

Texas Children's is implementing the Everbridge communication suite for our urgent and emergency notification needs. Please complete the following steps to enhance our ability to notify you in the event of an urgent or emergency situation.

INITIAL CONFIGURATION

Step 1: Create Everbridge account

Soon, you will receive an email which will enable you to securely create an account in Everbridge.

Once received, please follow the instructions to complete your registration. Record the User ID and Password you configure as you will need it later.

Note: Username and Password are both case-sensitive.

Step 2: Install Everbridge app

The *Everbridge mobile* app enables you to receive urgent PUSH notifications, even if the app is closed, on your smartphone/tablet device and provides a rich interface for interaction and detailed response.

To install, please access the iTunes Store (iOS devices) or Google Play (Android devices) and download the *Everbridge* app.

Once installed, open the app and use the Username and Password you previously configured in the Everbridge Member Portal (above).

Alternate Method: Use your TCH network credentials by clicking "Enable Single Sign-On" and entering the Single Sign-On Key Phrase: "TCHMember1"

Upon successful login, you may choose to "Always Share My Location" (so first responders can locate you in an emergency), and optionally, set custom audible tones for Non-Priority and Priority Messages.

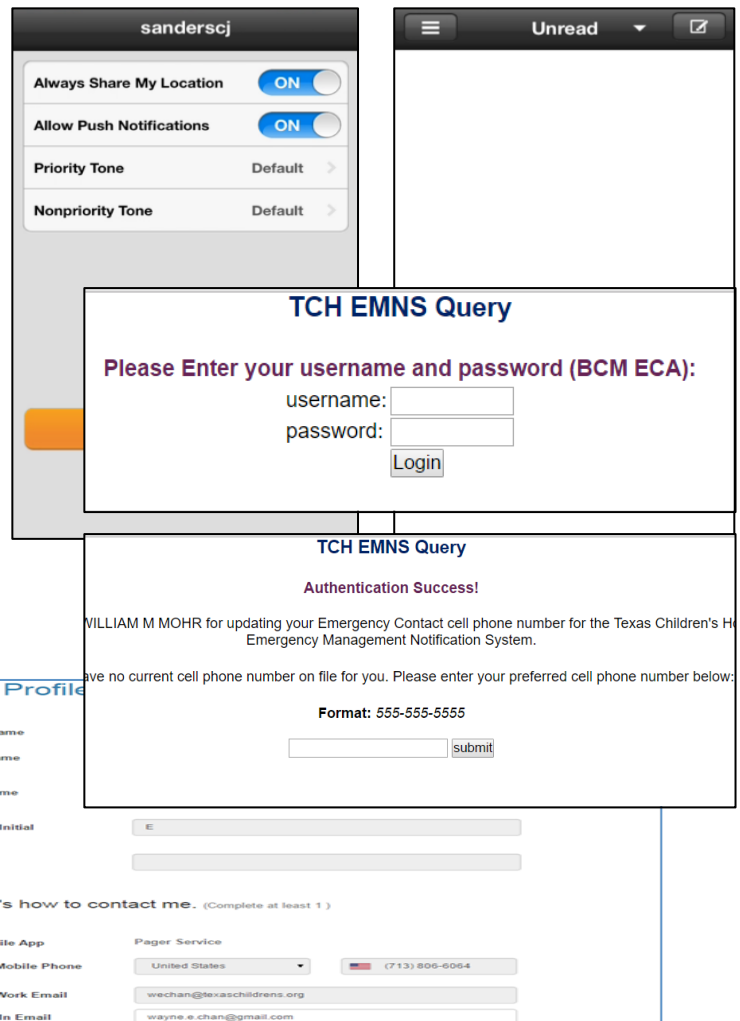
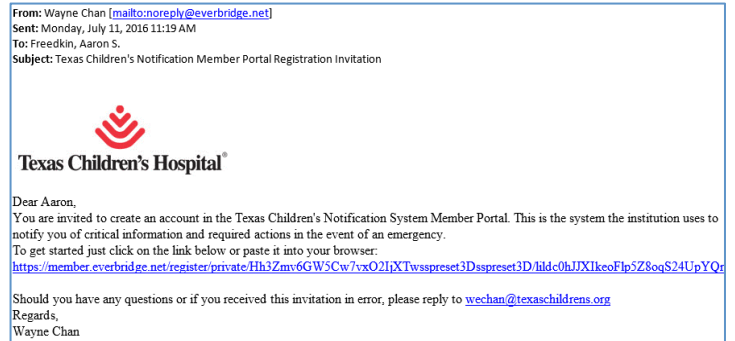
Step 3: Confirm Your Contact Data

Click on "Manage My Profile" and verify the accuracy of your contact data.

If any of the pre-existing data is inaccurate, go to Step 4 to update your Phone Numbers section from within PeopleSoft (MOLI).

Click DONE when you have finished setting your options and confirming your contact data.

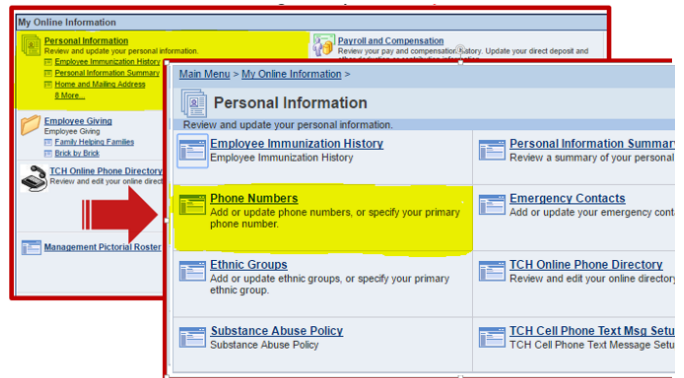
The *Everbridge* app is now ready to use.



Update Contact Data

For TCH people with access to MOLI

- On your TCH computer, go to the Connect homepage
- On the right under RESOURCES, click [MOLI – my online info](#)
- Login with your TCH Network User ID and Password
- Click on [Personal Information](#)
- Click on [Phone Numbers](#)
- Click on [Add Phone Number](#), select **“Mobile”** (not **“Home”**) and enter your cell phone number
- Please also update your Business, Home and Pager numbers.
- When updates are complete, click [Save](#)



Note: Data from this section is **not published to Outlook or Connect Profiles** and is suitable for confidential phone numbers.

Updates to MOLI are imported into Everbridge at 5AM each morning.

For BCM people with access to Baylor Intranet

- Browse to https://intranet.bcm.edu/private/pediatrics/tch_emns.cfm
- Login with your BCM ECA user name and password
- On the next page, enter or update your cell phone number
- Click [submit](#)

Updates from BCM's TCH EMNS web form will be imported into Everbridge quarterly or more often as needed.



Response

Notifications from the Texas Children's Notification System are sent to help inform you of an urgent or emergency situation and action(s) you may need to take. Sometimes, the notification will include important conference call details where the situation will be discussed.

During notifications from the Texas Children's Notification System, you may receive a combination of Everbridge app PUSH messages, SMS text, email or telephone calls.

Each notification will have a message component and a response component.

When received, please follow the instructions below to confirm receipt, choose a response, or join the conference call. **If you do not confirm or select a response, the system will try to reach you another way.**

How do I respond?

EMAIL



- » The emails will be sent from: **Texas Children's Notification System**
- » Review the entire message
- » **Click the link** provided to confirm receipt or click a response

TELEPHONE / VOICE



- » The caller ID will show: **832-824-1000**
- » Listen to the entire message
- » To confirm receipt, **Press "1"** or the number of your chosen response

EVERBRIDGE APP



- » PUSH notifications will come from: **Texas Children's Notification System**
- » Review the entire message
- » To confirm receipt, **tap Confirm** or one of the available responses

SMS / TEXT



- » You will receive a text message from short code **89361** or **87844**
- » Read the entire message then select Reply from your device
- » **Type "Yes" and send** to confirm receipt
- » Or, type the number of your chosen response and send

For questions, please contact *Wayne Chan* via cell phone at 713-806-6064 or via email at wechan@texaschildrens.org.

Everbridge ManageBridge

Send Notifications from Apple and Android devices

Note: You can also send notifications from <https://manager.everbridge.net>

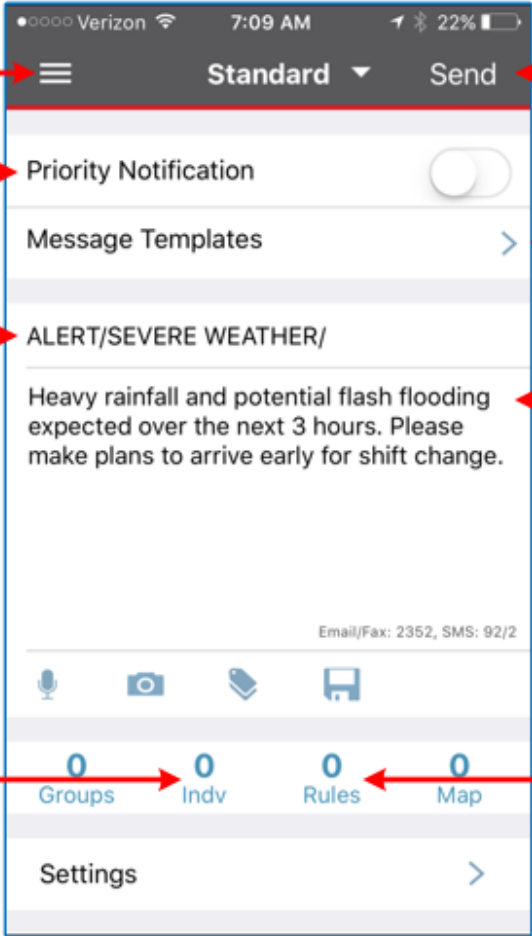
Login:

Use Everbridge Username & Password

Note: Username and Password are both case-sensitive.

Alternate Method: Use your TCH network credentials

- Click "Enable Single Sign-On"
- Enter the Single Sign-On Key Phrase: "TCHManage1"
(Numeral 1 not Letter "i")
- Enter TCH User ID and Password



Pre-built ready-to-send no-edit notifications! →

1. Normal or Priority →

2. Enter Title → (only delivered to some device types)

3. Manually Enter Message →

4. Select Individuals →

5. Select Rules-based Groups:

- LEAD-ExecutiveVicePresidents
- LEAD-InChiefs
- LEAD-VicePresidents
- LEAD-Directors
- DEPT-EmergencyManagement

6. Click to Send! →

Available pre-written editable messages →