



Quick Sheet MN: Sending Notifications Using Everbridge Incident Management

Code Pink
Enter / update incident details below

1 Age
3 Days

2 Sex
Female

3 Room #
B210

4 Current Time
14:57:51

5 Message Sender
Andrew Evangelos

6 Notification Status
New

7 Today's Date
12-27-2013

Next >

Getting Started

To send a notification using Incident Management, the first step is to go to the Incidents page and select New Incident.

This will take the user to a list of incidents where they can choose the category and specific incident they wish to access. On this screen the incident operator completes the form with the information that is appropriate for what has happened.

The following page will display the notification content to the operator. If they have permissions to change the message, contacts or settings, they can do it on this page. After making any changes, the user will click send to initiate the Incident Notification.

Managing a Current Incident

From the incidents page (right) you can see all open incidents and their status. By clicking the incident name, you can see more detail about each incident and the associated notifications (below).

After you send an incident, you are brought to the incident details page, where you can manage an incident. You can send an update, close an incident (with or without notification), look at the details of a specific incident, and make notes in the incident journal for all operators to see.

Status	Name	Open Duration	Opened On	Last Updated	Closed On
Open	Code Pink 12-27-2013:14:52:03New	04:00:00	2013-12-27 15:01:03 PST	2013-12-27 15:01:03 PST	--
Open	Code Pink 12-27-2013:14:52:03New	04:00:00	2013-12-27 15:01:03 PST	2013-12-27 15:01:03 PST	--
Open	Code Pink 12-27-2013:14:52:03New	04:00:00	2013-12-27 15:01:03 PST	2013-12-27 15:01:03 PST	--
Open	Code Pink 12-27-2013:14:52:03New	04:00:00	2013-12-27 15:01:03 PST	2013-12-27 15:01:03 PST	--
Open	Code Pink 12-27-2013:14:52:03New	04:00:00	2013-12-27 15:01:03 PST	2013-12-27 15:01:03 PST	--

Code Pink 12-27-2013:14:52:03New ID: 1763620945920183

Send update **Close Incident** **Incident Report**

Opened: 2013-12-27 15:01:03 PST
Last Updated: 2013-12-27 15:01:03 PST
Closed: --

Notifications

Status	Title	Sent On	Sent By	Sent To	Charts
Open	Code Pink 12-27-2013:14:52:03New	2013-12-27 15:01:03 PST	Andrew Evangelos	No results yet	

Incident Journal **New Entry**

Sending Updates and Closing Incidents

If an operator clicks send update, they will be able to send an update to an existing Incident. They will be able to select the template to use for the update. If the same template is selected, information will be automatically filled from the earlier phase, and only changes will need to be recorded. If you have set variations of the template for the different phases, that will be what is visible. If an operator chooses to close an incident, they will be asked if they want to close with or without notification. If it is with a notification, they will go through the same process as they would for an update.

Generating Incident Reports

After an incident, you can download a detailed report containing all information that was sent. This includes the message title, body, sender information, and recipient information. This can be easily exported by clicking the Incident Report link with the PDF logo next to it. Custom Reporting is also available through the Reports page.

Incident Report for AAangelos Healthcare

Code Pink 12-27-2013:14:52:03New
ID: 1763620945920183

OPEN

Notification: 2013-12-27 15:01:03 PST

Title	ID	Phase	Sent By	Incident Template	Confirmed	Not Confirmed	Unreachable
Code Pink 12-27-2 1763620946 01314:52:03New 036187	036187	New	Andrew Evangelos	Code Pink	1	0	0

Message
A missing person (Description) 3 Days year old, Female has been reporting missing. They were last seen in B210 on the (Floor) floor. Please report it to his pital security if you see this person immediately.

Age: 3 Days.
Sex: Female.
Room #: B210.
Current Time: 15:01:03.
Message Sender: Andrew Evangelos.
Notification Status: New.
Today's Date: 12-27-2013.

Confirmed	Contact Name	Attempt #	Attempt Time	Delivery Method	Method	Result	Group/Filter
Confirmed	AAAndrew	5	2013-12-27 15:01:07 PST	EMAIL	Work Email	Successful	