Customer Handbook

Everbridge User Guide

Emergency Response Notification System.
London

Landsec

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Emergency Response Notification System.

REGISTER HERE

Everbridge allows us to send mass communication in the event of an incident.

Key contacts will be added to the system by a member of the Building Management Team. Once registered the key contact will be able to manage the contacts for their own organisation. It the responsibility of the key contact to update the telephone numbers and email addresses as necessary.

For more information please see 'How to add and maintain the Everbridge contact details for your organisation' guide on the following pages.

Introduction

You have been provided with a user account on the Everbridge system used by Land Securities to communicate with tenant staff in the event of an incident where normal modes of communication may not be appropriate. (e.g. power outage, security alert etc.)
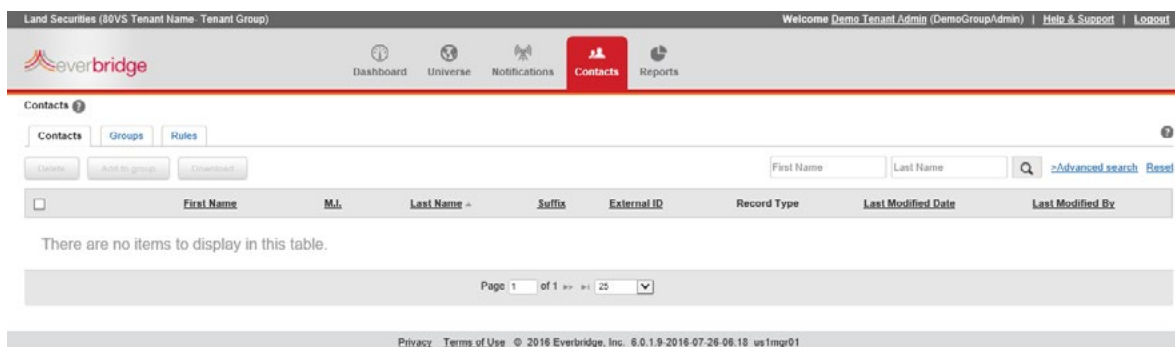
When you log-in to the system with the details you provided at registration you will be presented with a screen as shown below:
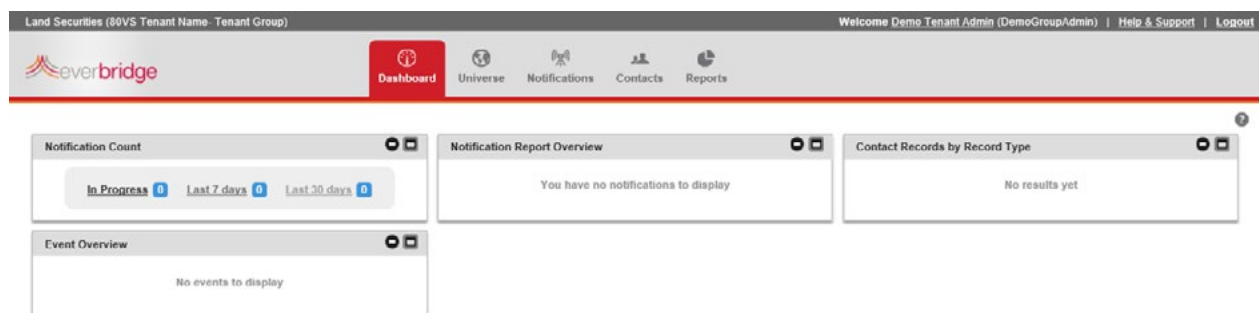

How to add and amend your contact information

To maintain details for colleagues to be contacted by Land Securities via the Everbridge service:

1) Click on the "Contacts" button:

2) This screen will display any contacts that have been imported to the new system for your organisation.

   To see the details associated with these records, click on the pencil icon at the left of the tenant row:
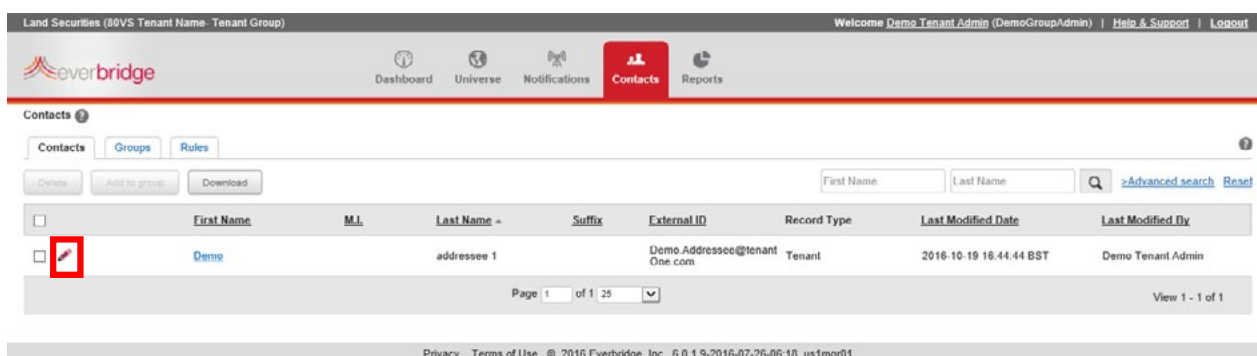
3) The contact record will be displayed as shown below:

You can amend and update any of these information items by clicking in the relevant field and typing the new detail.

When finished, click save and the record is updated.

To return to the list of contacts, clink on the "Contacts" link towards the top left hand corner of the screen.

4) To add a new contact you need to change to the Group maintenance screen by:
   a. clicking on the **"Groups"** tab:

b.   clicking on the **"Add Contacts"** button
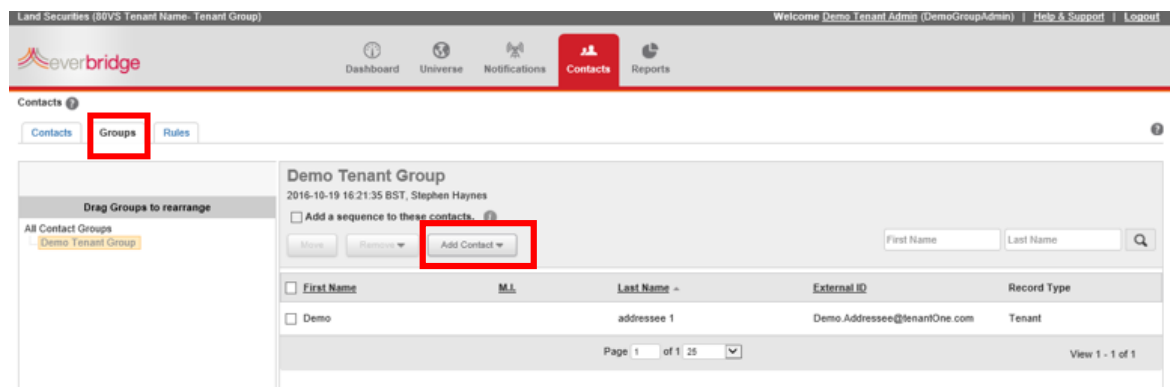
c.   clicking on the "**Add New Contact to the Group**" drop down item
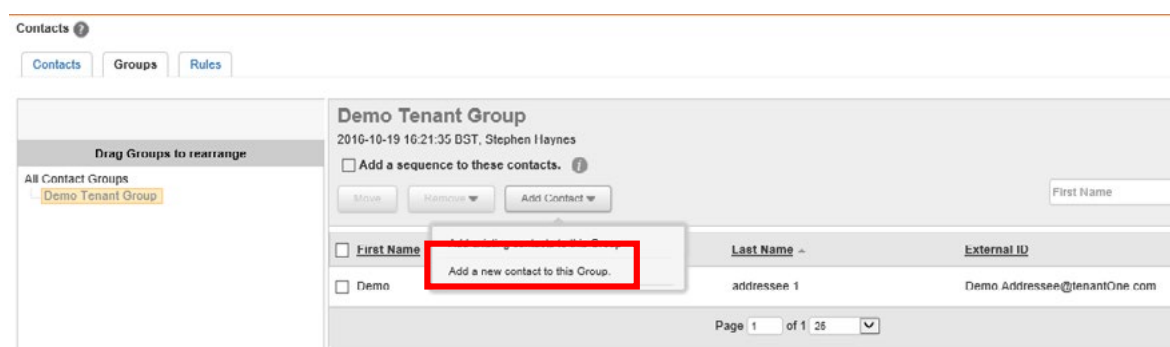
This will present you with an empty contact record too be completed as the contact record in step 3) above.

The items that Land Securities require you to complete are those marked with a red asterisk and at least one delivery method. You are not required to provide any personal information or address details.

5)   To maintain your own details – for example if you inherit the role for maintaining this information, click on the Role name that appears next to your user IS in the top right hand corner of the screen:
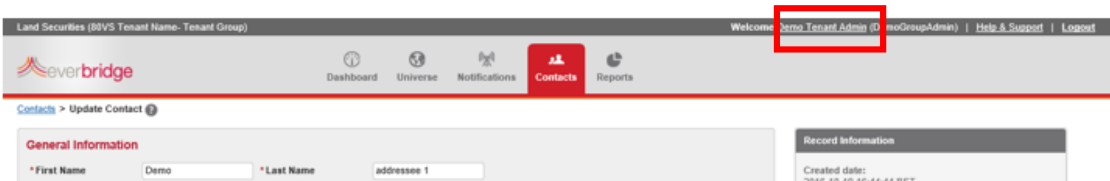
This presents a contact details screen for the person who has this administration account
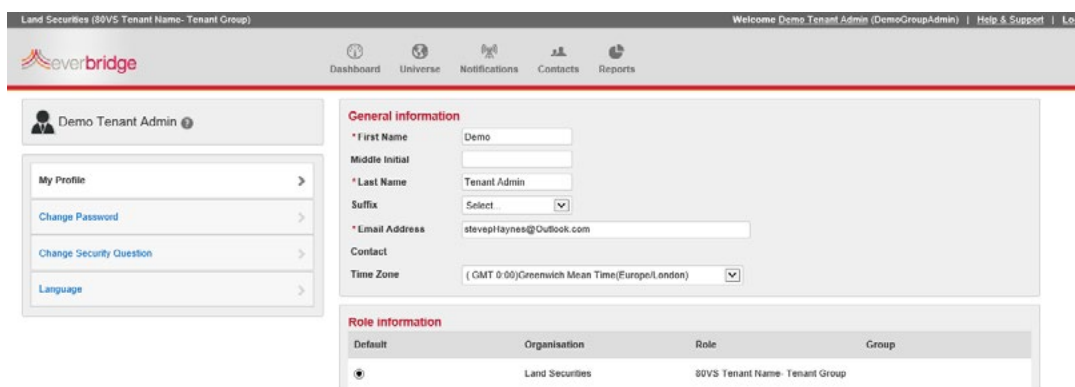
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