

# 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.

## Activation of Everbridge user account:

You will have been sent an email from Everbridge ([noreply@everbridge.net](mailto:noreply@everbridge.net)) asking you to register your account. All invitation emails expire after **72 hours** so it is important to register your account as soon as possible upon receiving the invitation.

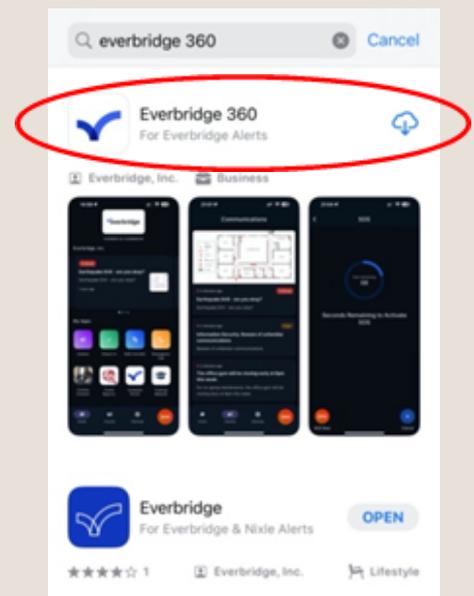
If you have not received your invitation, please ensure that you check your junk/spam folder as it can often be redirected there. If the email cannot be found in any of these folders, or you missed the registration window, please contact [members@wires.org.au](mailto:members@wires.org.au) and the team will resend your invitation to the platform.

## Installing the Everbridge Mobile App:

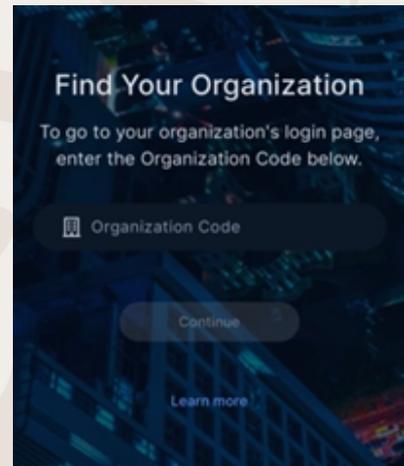
1. Once you have registered your Everbridge account using the above, it is time to set up the app on your mobile device.

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

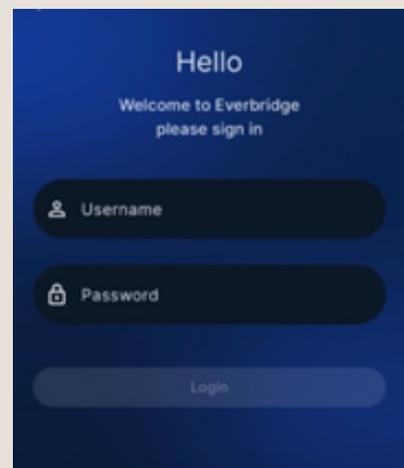
2. Click on the install button or cloud icon



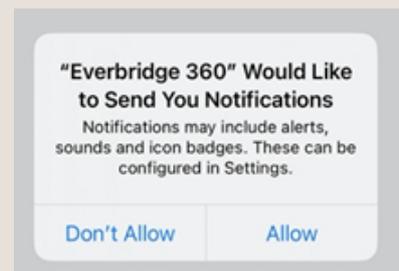
3. Once downloaded, open the App and a welcome screen will display with 'Find your Organisation'. Type 'WIRES' in the 'Organisation Code' field, then click 'Continue'.



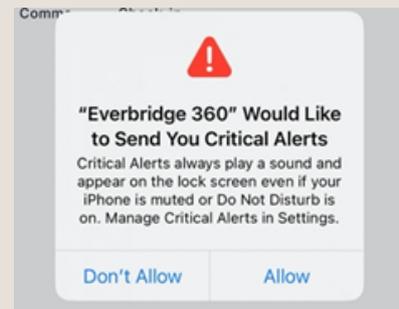
4. Now you will be asked to enter your Username and Password (from when you first registered your account as above). Next, click 'Login'.



5. Select 'Allow' to enable notifications (it is important to allow notifications now as this will be critical for future app use during emergencies).



6. Select 'Allow' to enable critical alerts.



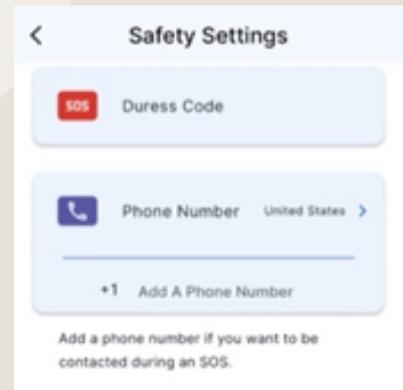
7. Next you will need to configure and accept the app's safety settings.

i. When the box 'Safety' pops up, click 'OK'.



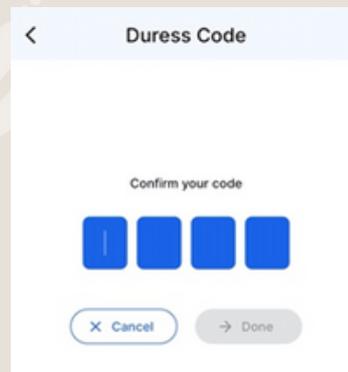
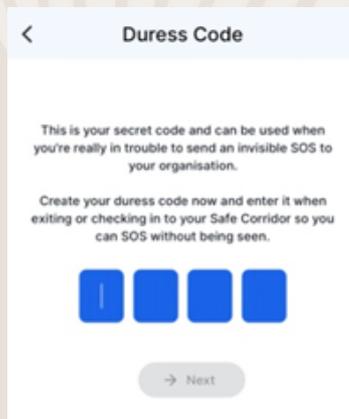
ii. The following Safety Settings will pop up for you to OK/enable, it is recommended to 'OK' all setting pop-up windows as this will optimise your use of the app and may allow the WIRES Emergency Response Team to know your location should an emergency take place and you are in need of assistance. These settings include:

1. Camera Access: OK
2. Microphone Access: OK
3. Location: Allow while using app

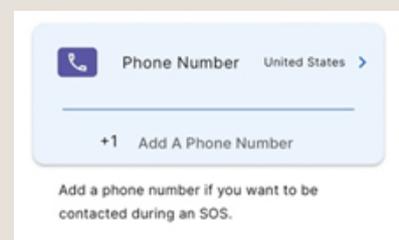


8. Final Safety Settings:

i. You will now be prompted to enter a Duress Code (enter a unique 4-digit number that can be used in case of emergency for further app features).



ii. Now you will be asked to enter your phone number. Click 'United States' and change this to 'Australia'. Then enter your phone number within the 'Add Phone Number' field.



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 has enabled a 'Check In' feature for volunteer safety. By using this feature, you will be relaying your current/most recent location to the WIRES team. This is a very useful feature as you will be notified of events that intersect at both at your residential location and your most recent 'Check In' location. If travelling long distances from home this is extremely useful as you may be alerted to incidents affecting your direct location, as well as those affecting your home address, where you may have wildlife in care.

To check in:

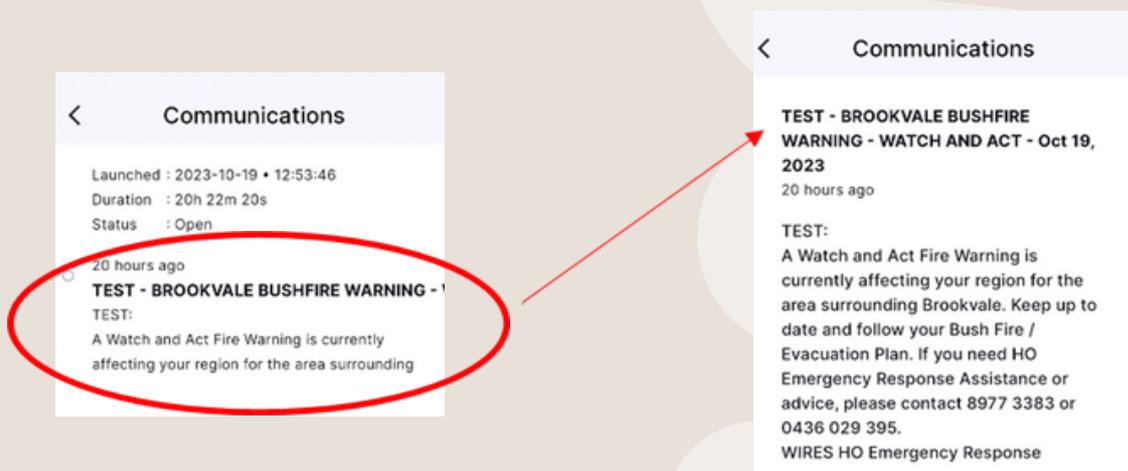
1. Open the app from your device's home screen and ensure you are logged in.
2. Tap the 'Home' icon in the bottom left-hand corner of the page.
3. Tap 'Check-In' (green tick) under 'My Apps', to let the WIRES team know your most up to date location.

## Comms

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

- **General Broadcasting:** this will have information for your reference only regarding a disaster affecting your region, containing key information to keep you on alert and informed of unfolding events, as well as contact information for our WIRES Emergency Response Team.
- **Response Required Notifications:** some notifications will have the option to 'reply' by selecting one of various 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 Head Office.

For all comms, click into the alert from your 'Comms' feed and you will see basic information such as time stamp and a subset of the full information. Click the subset of information to be taken to the full message. E.g.



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.
3. Here you will see:
  - a. Notifications' where you can change the various alert tones.
  - b. 'Safety Settings' where you can adjust your Duress Code or Phone Number.

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](mailto:members@wires.org.au)) or phone (89773394) if you have any questions or require further assistance logging into or using the Everbridge app.