, Event Name, Sent On, Sent By, Sent To, and Charts. The first row shows a notification with Status 'Active', Published 'Actions', Title 'This is the email notification Subject and will show in the notification history', Event Name, Sent On 'Apr 03, 2020 10:47:01 PDT', Sent By 'Lori Arthur-Carmichael', Sent To '1', and a chart icon.

## Need More Help?

Faculty and staff can contact the IT Help Desk at [helpdesk@fullerton.edu](mailto:helpdesk@fullerton.edu) or 657-278-7777 for additional assistance.