

**D1RMRC Everbridge Tips**

The Everbridge Suite system enables users to send notifications to individuals or groups using lists, locations, and maps. Following your communication plan for your organization, everyone could be informed before, during, and after events, whether the events are emergency or non-emergency. This system will replace the current District 1 Regional Medical Response Coalition (D1RMRC) system Codespear.

Register in the Everbridge system using **ONLY** a computer. Registration errors occur when using an Android device, iPad, iPhone.

**Important Links**

Member Portal <https://member.everbridge.net/index/892807736722637#/login> (Save this URL to login to the Member Portal)

Manager Login <https://manager.everbridge.net>

Contacts should save the text message short code and caller ID number in their cell phones as contacts. Then, whenever the system sends them a text message or phone call, they will recognize it as one of their own contacts.

Short codes - There is currently one SMS short code 89361. In the future, a new short code will be added (87844).

Below are the Apps for Android and Apple devices

Member App Android <https://play.google.com/store/apps/details?id=com.everbridge.mobile.iv.recipient&hl=en>

Member App Apple <https://itunes.apple.com/us/app/everbridge-mobile-member/id565859420?mt=8>

Manager App Android <https://play.google.com/store/apps/details?id=net.everbridge&hl=en>

Manager App Apple <https://itunes.apple.com/us/app/everbridge-mobile-manager/id565859840?mt=8>

In order to make sure emails are received and processed correctly; provide your IT departments with the white listing best practices documentation. This will ensure that emails are delivered correctly and not marked as spam. This is especially important if you send a large quantity of emails to one email address domain for one notification. For example, if you send a notification and many of the contacts have an email address like firstname.lastname@d1rmrc.org.

Password Rules

See page 456 of the User Guide

User guide can be found at <http://www.d1rmrc.org/information-sharing-programs.html>

Best practices articles (login required)

<https://na6.salesforce.com/_ui/knowledge/ui/KnowledgeHome>

Email Registration Sample

Dear {Member First Name},

You are invited to create an account in the District 1 Regional Medical Response Coalition Member Portal.

To get started just click on the link below or paste it into your browser:

{Register Url}

Should you have any questions or if you received this invitation in error, please reply to {Sender Email}

Regards,

{Sender Name}