

EVERBRIDGE 360

Everbridge is a platform utilised as our primary emergency monitoring and member communication tool during major disasters. Everbridge assists WIRES in volunteer safety monitoring and assistance, and to monitor weather systems, natural disasters and other threats which may affect volunteers and/or wildlife. Everbridge allows WIRES to act promptly in the face of emergency events; allowing efficient deployment of relevant response teams, open and maintain communication pathways, ensure volunteer safety and more.

Registration

Open the email from Everbridge (noreply@everbridge.net) and click on "Click here to register". A new window will open. Fill in the fields to complete your profile. Note: selecting your Time Zone is not a required field. Review your details, click "Finish" and log out.

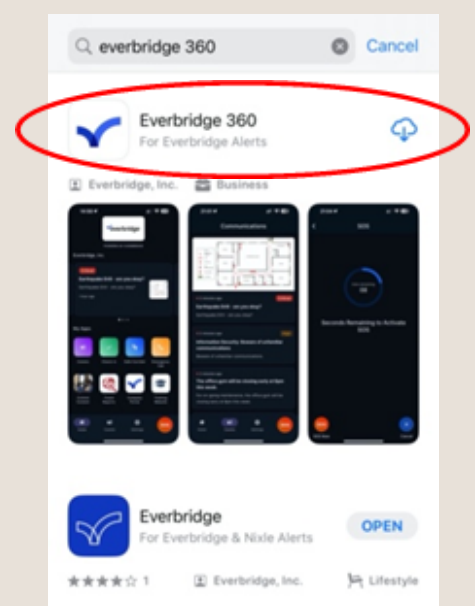
Registration emails expire after 72 hours so it is important to register your account as soon as possible. If you have not received your registration email, please ensure that you check your junk/spam folder before contacting the Membership Team at members@wires.org.au.

Installing the Everbridge Mobile App:

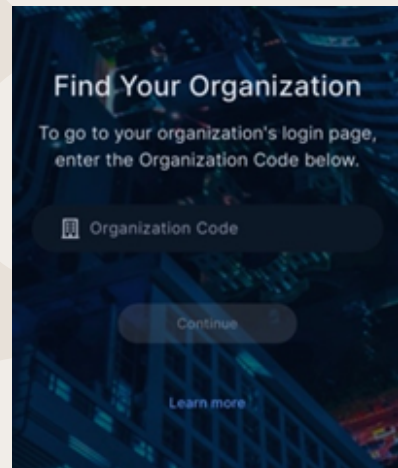
1. Once you have registered your Everbridge account, it is time to set up the app on your mobile device.

To download the Everbridge app, go to the Apple Store or Google Play store on your device and search for "Everbridge 360". Note there are multiple Everbridge apps. Please ensure you are downloading the app that has '360' in the title.

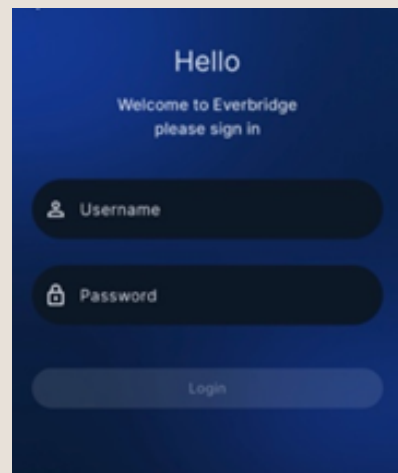
2. Click on the install button or cloud icon.



3. Once downloaded, open the App and a welcome screen will display with 'Find your Organisation'. Type 'WIRES' in the 'Organisation Code' field, then click 'Continue'.



4. Next, enter your same Username and Password from your registration and click 'Login'.



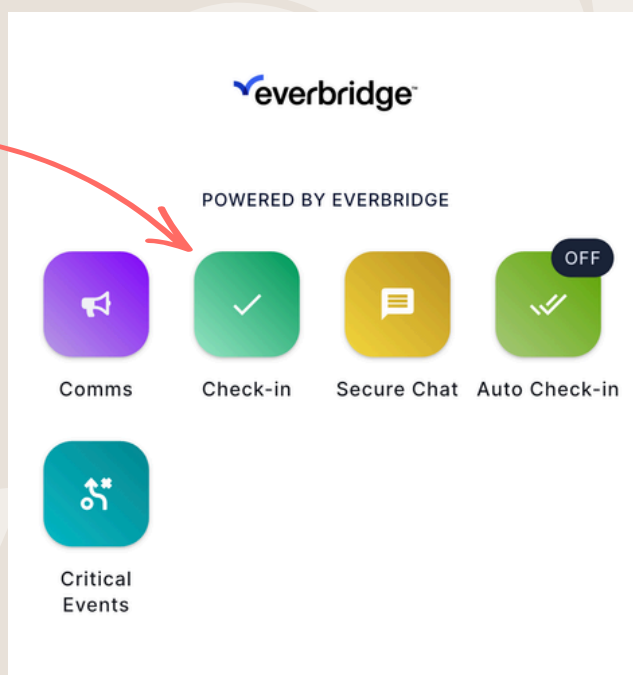
5. Allow the app to use your location at all times. This is important for critical emergencies.
 - If you select "allow only while using app", you will be asked to "continue at My Own Risk" or "Go to Location Service Setting".
 - When you click "Go to Location Service Setting", it will open the app settings. Click on "Location" and click "Always" then go back to the app and click "Continue".
6. Select 'Allow critical alerts'.

Your app should now be configured, and you are ready to receive notifications should we need to communicate with you in an emergency.

Check In

WIRES introduced 'Check In' feature to enhance volunteer safety. By using it, you share your current or most recent location with the WIRES team. This allows you to receive notifications about events affecting both your home address and your latest 'Check In' location. It is especially useful when travelling far from home, as you'll be alerted to incidents impacting both your current location and any wildlife in care at home.

Simply tap the button and it will update your current location in the Everbridge portal.

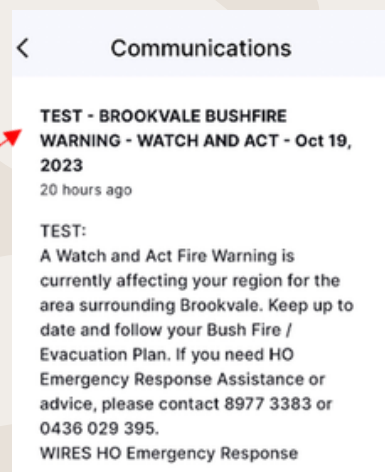
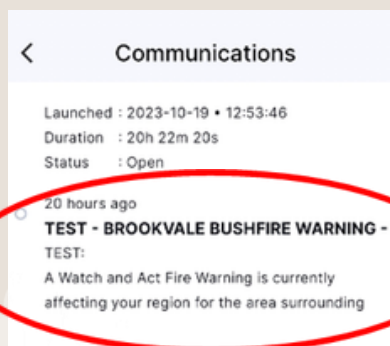


Comms

This is where your critical notifications are stored. There are two types of communications sent depending on the disaster scenario and severity:

- General Broadcasting: contains key information only regarding a disaster affecting your region to keep you on alert and informed of unfolding events, as well as contact information for the WIRES Emergency Response Team.
- Response Required Notifications: some notifications will have the option to 'reply' by selecting from poll options. It is imperative that you respond to these notifications promptly with the most suitable response option (even if you are safe and unaffected) so the team can identify volunteers who are marked safe and prioritise contact with those that may need immediate assistance relating to the disaster e.g., evacuation of animals. Based on your response you may receive follow up notifications or calls from WIRES Head Office.

Click into the alert from your 'Comms' feed to view basic information such as a time stamp and a subset of the full information. Click the subset of information to be taken to the full message. Examples on the following page.



If in a critical situation affecting wildlife do not rely on the app for assistance and contact Head Office directly as soon as possible.

If you are in an emergency always call 000.

Editing Setting Preferences:

1. Open the app from your device's home screen and ensure you are logged in.
2. Open the 'Settings' option found in the bottom right corner of the app to:
 - a. Update your email address in "Account"
 - b. Select an alert tone in "Notifications"
 - c. Select a "Theme" (i.e. light or dark).

All other settings such as ensuring notifications are enabled, location, camera and microphone access will be managed directly within your Android or iPhone settings under the 'Everbridge 360' app option.

Support

Please contact the Membership Team via email (members@wires.org.au) or phone (89773394) if you have any questions or require further assistance logging into, or using, the Everbridge app.