



# Nixle 360 User Guide

---

An Everbridge Product

April 2023

Everbridge Suite

2023

Printed in the USA.

Copyright © 2023. Everbridge, Inc, Confidential & Proprietary. All rights are reserved. All Everbridge products, as well as NC4, xMatters, Techwan, Previstar, one2many, SnapComms, Nixle, RedSky, and Connexient, are trademarks of Everbridge, Inc. in the USA and other countries. All other product or company names mentioned are the property of their respective owners.

No part of this publication may be reproduced, transcribed, or transmitted, in any form or by any means, and may not be translated into any language without the express written permission of Everbridge.

Limit of Liability/Disclaimer of Warranty: Everbridge makes no representations or warranties of any kind with respect to this manual and the contents hereof and specifically disclaims any warranties, either expressed or implied, including merchantability or fitness for any particular purpose. In no event shall Everbridge or its subsidiaries be held liable for errors contained herein or any damages whatsoever in connection with or arising from the use of the product, the accompanying manual, or any related materials. Further, Everbridge reserves the right to change both this publication and the software programs to which it relates and to make changes from time to time to the content hereof with no obligation to notify any person or organization of such revisions or changes.

This document and all Everbridge technical publications and computer programs contain the proprietary confidential information of Everbridge and their possession and use are subject to the confidentiality and other restrictions set forth in the license agreement entered into between Everbridge and its licensees. No title or ownership of Everbridge software is transferred, and any use of the product and its related materials beyond the terms on the applicable license, without the express written authorization of Everbridge, is prohibited.

If you are not an Everbridge licensee and the intended recipient of this document, return to Everbridge, Inc., 155 N. Lake Avenue, Pasadena, CA 91101.

Export Restrictions: The recipient agrees to comply in all respects with any governmental laws, orders, other restrictions (“Export Restrictions”) on the export or re-export of the software or related documentation imposed by the government of the United States and the country in which the authorized unit is located. The recipient shall not commit any act of omission that will result in a breach of any such export restrictions.

Everbridge, Inc.

155 N. Lake Avenue, 9th Floor

Pasadena, California 91101 USA

Toll-Free (USA/Canada) +1.888.366.4911

Visit us at [www.everbridge.com](http://www.everbridge.com)

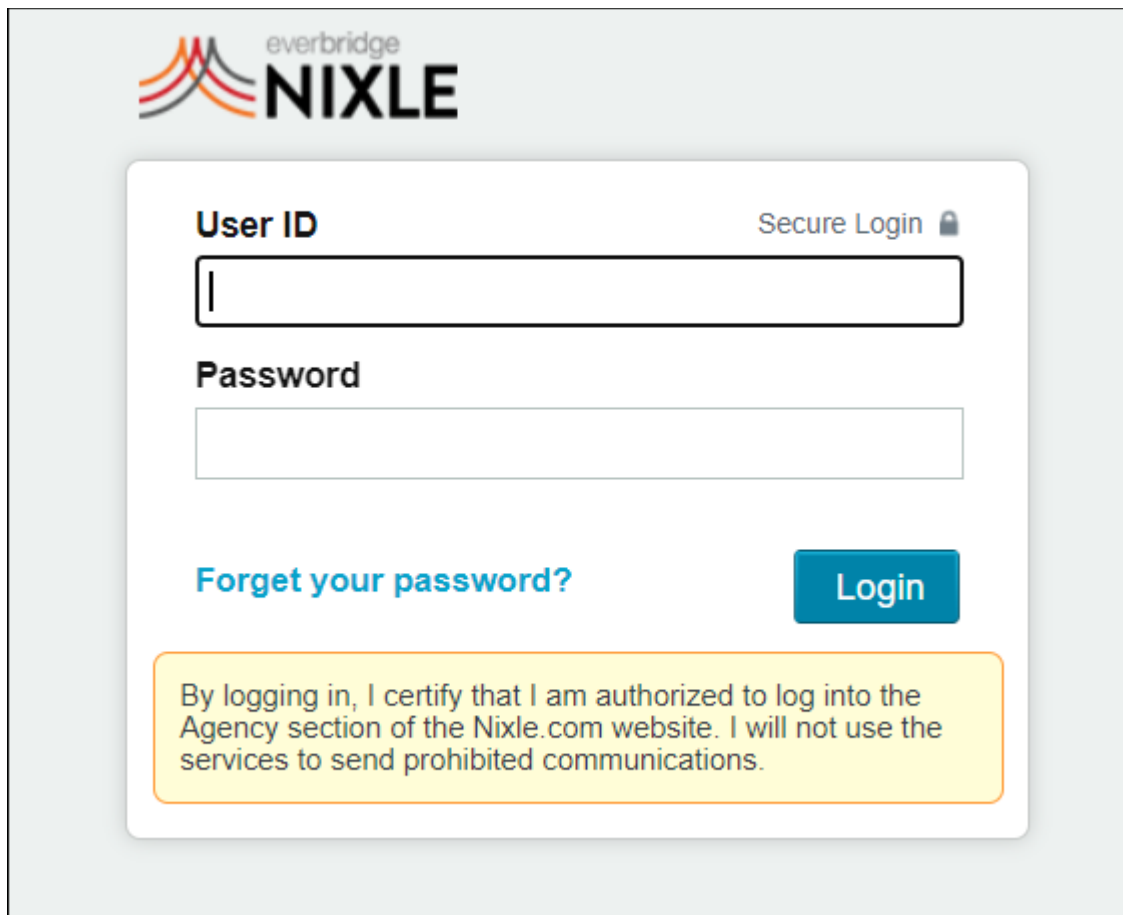
Everbridge software is covered by US Patent Nos. 6,937,147; 7,148,795; 7,567,262; 7,623,027; 7,664,233; 7,895,263; 8,068,020; 8,149,995; 8,175,224; 8,280,012; 8,417,553; 8,660,240; 8,880,583; 9,391,855. Other patents pending.

Nixle Overview .....	4
Create and Send a New Message .....	8
Sent Messages.....	19
Rebroadcasts .....	21
Social Media.....	27
Groups Overview .....	28
Importing Contacts .....	32
User Management.....	34
Creating Email Templates.....	36
Widgets.....	37

# Overview

## Logging In

After registering and receiving your account credentials, you can access your account with your Username at any time here: <https://agency.nixle.com/login/>



The screenshot shows the Nixle login interface. At the top left is the 'everbridge NIXLE' logo. The main content area is a white box with a light gray border. It contains a 'User ID' label and a text input field. To the right of the input field is a 'Secure Login' label with a lock icon. Below the User ID field is a 'Password' label and another text input field. At the bottom left of the form is a blue link that says 'Forget your password?'. At the bottom right is a blue 'Login' button. Below the form is a yellow box containing a disclaimer: 'By logging in, I certify that I am authorized to log into the Agency section of the Nixle.com website. I will not use the services to send prohibited communications.'

Upon logging in to your Nixle account, you will see your agency's Home page. Here you will see a general overview of your account.

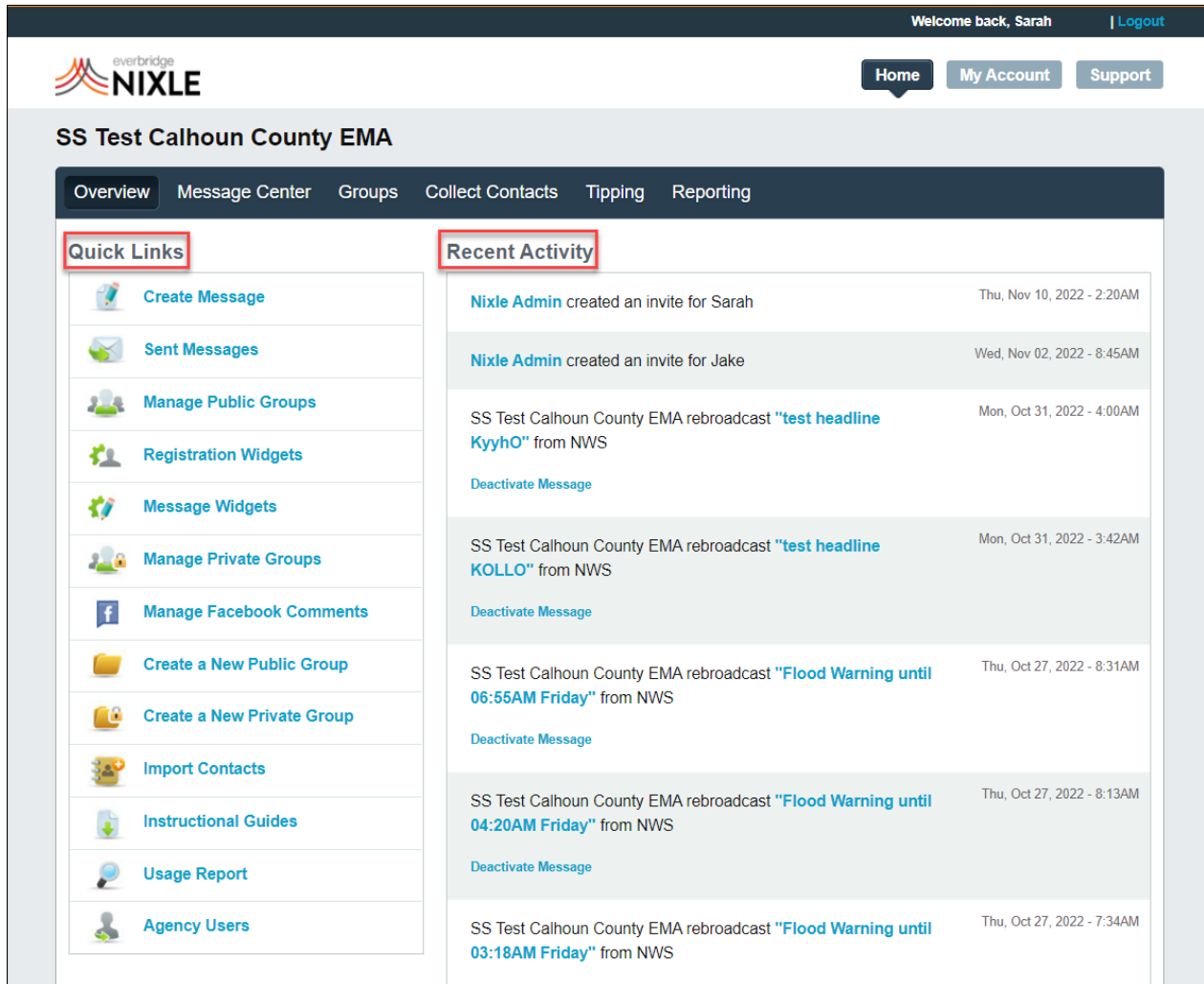
To return to this screen at any time, simply click the Home button in the top menu. Once on the home page, you will by default be viewing your Overview page where you can see Quick Links and Recent Activity associated with your account.

Quick Links are provided to allow you convenient access to key features and areas of

your account. You have the following immediate options:

- Create Message
- Sent Messages
- Manage Public Groups
- Registration Widgets
- Message Widgets
- Manage Private Groups
- Manage Facebook Comments
- Create a New Public Group
- Create a New Private Group
- Import Contacts
- Instructional Guides
- Usage Report
- Agency Users

In the Recent Activity column, you will see a listing of additions, changes, and various uses of your account. This allows for a quick review of how your account is being utilized by your users.



The screenshot shows the Nixle 360 user interface for a user named Sarah. The page title is "SS Test Calhoun County EMA". The navigation bar includes "Home", "My Account", and "Support". Below the navigation bar, there are tabs for "Overview", "Message Center", "Groups", "Collect Contacts", "Tipping", and "Reporting".

The main content area is divided into two columns:

- Quick Links:** A list of actions including "Create Message", "Sent Messages", "Manage Public Groups", "Registration Widgets", "Message Widgets", "Manage Private Groups", "Manage Facebook Comments", "Create a New Public Group", "Create a New Private Group", "Import Contacts", "Instructional Guides", "Usage Report", and "Agency Users".
- Recent Activity:** A list of recent messages and actions:
  - Nixle Admin created an invite for Sarah (Thu, Nov 10, 2022 - 2:20AM)
  - Nixle Admin created an invite for Jake (Wed, Nov 02, 2022 - 8:45AM)
  - SS Test Calhoun County EMA rebroadcast "test headline KyyhO" from NWS (Mon, Oct 31, 2022 - 4:00AM) with a "Deactivate Message" link.
  - SS Test Calhoun County EMA rebroadcast "test headline KOLLO" from NWS (Mon, Oct 31, 2022 - 3:42AM) with a "Deactivate Message" link.
  - SS Test Calhoun County EMA rebroadcast "Flood Warning until 06:55AM Friday" from NWS (Thu, Oct 27, 2022 - 8:31AM) with a "Deactivate Message" link.
  - SS Test Calhoun County EMA rebroadcast "Flood Warning until 04:20AM Friday" from NWS (Thu, Oct 27, 2022 - 8:13AM) with a "Deactivate Message" link.
  - SS Test Calhoun County EMA rebroadcast "Flood Warning until 03:18AM Friday" from NWS (Thu, Oct 27, 2022 - 7:34AM)

## Viewing your Agency Page

After your account has been created, the messages you publish will be displayed on [www.nixle.com](http://www.nixle.com) for members of your community to view. Not only will your publications be included as part of a general community message page, but your agency will also have its own page which will chronologically display your messages.

## Publishing to your Nixle Wire Group

Your Nixle Wire group represents the community members who register at [www.nixle.com](http://www.nixle.com), or with their mobile phone by texting their zip code to 888777.

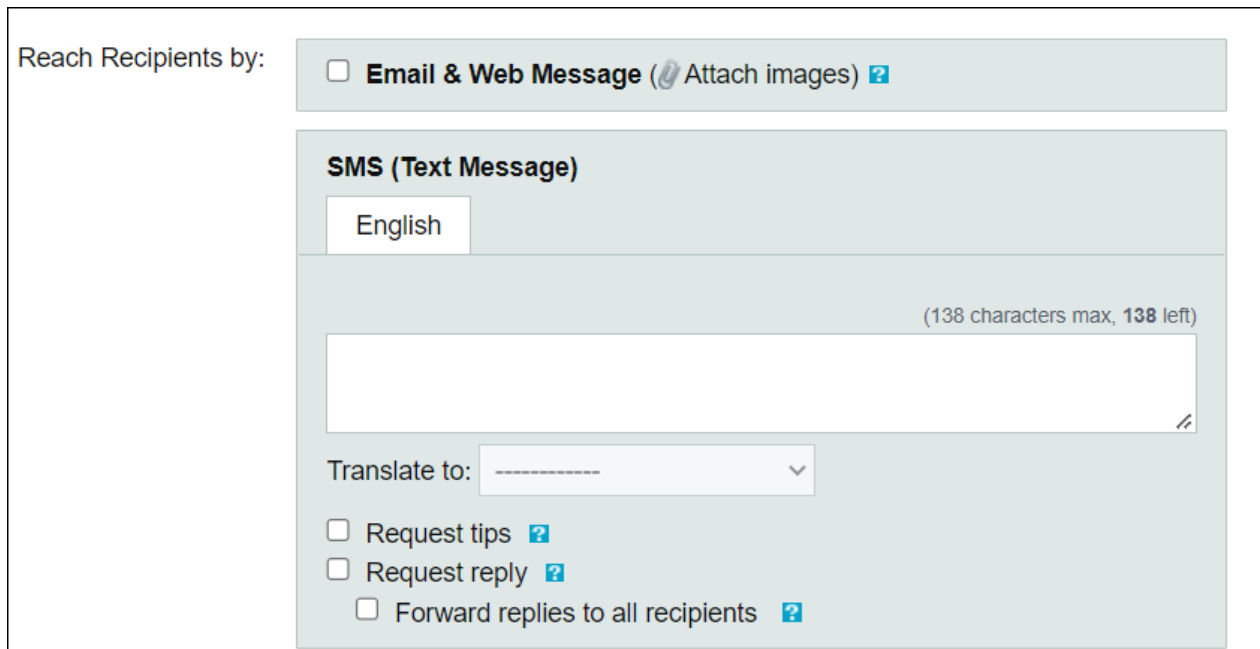
## Contact

If, at any time, you have questions or concerns related to your account, please contact Nixle support by email at [securedesk@nixle.com](mailto:securedesk@nixle.com) or by phone at: 1.877.NIXLESD Monday-Friday, 8am-5pm.

# Create and Send a New Message

To compose new messages, click on the Message Center button. Below the Message Center button, you will see the options to create a New Message or Review Sent Messages. Select the New Message button.

To send an SMS (text) message, check the corresponding checkbox and begin entering your information. All SMS messages are limited to 138 characters. In order to include a web message, you must not exceed 117 characters. 21 characters are needed to include a web link.



Reach Recipients by:  **Email & Web Message** ( Attach images) ?

**SMS (Text Message)**

English

(138 characters max, 138 left)

Translate to: ----- v

Request tips ?

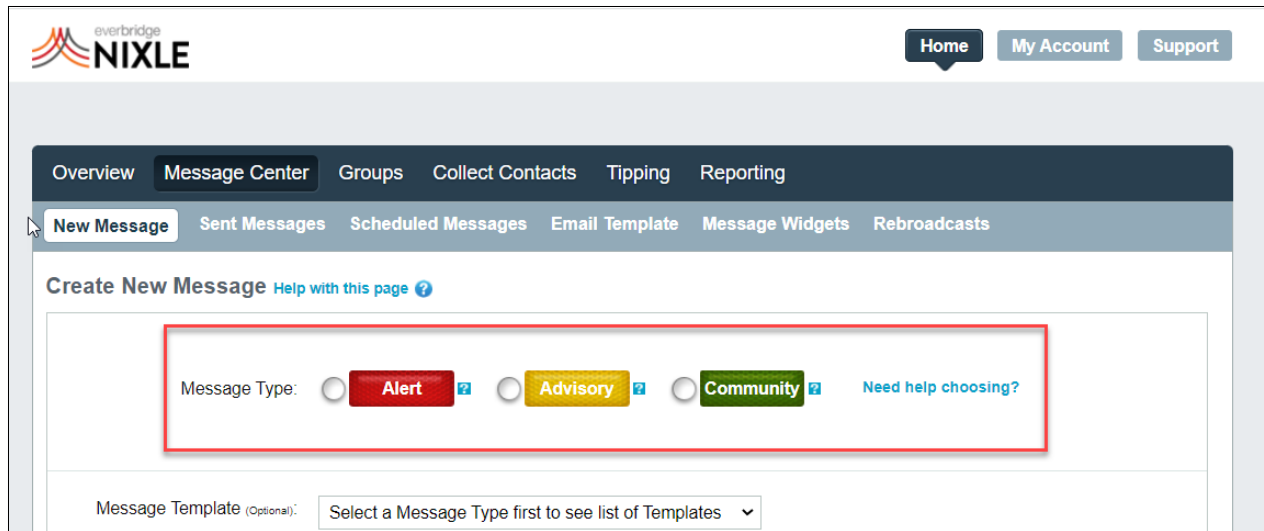
Request reply ?

Forward replies to all recipients ?

## Selecting Message Type

There are three Message Types to choose from at the top of the page: Alert, Advisory, and Community.





## Alert

Alert messages should be reserved for critically-important information where the loss of life and/or property is potentially imminent. Alert messages are time-sensitive and require your residents to take immediate action.

Alert Messages will reach residents by Email and SMS only unless they have adjusted their settings.

Examples:

- Severe Weather Warning
- Gas Leak
- Contagious Disease Outbreak
- Tsunami Warning
- Wildfire
- Missing Child

## Advisory

Advisory messages are intended to communicate important, need-to-know information. Advisories should be considered less time-critical than Alerts and require a heightened sense of awareness from your residents.

Advisory Messages will reach residents by Email and SMS only unless they have adjusted their settings.

Examples:

- Road Closures/Detours
- Severe Weather Watch
- Wanted Suspect
- School Closure
- Police Activity
- Traffic Congestion

## Community

Community messages should be used to convey everyday local news, happenings, and developments. Community messages should not contain any time-critical information.

Community Messages will reach residents by Email only unless they have adjusted their settings.

Examples:

- Event Reminder
- Sobriety Checkpoint Notice
- Town Hall Meeting
- Community Updates
- Police Blotter
- Crime Prevention Tips

## Best SMS Practices

- Communicate clearly and concisely
- Include only the most important information in the SMS field. More information can be included in the Email/Web Message.
- Use the character count and spellcheck to keep you on track
- Avoid messages in all capital letters
- Do not abbreviate (for example, instead of "RT. 90," spell out "Route 90")

## Create an Email/Web/Voice Message

To support the SMS message, users have the option of publishing messages that will be sent as an email and will post to the Nixle web page. To create an Email and Web Message, check the corresponding box located below the SMS Message category. Email and Web Messages may contain up to 20,000 characters of text. Here you may enter the full details of the message.

Reach Recipients by:
















**Email & Web Message** (Attach images) [?](#)



English

Email & Web Message Subject:

(138 characters max, 138 left)


Email & Web Message Body:

**B I U**               

Font  Size  **A**  **A**  Source  **ABC**   

Instructions: [?](#)

Translate to:

 **Attach Files** (size limit 10 MB) [?](#)

No file chosen

**Include incident location**

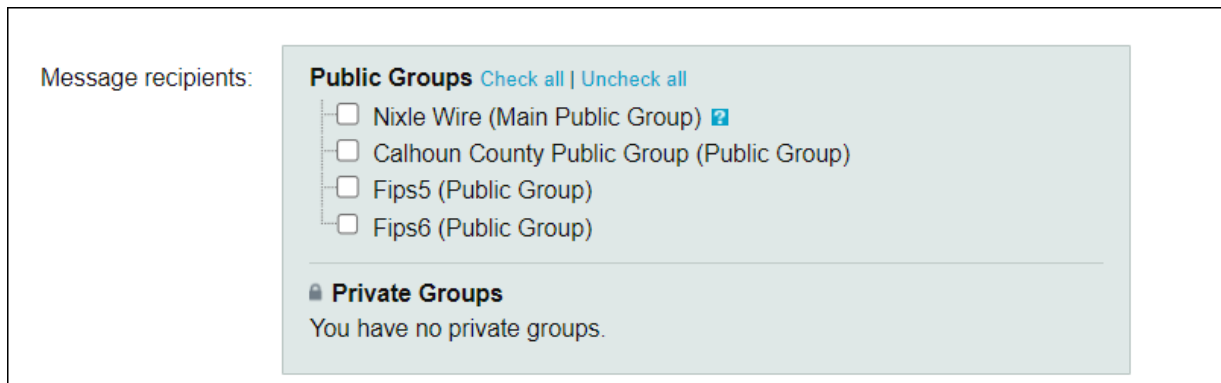
**Include contact information specific to this message**

To include an image or attachment in your message, select Choose File below the Web Message area and browse for the file on your computer you wish to attach. Files may not exceed 10MB in size. Acceptable file types include gif, jpg, pdf, doc, and docx.

Incident Location helps provide geographic details to your subscribers. To include an Incident Location, check the corresponding box and enter the address of the incident.


## Message Recipients

After you've completed entering the message content, you must next select the groups to which you wish to distribute the message. In the Message Recipients field, check the boxes for the group(s) that should receive your message. You must check the Nixle Wire box to distribute your agency message to those residents who have registered at Nixle.com or with their mobile phone by texting their zip code to 888777.




Message recipients:

**Public Groups** [Check all](#) | [Uncheck all](#)

- Nixle Wire (Main Public Group) 
- Calhoun County Public Group (Public Group)
- Fips5 (Public Group)
- Fips6 (Public Group)

---

 **Private Groups**  
You have no private groups.

## Voice Dialing

To add Voice, click on the Voice Dialing check box. You must be sending an Alert level priority notification. Decide if you would like to record, use text-to-speech, or upload a prerecorded voicemail to send out.

Select the phone number that you would like to show up on your residents' Caller ID, and if you would like to retry numbers that do not answer. We will make up to five attempts to reach numbers that do not answer. Retries are typically attempted every five minutes. If Not, we won't re-try numbers that do not answer. Note that we always re-try numbers that are busy.

If there's no answer, we will leave a voicemail with your recording. Leaving a voicemail will also cancel any subsequent retries.

Reach Recipients by:

**Email & Web Message** (📎 Attach images) ?

**SMS (Text Message)**

English

(138 characters max, 138 left)

Translate to: ----- ▾

Request tips ?

Request reply ?

Forward replies to all recipients ?

**Voice Dialing**

Record, generate or select a message to deliver

Record my message

Use Text-to-Speech (TTS)

Upload .wav file

Which caller id number would you like to use? ?

----- ▾

**Require Confirmation** ?

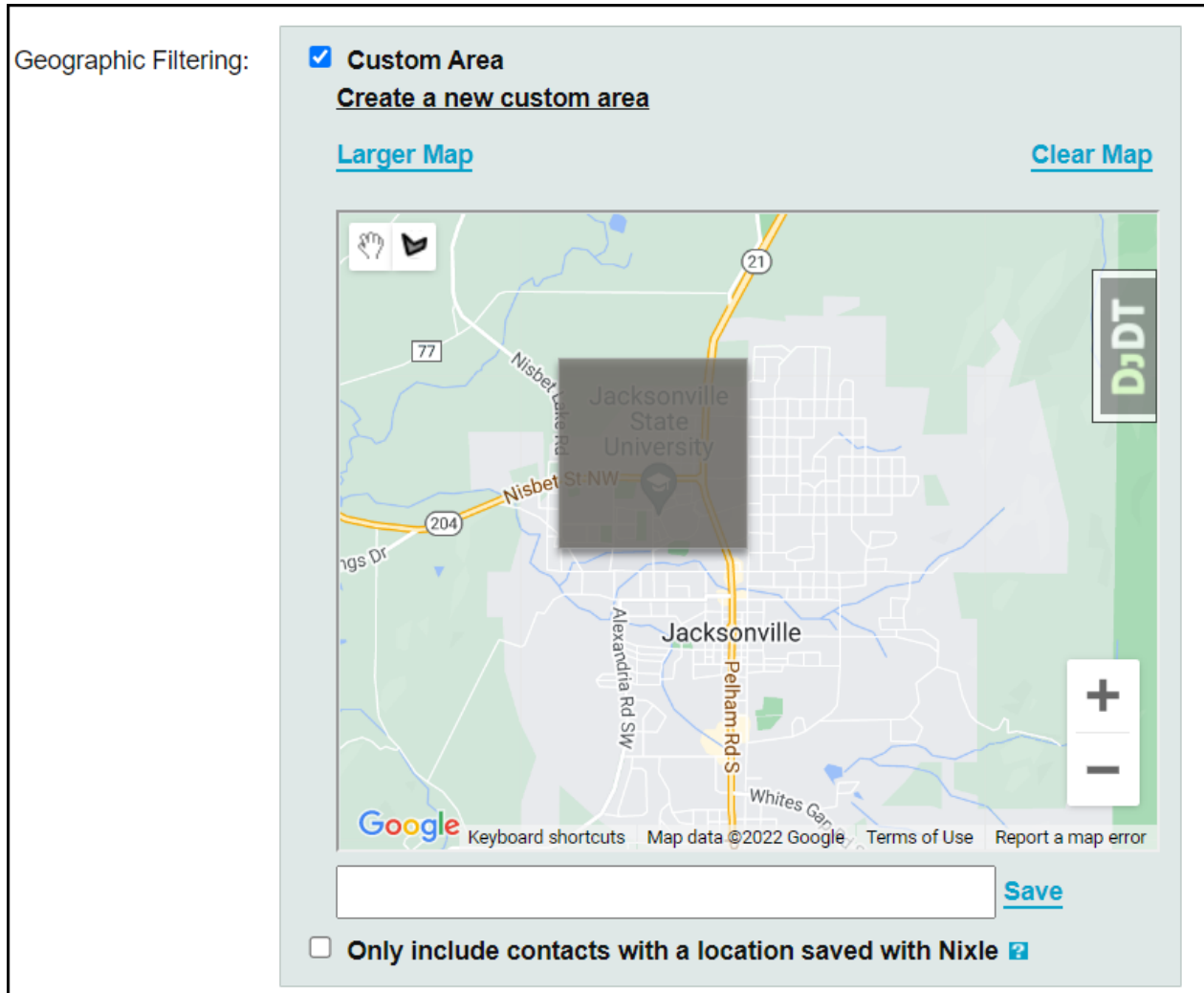
Require voice message confirmation

## Geographic Filtering

### Custom Area

After selecting which groups you'd like your message sent to, you may choose to set a custom area polygon for other contacts you wish to receive the message. To do so, check the corresponding Custom Area box. For a custom area polygon, click the polygon tool, and then draw your custom area. Note that you can draw more than one area.

Once you have created your custom area, you have the ability to save the selected area for future use.



## Point and Radius

You may use Point and Radius filtering to target your message to a certain area. It's best to use this option when targeting your Nixle Wire group.

Enter the address that is the focal point for the radius you would like to reach. Once you've verified the address, use the Geoslide to expand or contract the radius area. Slide the 'X' to the right to expand or to the left to contract, or use the + and - icons of the slider to utilize the same controls. Below the slider, you will see the radius amount in miles, which reaches up to a 10-mile radius from the focal point.

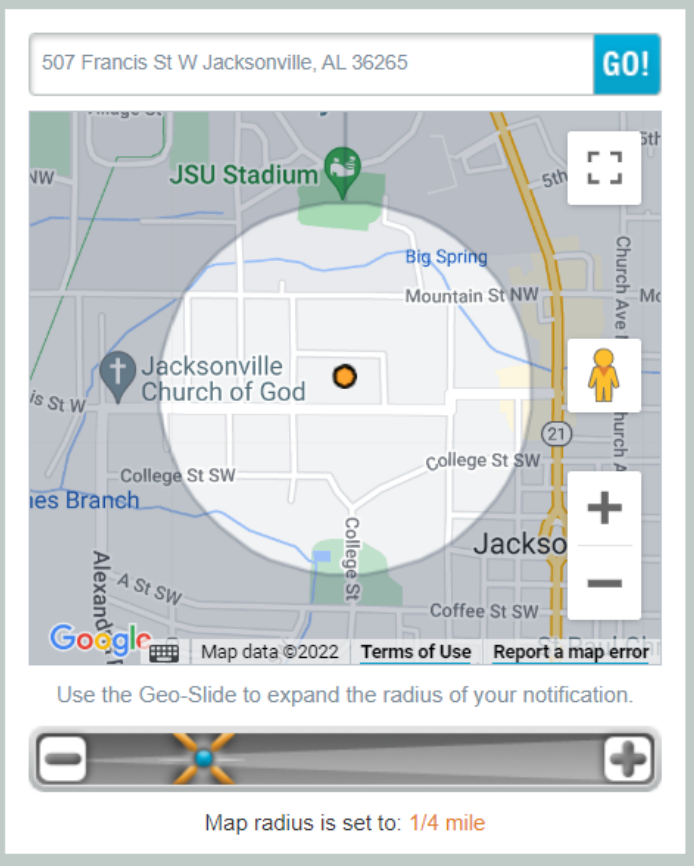
Geographic Filtering:

Custom Area

Point and Radius

**Enter an address and use the Geoslide to select a radius.**

507 Francis St W Jacksonville, AL 36265 GO!



Use the Geo-Slide to expand the radius of your notification.

Map radius is set to: 1/4 mile

Only include contacts with a location saved with Nixle [?](#)

### City/Town Name or ZIP Code

You may also choose to target a whole city or specific Zip Code(s) within your jurisdiction with Geographic Filtering. Note that only areas within your agency's jurisdiction can be targeted.

Geographic Filtering:

Custom Area

Point and Radius

City/Town name or Zip Code

**Note** Only areas within your jurisdiction can be targeted

Only include contacts with a location saved with Nixle [?](#)

## Message Timing

Select if you want to Send the Message Now, or select Schedule for Future Delivery if you would like to set a specific time the message will be sent out. You can also select if and when you want a message to expire.

When would you like to send?:

Send Message Now


Schedule for Future Delivery

---

Web Message Expiration: (Optional)

Set Message Expiration [?](#)

**Note** The default expiration time is set to 24 hours after delivery

Date  



Time

## Send to Social Media

Select whether or not you would like to also publish your message on Social Media. Once your social media accounts have been configured under your Agency Information, your



message will also be published to your Twitter Feed and Facebook Wall. The first attachment to your message will be included in your Facebook post.

Also Send To Social Media:	<input type="checkbox"/>  <b>Twitter™</b> <a href="#">(settings)</a> SMS or Email required	<input type="checkbox"/>  <b>Facebook™</b> <a href="#">(settings)</a> Email required
----------------------------	--	--

Once you have finished drafting your message and configured your desired settings, select Preview Message at the bottom of the page to proceed to the Preview page.

## Message Preview

On the Preview Message page, you will see how your message will appear in the formats you've chosen - as an SMS, Web Message, or both. If upon reviewing the message you wish to make edits or changes, click on the Edit Message button on the upper or lower left-hand side of the screen.

If your message appears as you wish it to, click the Send Message button on the upper or lower right-hand side of the screen. This will immediately publish your message and distribute it to the selected recipients, or schedule it to be sent at the pre-specified time.

Overview **Message Center** Groups Collect Contacts Tipping Reporting

**New Message** Sent Messages Scheduled Messages Email Template Message Widgets Rebroadcasts

Preview Message

Edit Message

Send Message

Message Type:

Alert

Send To:

**Public Groups:**  
Nixle Wire, Fips5

Message Details:

**Entered on:**  
Tuesday, November 15 2022 :: 4:19 p.m. PST

**Contact:**  
SS Test Calhoun County EMA  
507 Francis St W Jacksonville, AL 36265 | 888-888-5555

**Severity:**  
Severe - Significant threat to life or property

**Urgency:**  
Immediate - Responsive action SHOULD be taken immediately

**Certainty:**  
Observed - Determined to have occurred or to be ongoing

**Category:**  
MET: Meteorological (inc. flood)


SMS Message:

Severe flash flood warning in effect. Please take shelter on higher ground.

Email & Web Message:

**Email & Web Subject**  
Flash Flood Alert

**Email & Web Body**

 [Preview](#)

Severe flash flood warning in effect. Please take shelter on higher ground.

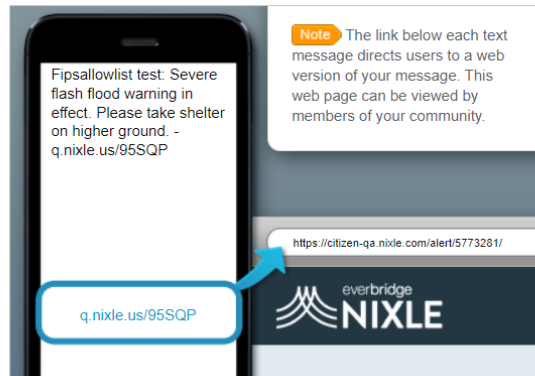
**Event Description:**

Flash Flood Watch

**Instructions:**

Seek higher ground and stay indoors.

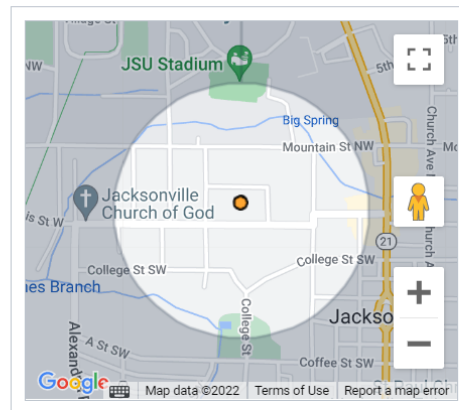
SMS Preview



Email Preview:

[Click here to preview email](#)

Publishing Radius:



**0.25 mile radius around**  
507 Francis St W  
Jacksonville, AL 36265

## Sent Messages





To review messages that have already been sent, click the **Sent Messages** button below the main Message Center option.


On the Sent Messages page, you will see a list of recent messages ordered chronologically. You may choose to filter this list by Message Type and Status. To do so, check the corresponding box in the sort bar above the message list.

You may also choose to search for specific messages by using the Search Bar feature to the right of the sort options. This will search both the headline and the full content of the message.

The list of messages displayed is categorized by Priority, Date Sent, Status, Headline, Web Message, SMS Subscribers, Email Subscribers, and Voice Message. The information in these categories is provided for quicker filtering of messages.

On the far right-hand side of the message list under Actions, you will see the editing options for each message:

-  To edit the web message content, click the first icon.
-  To send an update, click the arrows forming a circle.
-  To use the message as a template for a new message, click the third icon.
-  To deactivate the web message, click the fourth icon. Deactivating the web message will remove it from nixle.com, as well as discontinue additional phone calls through the dial portion.



Home
My Account
Support

Overview
Message Center
Groups
Collect Contacts
Tipping
Reporting

New Message
Sent Messages
Scheduled Messages
Email Template
Message Widgets
Rebroadcasts

### Message Center

[Credit usage report](#)
[Download CSV file of sent messages](#)

Filter: **Message Type:**  Alert  Advisory  Community

**Status:**  Active  Deactivated

Priority	Sent +	Status	Headline	Web	SMS	Email	Voice	Actions
Advisory	Oct 31, 2022 4 a.m.	Active	(NWS Rebroadcast) test headline KyyhO <a href="#">More &gt;&gt;</a>	✔	-	-	-	
Advisory	Oct 31, 2022 3:42 a.m.	Active	(NWS Rebroadcast) test headline KOLLO <a href="#">More &gt;&gt;</a>	✔	-	-	-	
Alert	Oct 27, 2022 8:31 a.m.	Active	(NWS Rebroadcast) Flood Warning until 06:55AM Friday <a href="#">More &gt;&gt;</a>	✔	4	-	-	
Alert	Oct 27, 2022 8:13 a.m.	Active	(NWS Rebroadcast) Flood Warning until 04:20AM Friday <a href="#">More &gt;&gt;</a>	✔	4	-	-	
Alert	Oct 27, 2022 7:34 a.m.	Active	(NWS Rebroadcast) Flood Warning until 03:18AM Friday <a href="#">More &gt;&gt;</a>	✔	-	-	-	
Alert	Oct 27, 2022 7:30 a.m.	Active	(NWS Rebroadcast) Flood Warning until 01:33AM Friday <a href="#">More &gt;&gt;</a>	✔	-	-	-	
Alert	Oct 27, 2022 7:29 a.m.	Active	(NWS Rebroadcast) Flood Warning until 12:21AM Friday <a href="#">More &gt;&gt;</a>	✔	-	-	-	
Alert	Oct 27, 2022 7:26 a.m.	Active	(NWS Rebroadcast) Flood Warning until 12:00AM Friday <a href="#">More &gt;&gt;</a>	✔	4	-	-	
Alert	Oct 27, 2022 3:55 a.m.	Active	(NWS Rebroadcast) Flood Warning until 11:16PM Thursday <a href="#">More &gt;&gt;</a>	✔	4	-	-	

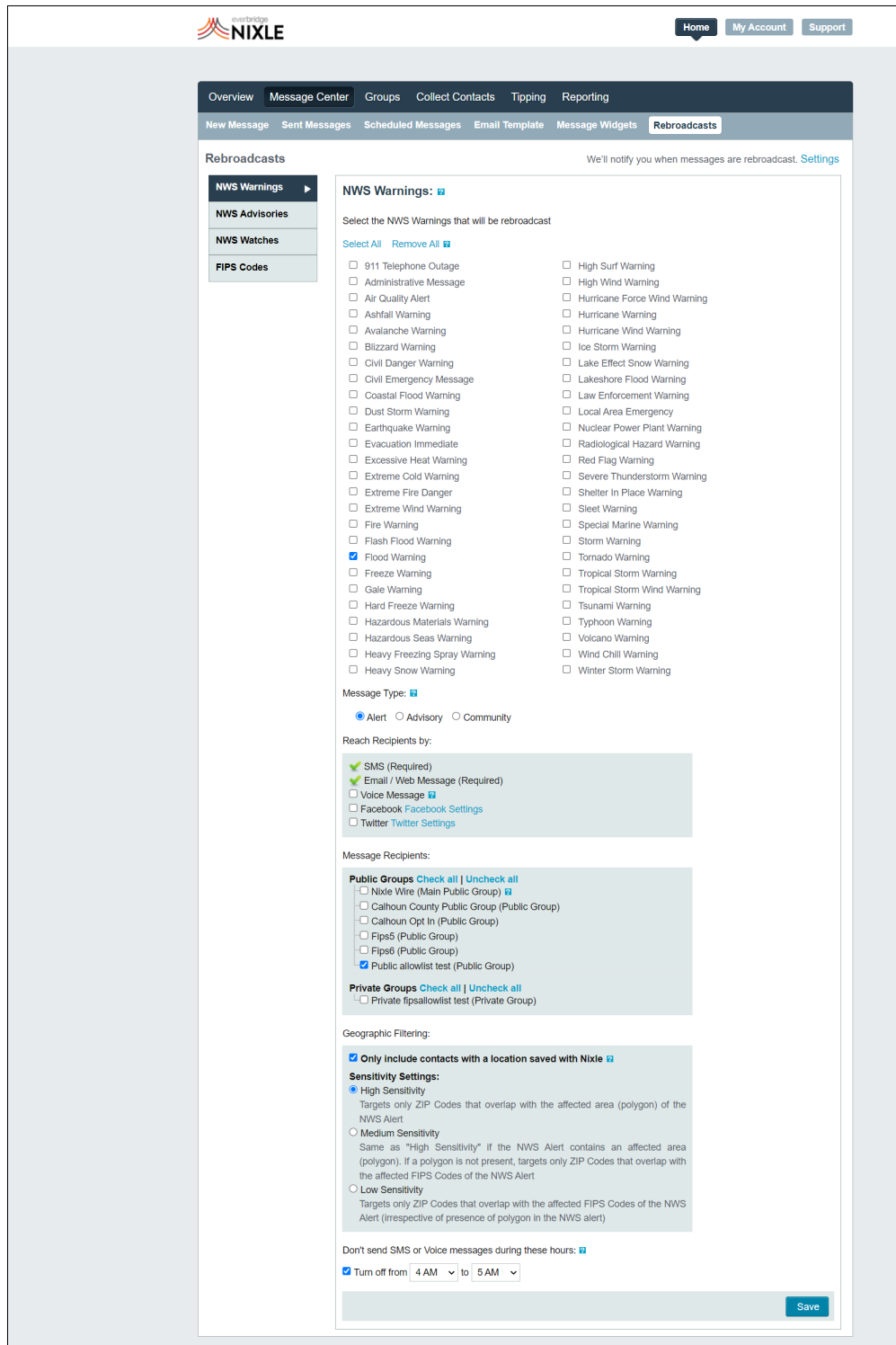
# Rebroadcasts

Automated weather alerts can be rebroadcasted to the agency subscribers based on the preferences and settings configured by the agency.

Agencies can set the following preferences for NWS Rebroadcasts:

- Select the events (such as Flood Warning, Hurricane Warning, Avalanche Warning, etc.) that need to be rebroadcasted
- Select the modes by which residents must receive the weather alerts
- Select the groups that need to be notified
- Set blackout hours if applicable

Agency subscribers will receive weather alerts based on the above preferences if the area impacted by the weather event overlaps with the agency's jurisdiction.



The screenshot displays the 'Rebroadcasts' configuration page in the NIXLE interface. It includes a navigation menu at the top with options like 'Overview', 'Message Center', and 'Rebroadcasts'. The main content area is titled 'Rebroadcasts' and contains several sections: 'NWS Warnings' with a list of 40 warning types (e.g., Flood Warning, High Surf Warning) and checkboxes; 'Message Type' with radio buttons for 'Alert', 'Advisory', and 'Community'; 'Reach Recipients by' with checkboxes for 'SMS (Required)', 'Email / Web Message (Required)', 'Voice Message', 'Facebook', and 'Twitter'; 'Message Recipients' with checkboxes for various public and private groups; 'Geographic Filtering' with a checked option 'Only include contacts with a location saved with Nixle' and three sensitivity settings (High, Medium, Low); and 'Don't send SMS or Voice messages during these hours' with a time range from 4 AM to 5 AM. A 'Save' button is located at the bottom right of the form.

After you have selected which messages you would like rebroadcasted, click the boxes for how you would like your residents to be notified when an NWS message goes out.

## Geographic Filtering

### **Only Include Contacts with a Location Saved With Nixle**

When this option is selected, then Residents who have supplied their ZIP code or location will always receive this publication if their location falls within your selected geo-targeting.

By default, Residents who have opted-in to your selected group and have not provided their ZIP code or location will also receive this publication and will not be excluded by this geographic filtering.

NOTE: By checking this box, residents who have not supplied their zip code or location will not receive this geo-targeted publication

## Sensitivity Settings

Target regions can be set by specifying the impact area (polygon) in the alert versus the impacted FIPS codes to create a Sensitivity Setting. There are three Sensitivity Settings:

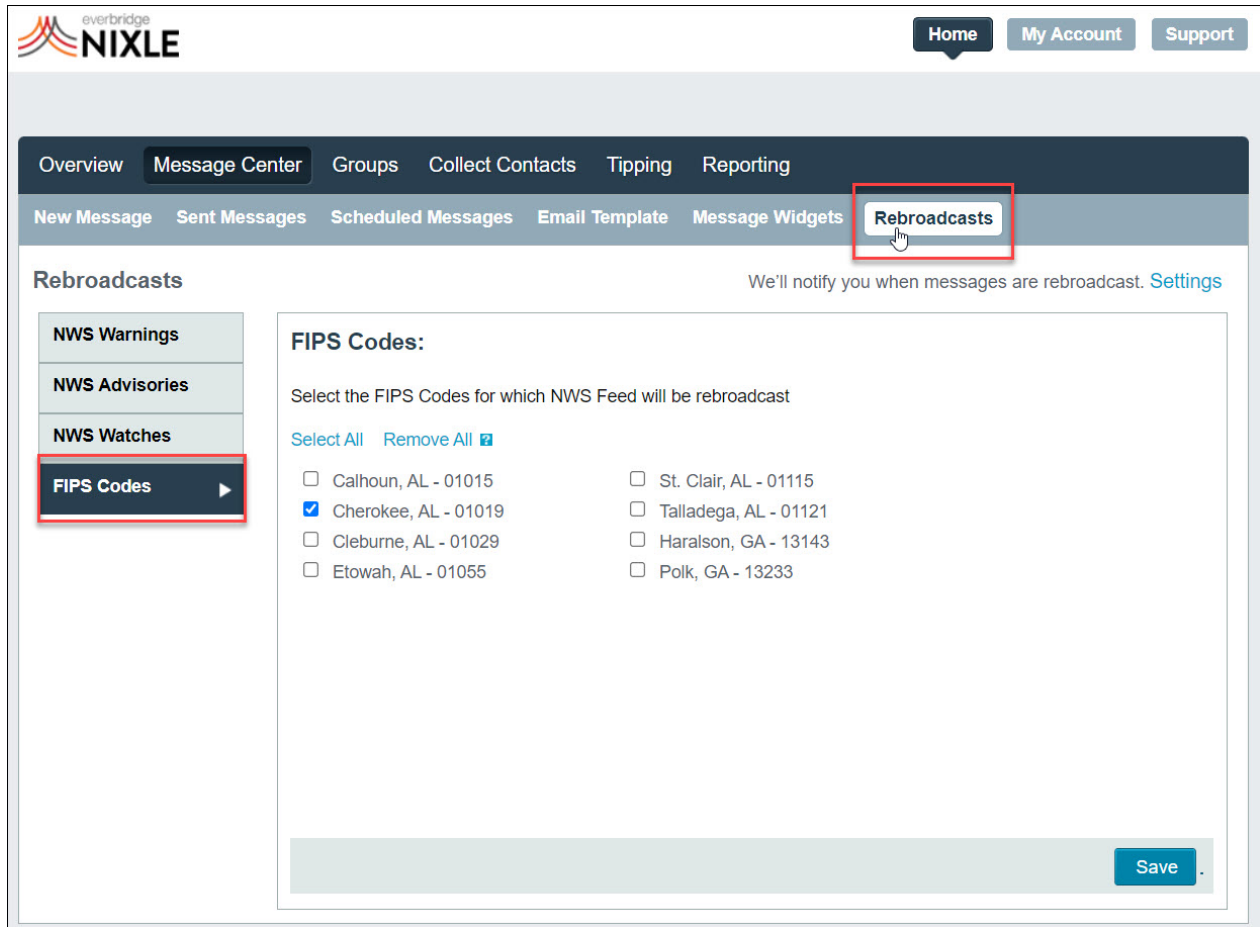
1. High Sensitivity - Targets only ZIP Codes that overlap with the affected area (polygon) of the NWS Alert.
2. Medium Sensitivity - Same as High Sensitivity if the NWS Alert contains an affected area (polygon). If a polygon is not present, it targets only ZIP Codes that overlap with the affected FIPS Codes of the NWS Alert.
3. Low Sensitivity - Targets only ZIP Codes that overlap with the affected FIPS Codes of the NWS Alert (irrespective of the presence of a polygon in the NWS alert).

NOTE: The Sensitivity Setting will default to Medium Sensitivity for all Agencies.

## FIPS Codes

FIPS (Federal Information Processing Standard) Codes uniquely identify counties and county equivalents in the United States. Agencies can select the FIPS Codes that they'd like to receive their NWS Alert rebroadcasts.

All of the FIPS Codes that overlap with the agency jurisdiction selection on the Agency Page.



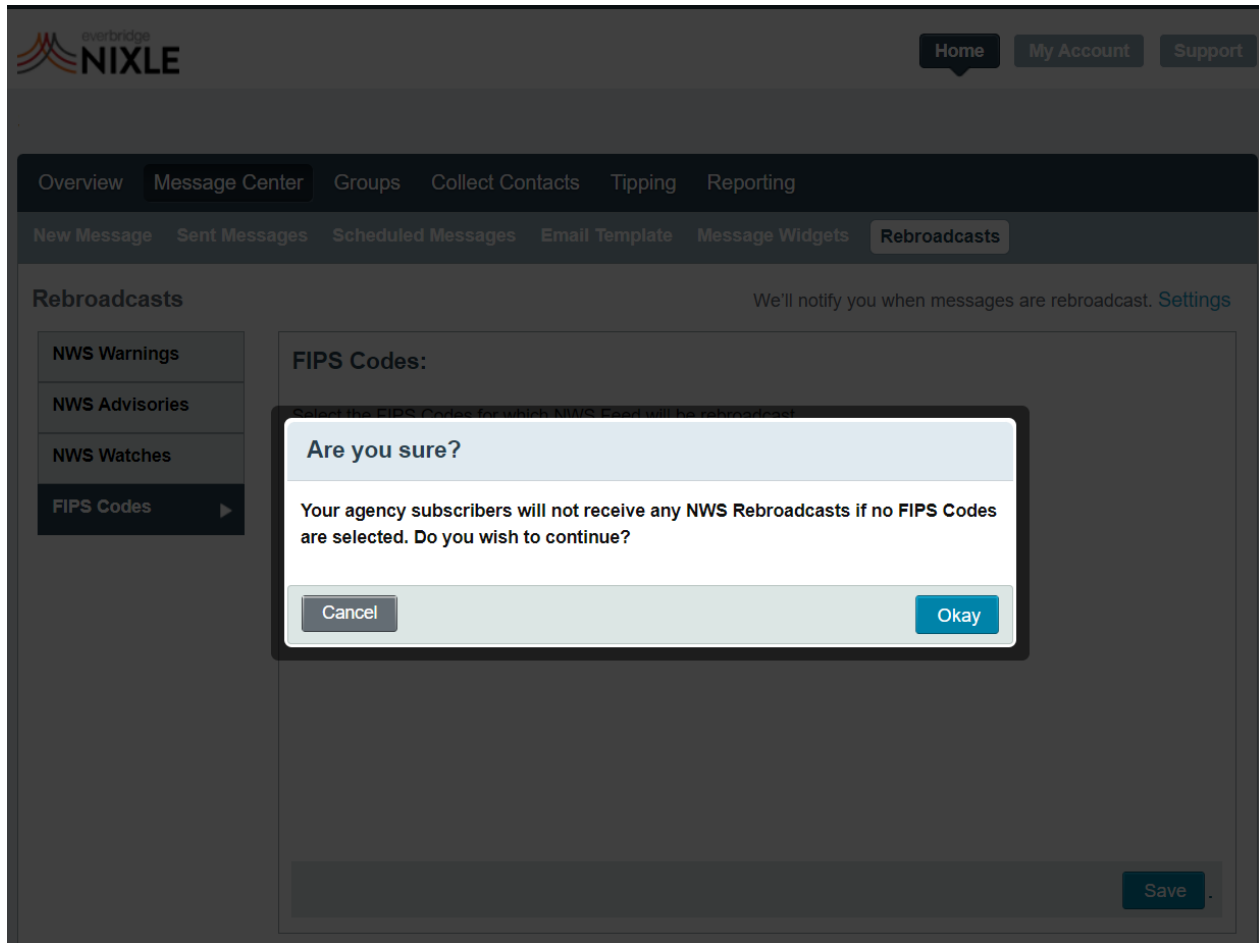
The selection of FIPS Codes will apply to all types of NWS Alerts:

- Warnings
- Advisories
- Watches

NWS Alerts that contain at least one of the FIPS Codes set by an agency will be rebroadcasted to the subscribers of the respective agency.

If no FIPS Codes are selected for the respective Agency, then the Agency subscribers will not receive NWS Rebroadcasts (irrespective of the settings in other areas, such as NWS Warnings, NWS Advisories, and NWS Watches).





## How Modifications to Agency Jurisdiction Impact FIPS Codes Settings

Agency jurisdictions can be modified in Agency Administration Page by Everbridge Technical Support upon request by the customer (due to reasons such as incorrect configuration, change in jurisdictions, etc.). Change in Agency Jurisdiction will result in a change in the list of FIPS Codes that overlap with the jurisdiction.

If Region(s) are added to the agency jurisdiction, then the FIPS Codes associated with the new Region(s) will automatically be enabled in the FIPS Codes section of Rebroadcasts.

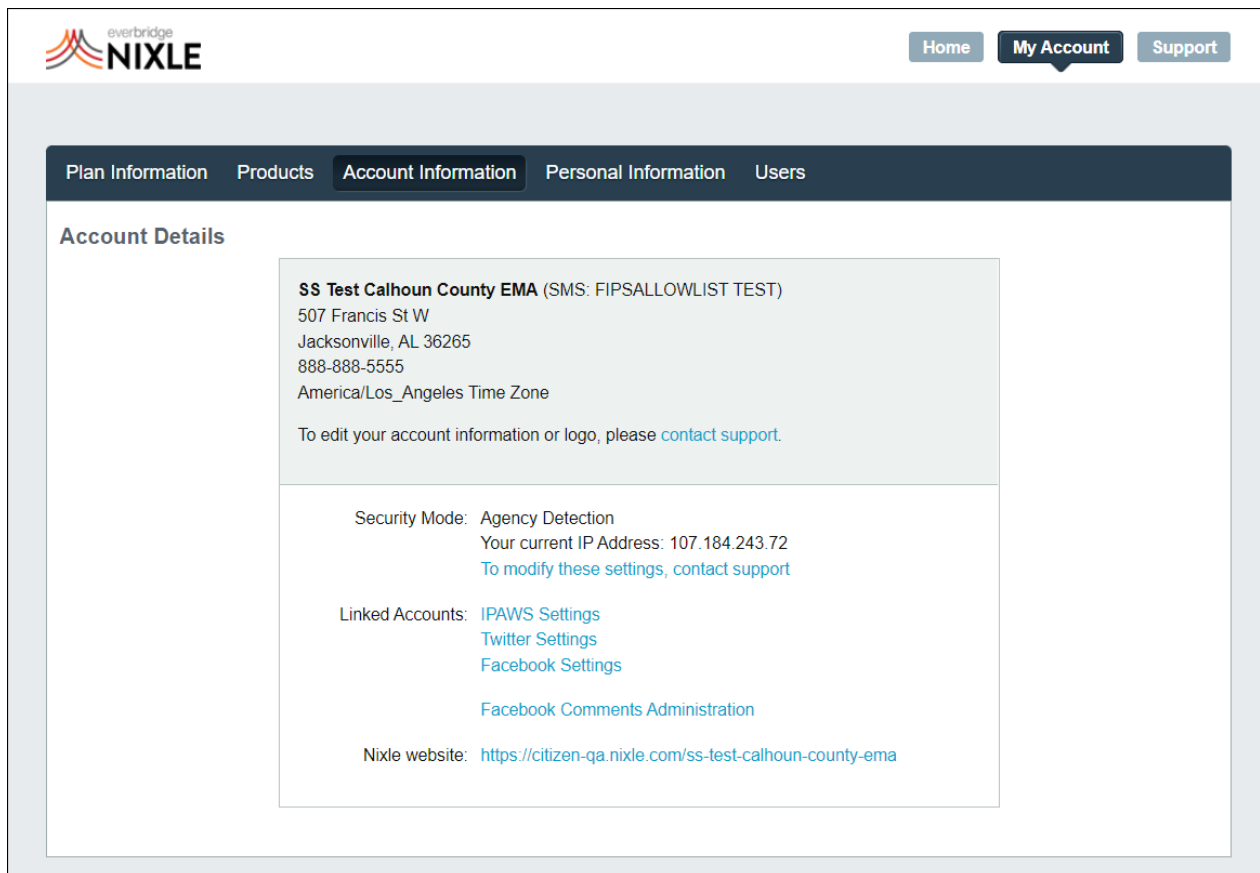
If Region(s) are removed from the agency jurisdiction, then the FIPS Codes associated with the Region(s) that were removed will be disabled for the Agency.

Settings for the FIPS Codes associated with the Region(s) that have not been modified will be retained as-is.

# Social Media

To link your Nixle account to Facebook and/or Twitter, go to the My Account section and then to Account Information. Administrators can choose to connect to Facebook or Twitter in the Linked Account section.

The Facebook Comments Administration allows you to enable or disable the ability for comments made on one of your Facebook posts to feedback to your Nixle account.

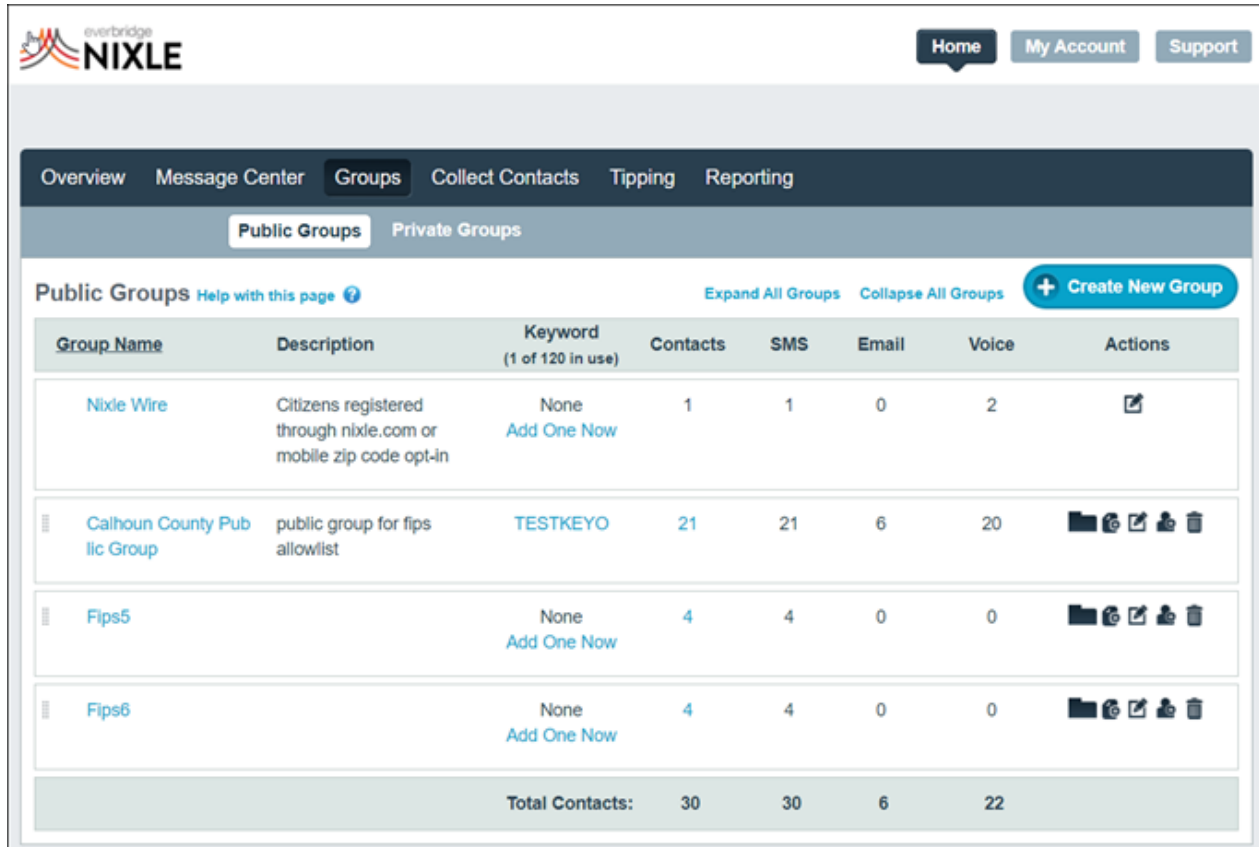


## Social Media Best Practices

- Write in phrases, not sentences. Keep thoughts short and simple: get your main point across, remove all non-essential information, and make sure to tell the recipient what to do with the information.
- Be careful how you abbreviate. **Not everyone has the same “shorthand.”** Abbreviations should be common and in context.

# Groups Overview

By default, one Public Group will be pre-configured, The Nixle Wire. To view, edit, or create Groups, click the Groups button on the menu bar. You'll land on the Public Groups page by default. To toggle the Private Groups, click the link.



The screenshot shows the Nixle Groups Overview page. At the top, there is a navigation bar with 'Home', 'My Account', and 'Support' buttons. Below that is a secondary navigation bar with 'Overview', 'Message Center', 'Groups', 'Collect Contacts', 'Tipping', and 'Reporting'. The 'Groups' section is active, with sub-tabs for 'Public Groups' and 'Private Groups'. A 'Public Groups' header includes a help link, 'Expand All Groups', 'Collapse All Groups', and a '+ Create New Group' button. The main content is a table with the following data:

Group Name	Description	Keyword (1 of 120 in use)	Contacts	SMS	Email	Voice	Actions
Nixle Wire	Citizens registered through nixle.com or mobile zip code opt-in	None <a href="#">Add One Now</a>	1	1	0	2	
Calhoun County Public Group	public group for fips allowlist	TESTKEYO	21	21	6	20	
Fips5		None <a href="#">Add One Now</a>	4	4	0	0	
Fips6		None <a href="#">Add One Now</a>	4	4	0	0	
Total Contacts:			30	30	6	22	

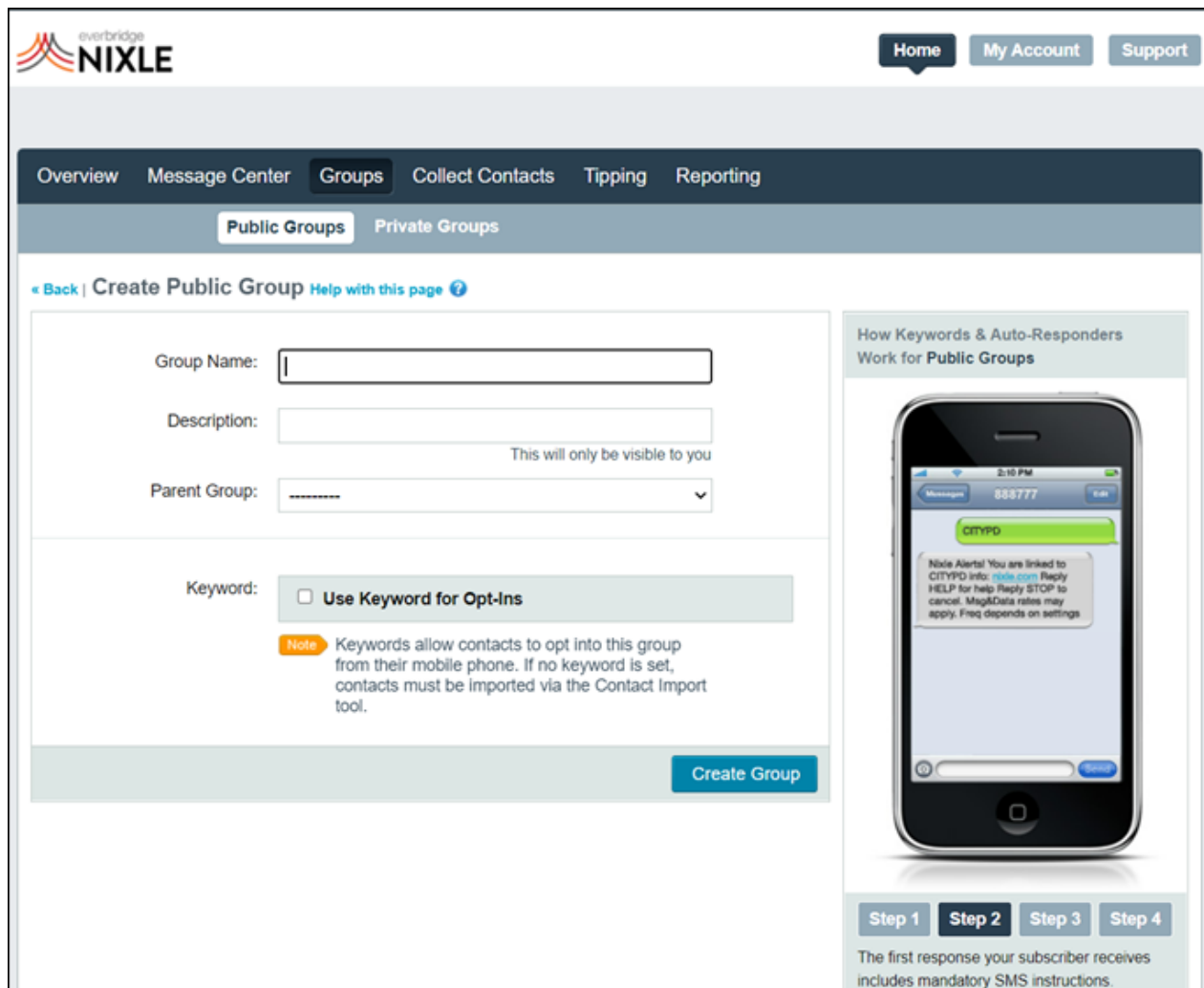
To view the number of contacts in a given group, see the Contacts column. If the number is blue, you can click for additional information. Under the Actions column, you'll be able to:

- Create a Subgroup
- Send a message to that Group
- Edit the Group
- Import Contacts into that Group
- Delete the Group

## Create a New Group

To create a new Group, click the Create New Group button on the upper right-hand side of the screen. This will take you to the Create New Group page. Once there, you will be prompted to fill out the information about the Group.

1. First, a name must be established that is unique to your Public Group.
2. Next, new Groups may have descriptions (only visible to the administrators of your Groups) that provide additional information about the Group and its function.
3. For setting up Subgroups, you must assign the new Subgroup to a Parent Group listed in the drop-down menu next to the Parent Group field.
4. Additionally, you may choose to assign keywords for specific Groups to use for opting in. Keywords allow contacts to opt into this Group from their mobile phone. If no keyword is set, contacts must be imported via the Contact Import tool.



## Adding Keywords

To use a Keyword for opt-ins of the new Group, select the checkbox next to Use Keyword for Opt-Ins. Then, type in your desired Keyword in the text-entry field below.

To add an auto-response for users who do opt-in, click the Add Auto-Response checkbox and type the auto-response message in the Message field below. Auto-response messages are limited to 140 characters.

If you'd like to request ZIP Code location information from users who opt-in (recommended), select the checkbox next to Ask New Subscribers for their ZIP Code and an automated message will follow up with your auto-response message.


Once all the information has been entered and settings have been selected, click the Create Group button to complete the process. Note that if you assign a keyword to a Private Group, a password will be required.

Keywords may be used to independently submit anonymous tips.

## Editing Groups

Select Edit Group in the Actions column to enter the Edit Group page. From there, all of the information originally entered for the Group can be edited or deleted. Please note that you are only able to edit the description of the Nixle Wire Group. All other Groups have fully editable details.

To save the changes to the description, click the Save Group button on the lower right-hand side. If you wish to delete the Group, click on the Delete Group link to the left of the Save Group button.



Home
My Account
Support

Overview
Message Center
Groups
Collect Contacts
Tipping
Reporting

Public Groups
Private Groups

◀ Back | [Edit Public Group](#) [Help with this page](#) ?

Group Name:

Description:   
This will only be visible to you

Parent Group:

Contacts: [21 Contacts](#)

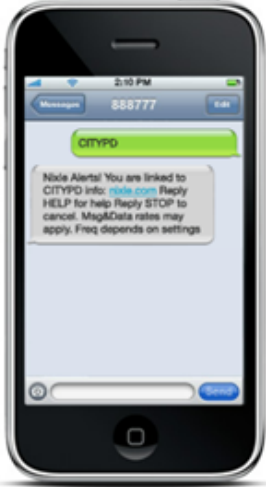
Created: 10/13/22

Keyword:  [\(Delete Keyword\)](#)

Add Custom Auto-Response (Follow up SMS sent after the user opts in)

**Note** Keywords allow contacts to opt into this group from their mobile phone. If no keyword is set, contacts must be imported via the Contact Import tool.

**How Keywords & Auto-Responders Work for Public Groups**



Step 1
Step 2
Step 3
Step 4

The first response your subscriber receives includes mandatory SMS instructions.

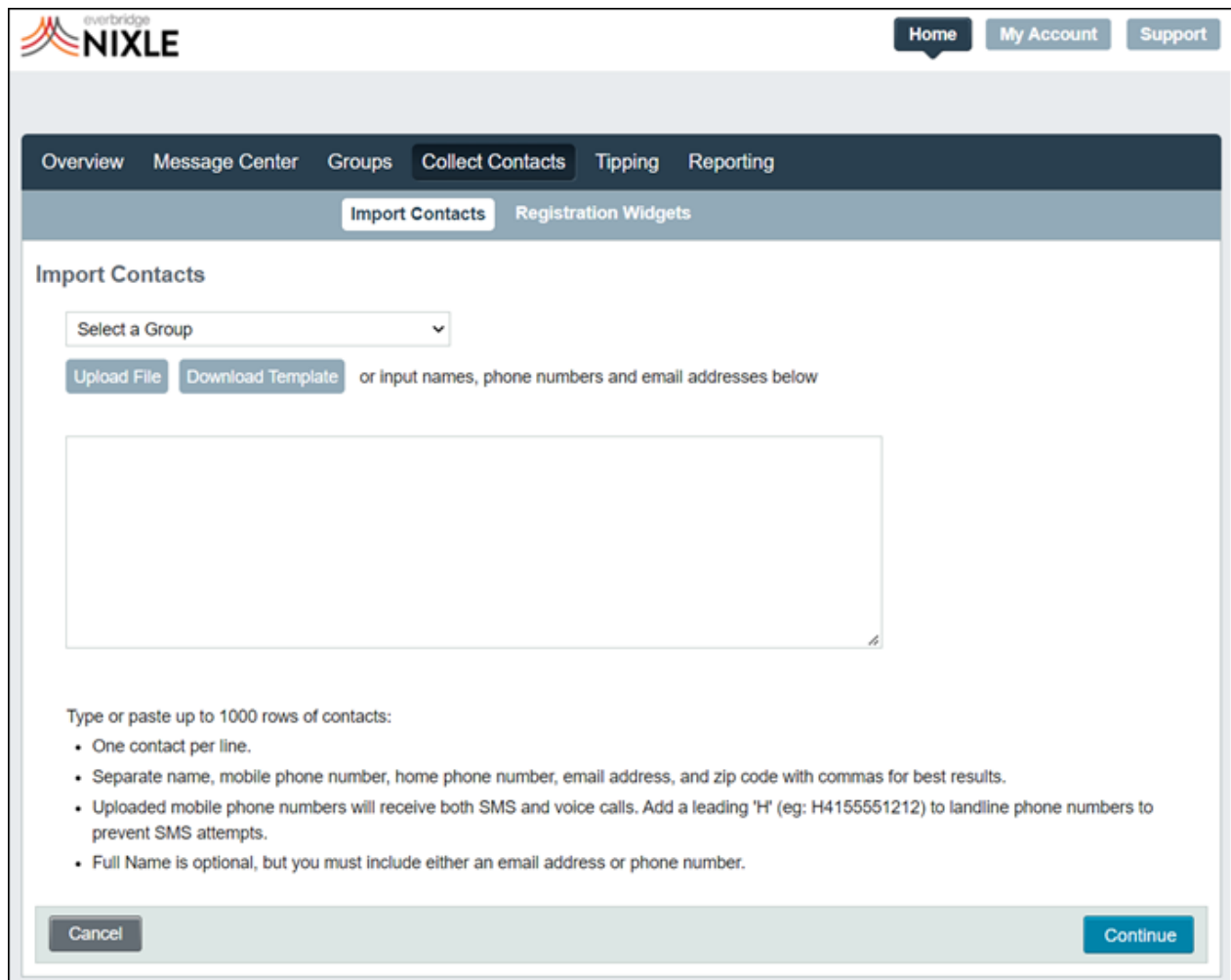
Delete

Save Group

# Importing Contacts

To add contacts to a Group, click the Collect Contacts button on the menu bar.

On the Import Contact page, select the Group you wish to add your contacts to from the drop-down menu. You may upload a file (CSV) of your contacts' information. Please click Download Template to view a sample of the format and information to include.



You may type in or copy and paste your contacts' information. Each contact must be listed on a separate line. You may use spaces or commas to separate each contact's specific information (name, phone number, email address). You must include at least a mobile number or email address for each contact.

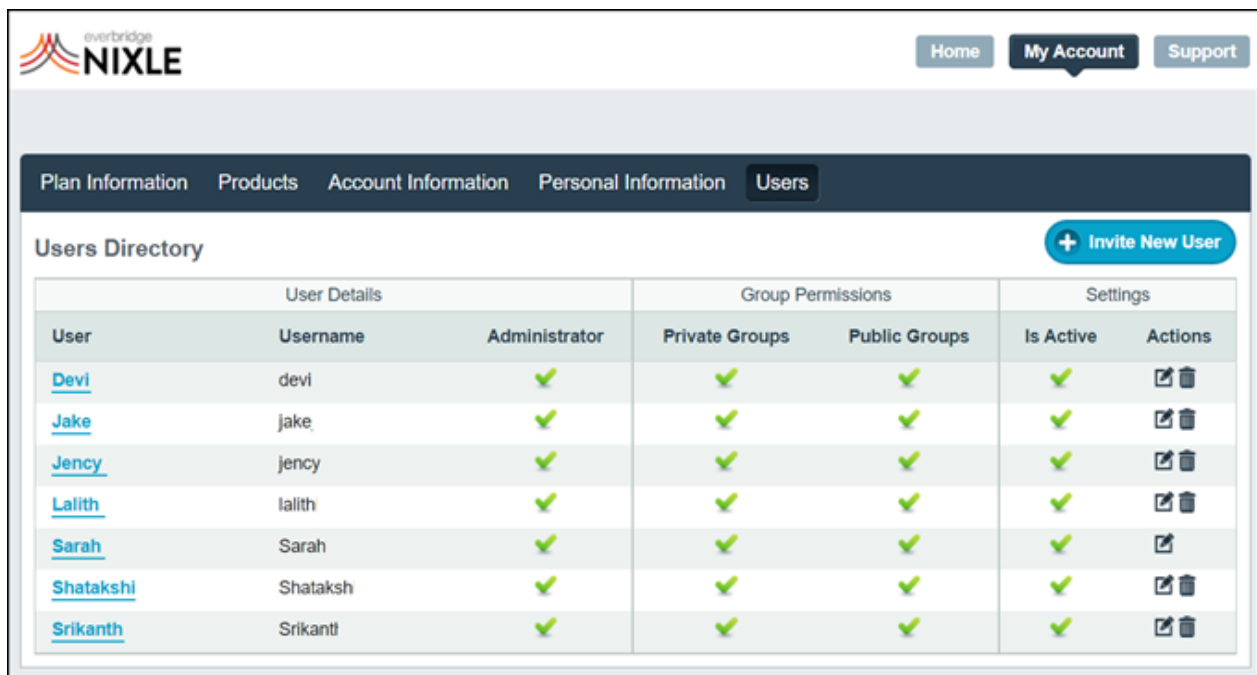


Once all the information has been entered, click the Continue button to review your additions to your contacts. You will then be taken to a confirmation page where you may edit or delete the contact's information. Click the Confirm button and accept the conditions for adding contacts. Your contacts will now be added to the database for the specified Group.

# User Management

To view and edit the current users associated with your agency, click My Account in the main menu. Then, click the Users button.

The Users Directory will appear, listing the users associated with your agency. To view or edit an individual's information, click on the user's name in blue or the Edit icon in the Actions column under Settings. To delete the account, click the Delete button.



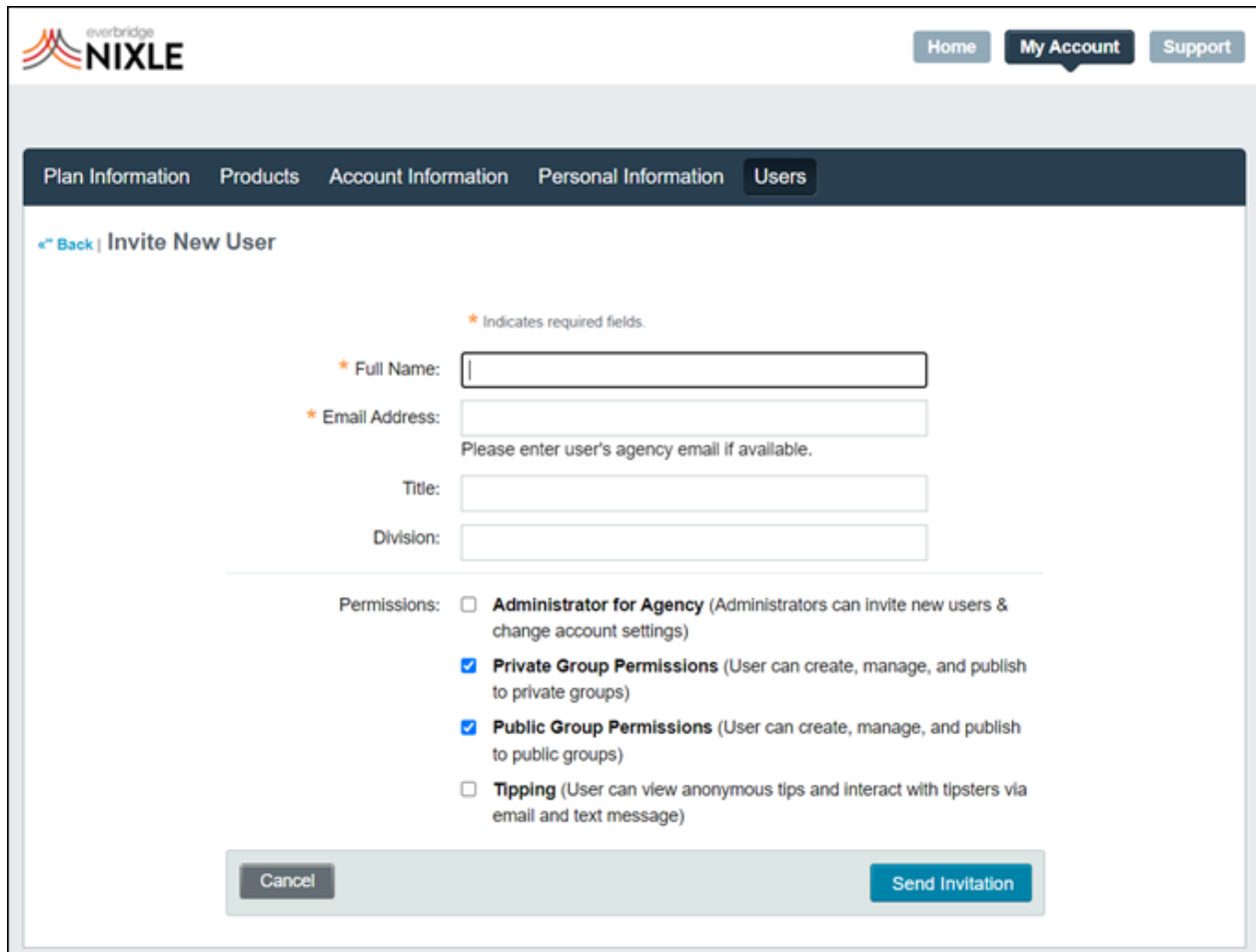
Users Directory							<a href="#">+ Invite New User</a>
User Details			Group Permissions		Settings		
User	Username	Administrator	Private Groups	Public Groups	Is Active	Actions	
<a href="#">Devi</a>	devi	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<a href="#">Edit</a> <a href="#">Delete</a>	
<a href="#">Jake</a>	jake	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<a href="#">Edit</a> <a href="#">Delete</a>	
<a href="#">Jency</a>	jency	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<a href="#">Edit</a> <a href="#">Delete</a>	
<a href="#">Lalith</a>	lalith	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<a href="#">Edit</a> <a href="#">Delete</a>	
<a href="#">Sarah</a>	Sarah	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<a href="#">Edit</a> <a href="#">Delete</a>	
<a href="#">Shatakshi</a>	Shataksh	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<a href="#">Edit</a> <a href="#">Delete</a>	
<a href="#">Srikanth</a>	Srikanti	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<a href="#">Edit</a> <a href="#">Delete</a>	

## Invite a New User

To invite a new user, click on the Invite New User button above the Settings column of the Users Directory. You will be taken to the Invite New User page. Here you must fill out the user's full name and email address. You may choose to also include their title and division.

If you wish for the user to be designated as an administrator for the agency, check the corresponding box next to the Permissions field. Please note that administrative permissions include the ability to invite new users and to change account settings.

If you wish to cancel the request, you may do so by clicking the **Cancel** button. If you wish to continue with the invitation process, simply click the **Send Invitation** button after filling in the required information. The new user will receive an email with instructions to create their login credentials.



The screenshot shows the 'Invite New User' form within the NIXLE 360 application. The form is located under the 'Users' tab in the navigation menu. It includes a 'Back' link and a title 'Invite New User'. A legend indicates that an asterisk (\*) denotes required fields. The form contains the following fields and options:

- \* Full Name:** A text input field.
- \* Email Address:** A text input field with a note: "Please enter user's agency email if available."
- Title:** A text input field.
- Division:** A text input field.
- Permissions:** A list of checkboxes with descriptions:
  - Administrator for Agency** (Administrators can invite new users & change account settings)
  - Private Group Permissions** (User can create, manage, and publish to private groups)
  - Public Group Permissions** (User can create, manage, and publish to public groups)
  - Tipping** (User can view anonymous tips and interact with tipsters via email and text message)

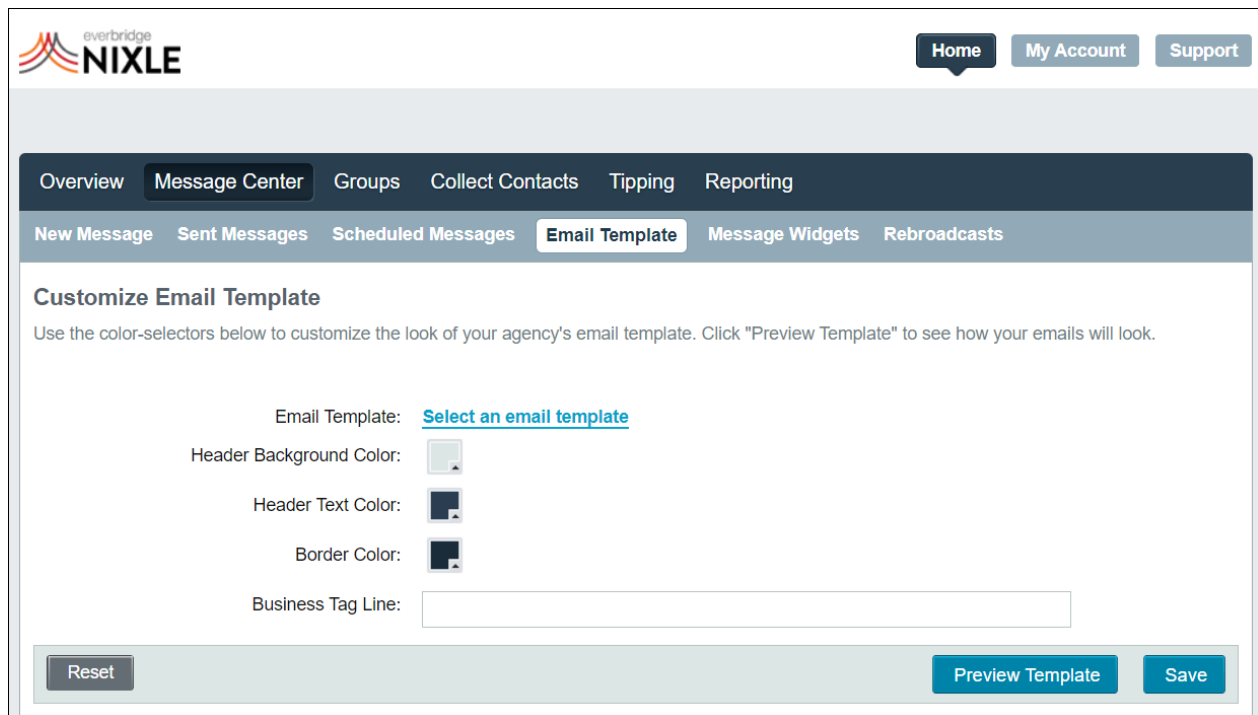
At the bottom of the form, there are two buttons: **Cancel** and **Send Invitation**.

# Creating Email Templates

Email templates can be created under Message Center > Email Templates. Selecting a pre-configured email template will set the color values of the header background color, header text color, and border color. Click on the color swatches for each element to customize them.

You can also add a Business Tagline in the bottom field.

Selecting Preview Template will allow you to check your HTML before saving. If approved, once you've clicked Save, all emails generated from your agency will use this template going forward.

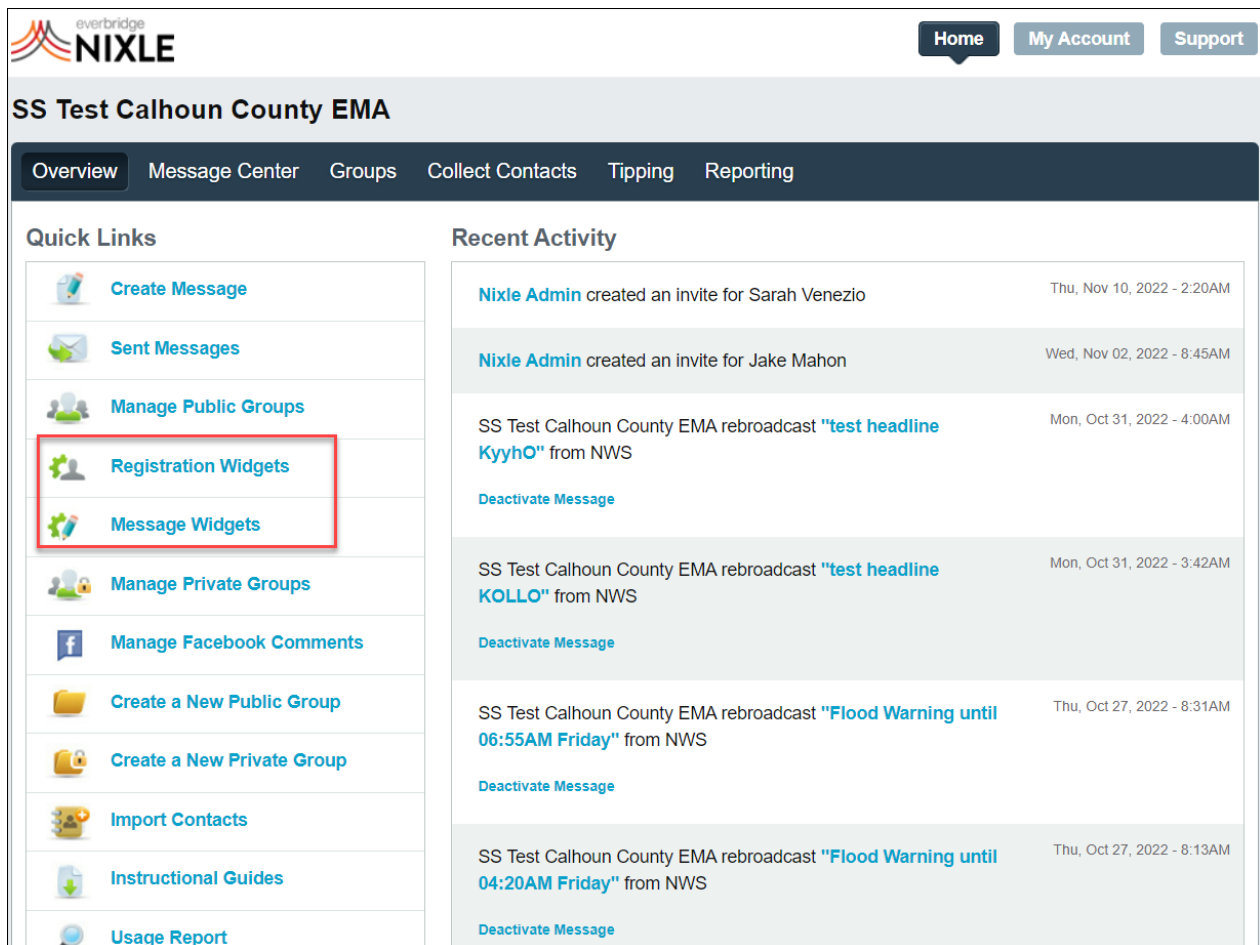


The screenshot shows the 'Customize Email Template' page in the NIXLE interface. At the top left is the 'everbridge NIXLE' logo. On the top right are navigation buttons for 'Home', 'My Account', and 'Support'. Below these is a dark navigation bar with 'Message Center' selected, and sub-menu items: 'Overview', 'Message Center', 'Groups', 'Collect Contacts', 'Tipping', and 'Reporting'. A secondary light blue bar contains 'New Message', 'Sent Messages', 'Scheduled Messages', 'Email Template' (highlighted), 'Message Widgets', and 'Rebroadcasts'. The main content area is titled 'Customize Email Template' and includes the instruction: 'Use the color-selectors below to customize the look of your agency's email template. Click "Preview Template" to see how your emails will look.' The form contains: 'Email Template:' with a link 'Select an email template'; 'Header Background Color:' with a light grey color swatch; 'Header Text Color:' with a dark blue color swatch; 'Border Color:' with a dark blue color swatch; and 'Business Tag Line:' with an empty text input field. At the bottom are three buttons: 'Reset', 'Preview Template', and 'Save'.

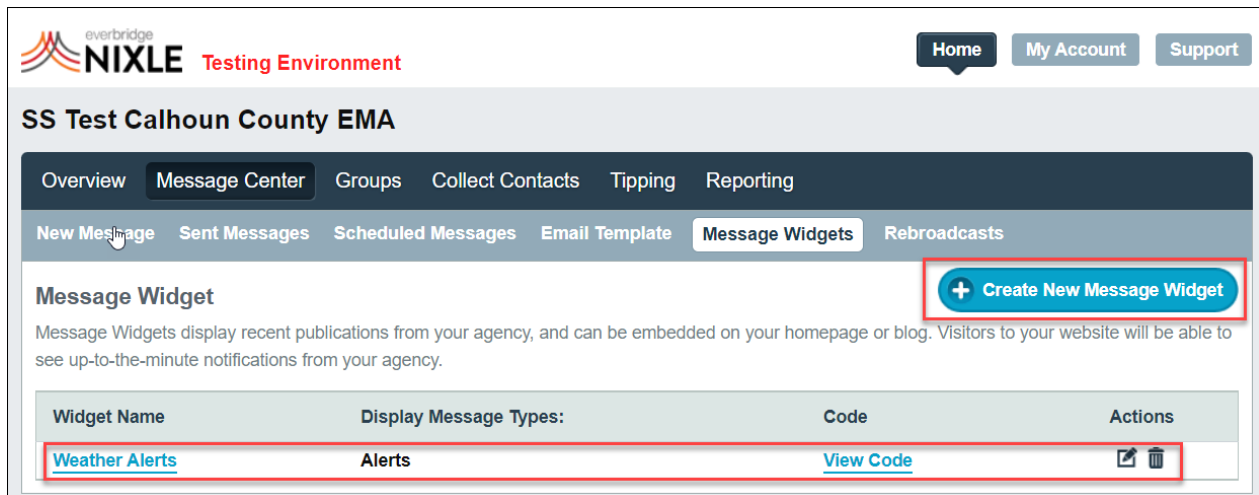
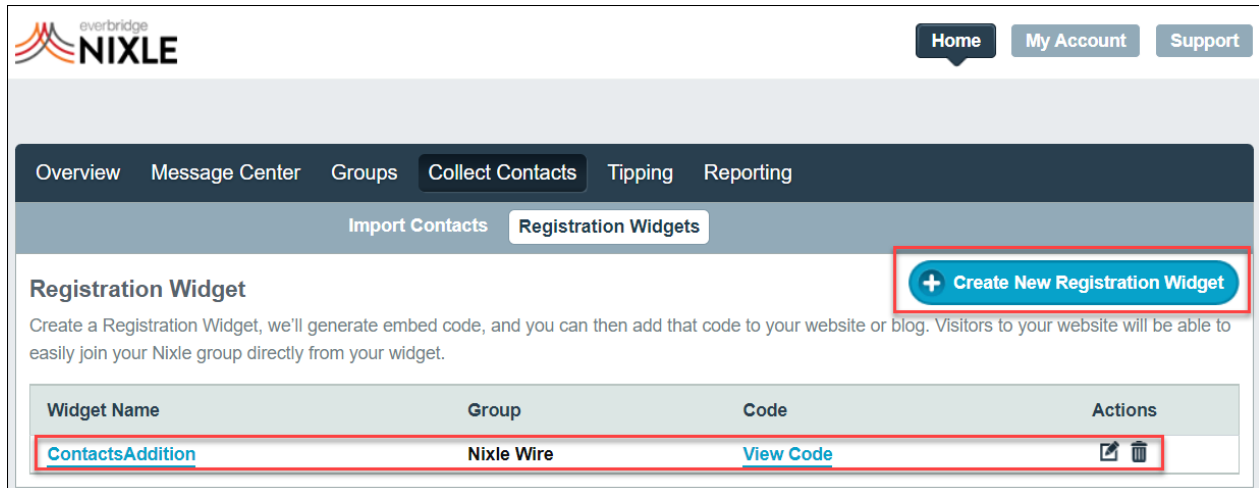
# Widgets

There are two types of configurable Widgets that can be generated and added to websites and blogs: Registration Widgets and Message Widgets.

To create either, select the corresponding option from the sidebar menu on the **Overview Page**.



You'll then be able to see all of the preexisting Widgets for both types, as well as the option to create a new one.

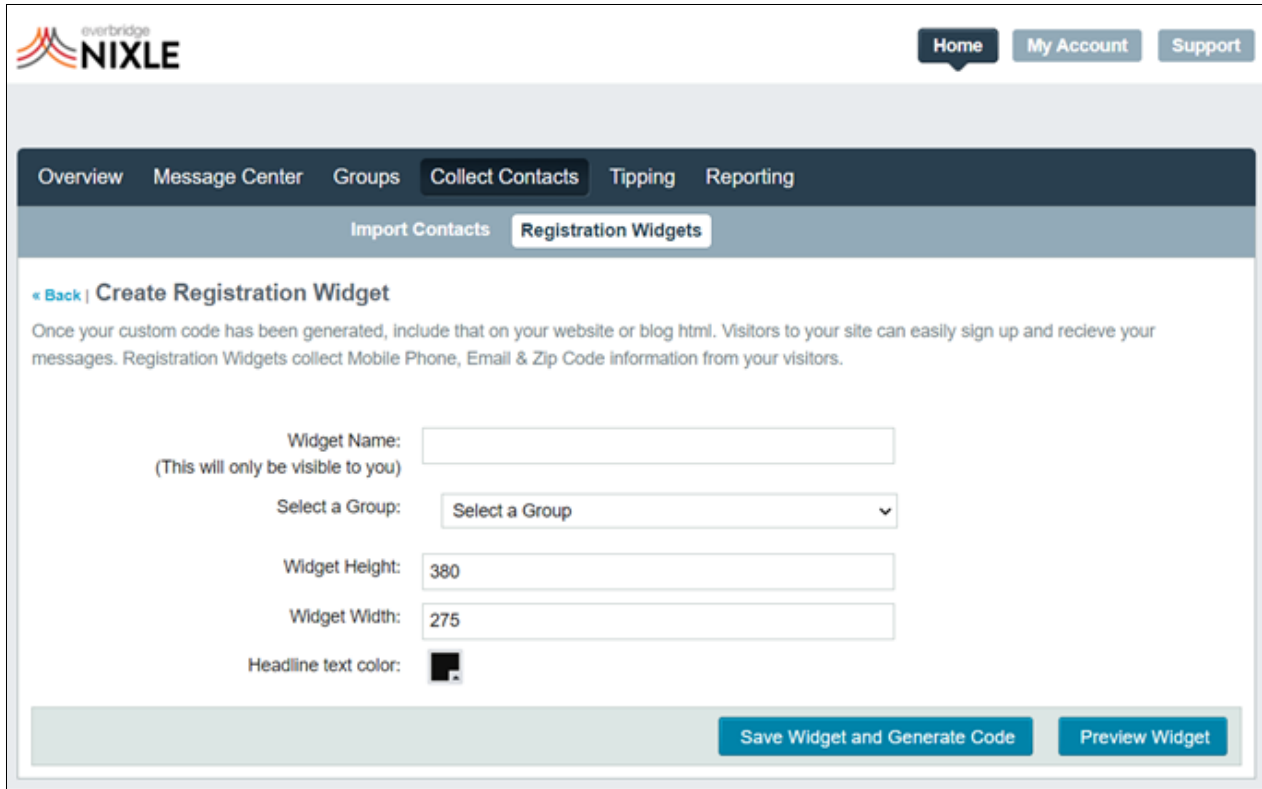


## Create New Widget

Selecting the Create New Widget button will bring you to the creation page.

1. Enter the Widget name.
2. Select the Widget height and width that will display on your site.
3. Choose the color swatches for the headline and text colors.
4. Select Save Widget and Generate Code to save the widget for future use, as well as generate the HTML code needed to insert the widget into your website.

Once your custom code has been generated, include that on your website or blog HTML. Visitors to your site can easily sign up and receive your messages. Registration Widgets collect Mobile Phone, Email & Zip Code information from your subscribers.



everbridge NIXLE Home My Account Support

Overview Message Center Groups **Collect Contacts** Tipping Reporting

Import Contacts **Registration Widgets**

« Back | **Create Registration Widget**

Once your custom code has been generated, include that on your website or blog html. Visitors to your site can easily sign up and receive your messages. Registration Widgets collect Mobile Phone, Email & Zip Code information from your visitors.

Widget Name:   
 (This will only be visible to you)

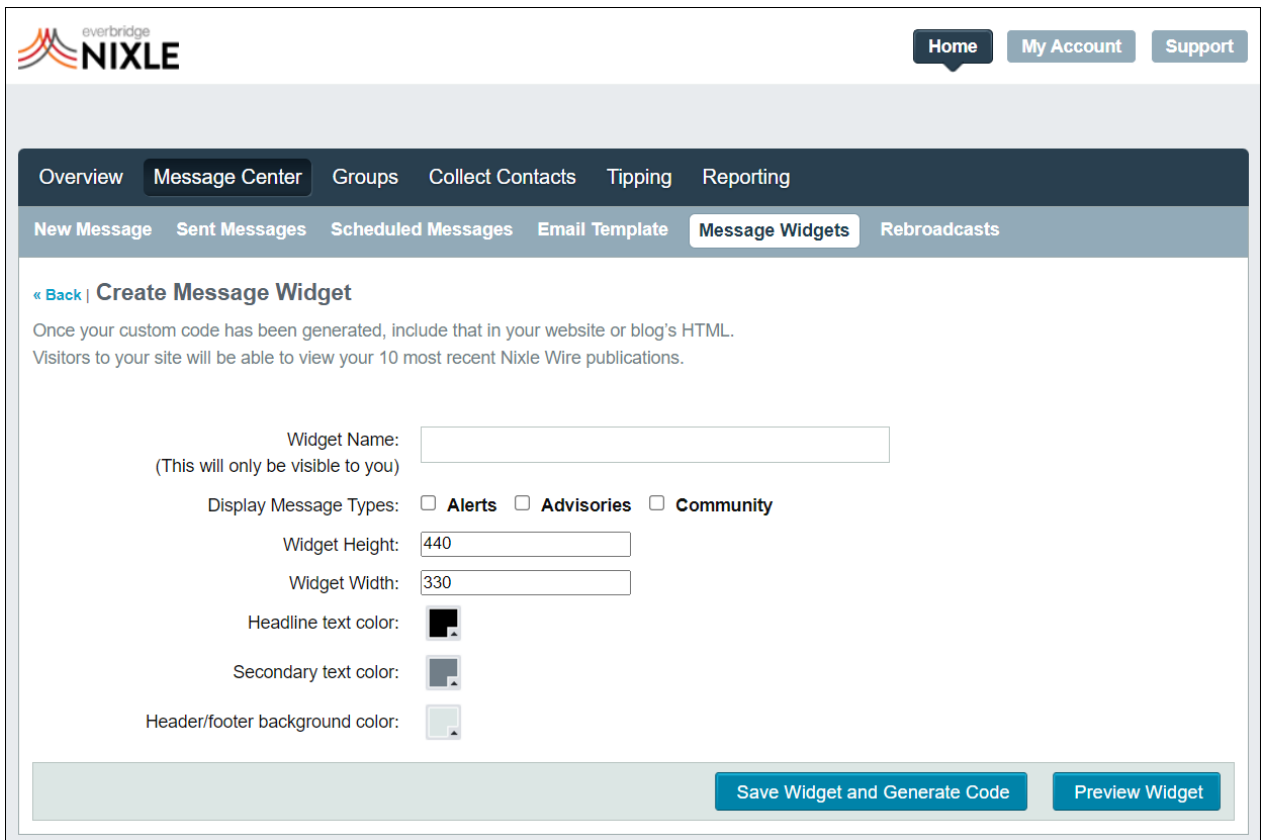
Select a Group:

Widget Height:

Widget Width:

Headline text color:

Save Widget and Generate Code Preview Widget



everbridge NIXLE Home My Account Support

Overview **Message Center** Groups Collect Contacts Tipping Reporting

New Message Sent Messages Scheduled Messages Email Template **Message Widgets** Rebroadcasts

« Back | **Create Message Widget**

Once your custom code has been generated, include that in your website or blog's HTML. Visitors to your site will be able to view your 10 most recent Nixle Wire publications.

Widget Name:   
 (This will only be visible to you)

Display Message Types:  Alerts  Advisories  Community

Widget Height:

Widget Width:

Headline text color:

Secondary text color:

Header/footer background color:

Save Widget and Generate Code Preview Widget