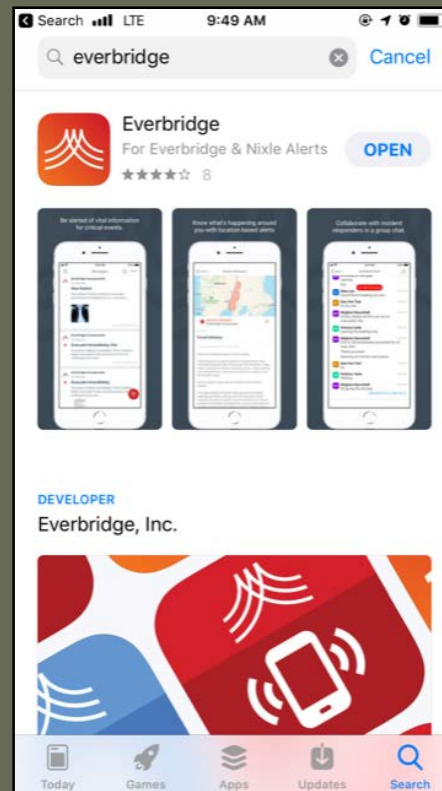


# LINCOLN COUNTY USER GUIDE

## Lincoln Alerts: Mobile App Download (Powered by “Everbridge”)



Revised: 05/22/19



**Public Health**  
Prevent. Promote. Protect.

*Lincoln County*

# OVERVIEW/ INTRODUCTION

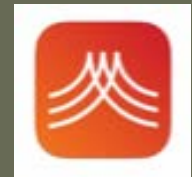


# OVERVIEW - INTRODUCTION

- Use the Lincoln Alerts Mobile App to:
  - Receive notifications
  - Easily store and retrieve prior messages
  - Easily update your profile information
  - Reply back to public safety officials with requested information
- The mobile app provides you the opportunity to send information back to Public Safety Officials who sent you the emergency notification
  - Send pictures of possible event damage to assist with the county damage assessment
  - Send responses with information that might be useful for Emergency Management to know like location, situational awareness, etc.

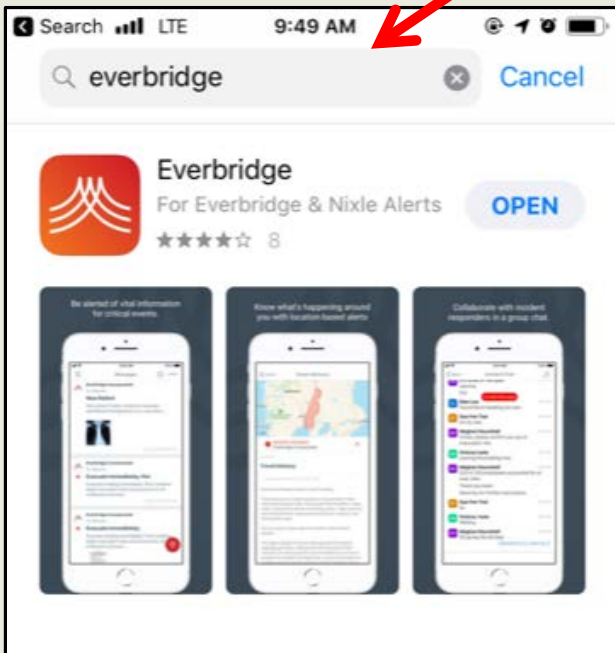
# INSTRUCTIONS:

- Download the mobile app
- Receive notifications
- Update your profile information
- Message(s) tour

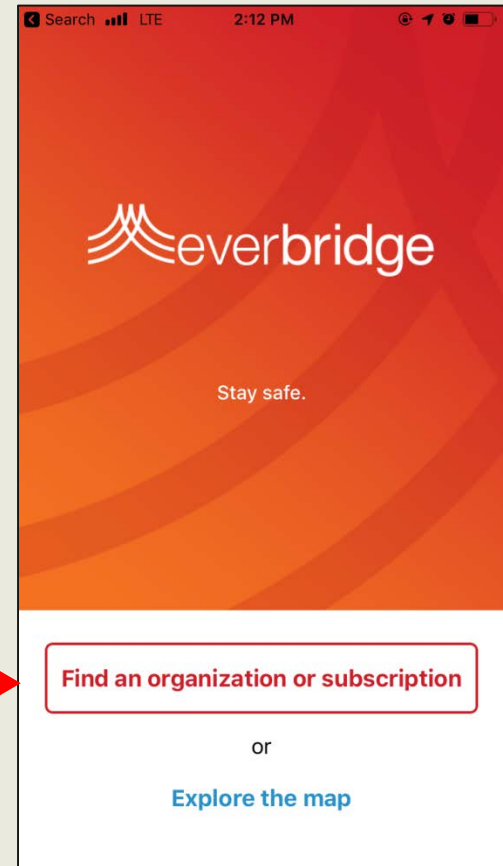


# DOWNLOADING THE APP

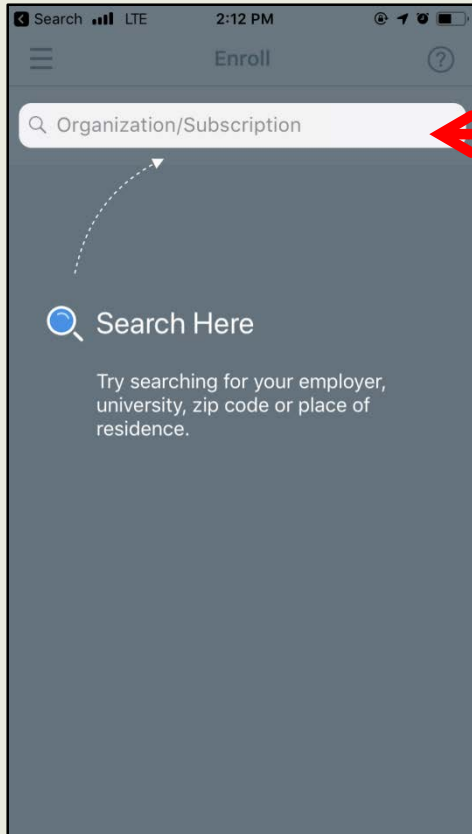
Download the “Everbridge” App using the app store or google play.



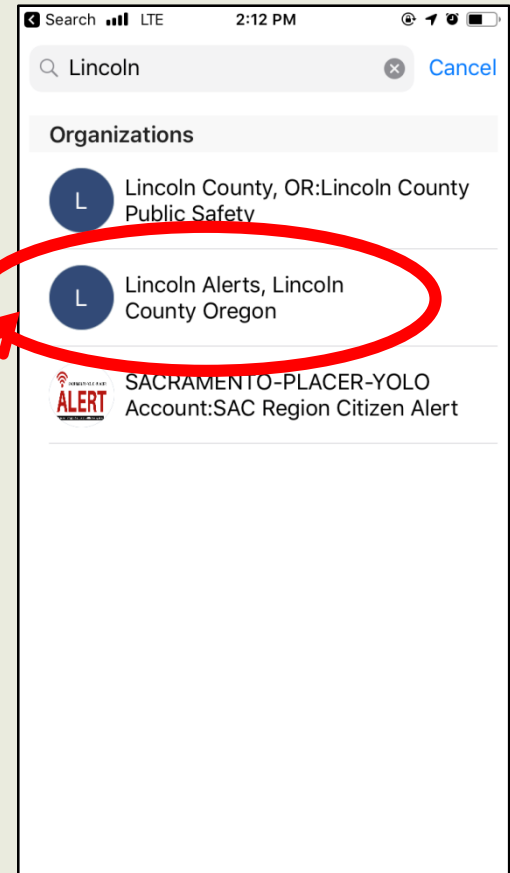
Once downloaded, open the app and click on “find an organization or subscription” button



# LOCATING LINCOLN ALERTS



**You will be prompted to search for an organization or subscription.**




**Type in Lincoln. Select "Lincoln Alerts, Lincoln County Oregon" from the list.**

# LOGGING IN OR SIGNING UP

Sprint LTE 2:14 PM

Back Sign up Done



Lincoln County Lincoln Alerts

Already signed up? **Login.**

Creating a profile takes just a few minutes.  
Remember your username and password so you can login in and change your information at any time.

Username Required

Usernames must be a minimum of 4 acceptable characters. Acceptable characters are: uppercase and lowercase letters, numbers, period, dash (-), underscore (\_), and at symbol (@). No other characters or symbols are permitted at this time.

First Name Required

Last Name Required

Password Required

If you already have a Lincoln Alerts account, you can log in by clicking here with your username/password.

If you don't remember your user name or password click the links below to request it (you will need the email that you initially registered your account with).

- **Forgot Username**

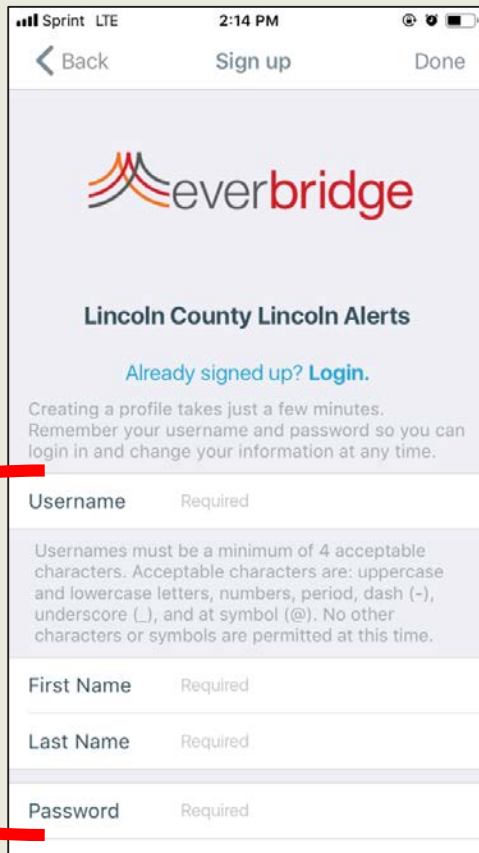
[https://manager.everbridge.net/forgotPasswords/  
u](https://manager.everbridge.net/forgotPasswords/u)

- **Forgot Password**

[https://manager.everbridge.net/forgotPasswords/  
forgotPasswordStep1](https://manager.everbridge.net/forgotPasswords/forgotPasswordStep1)


# SIGNING UP

If you need to sign up, you can do so in the app by creating a username and password.



Sprint LTE 2:14 PM

Sign up Done



Lincoln County Lincoln Alerts

[Already signed up? Login.](#)

Creating a profile takes just a few minutes. Remember your username and password so you can login in and change your information at any time.

Username Required

Usernames must be a minimum of 4 acceptable characters. Acceptable characters are: uppercase and lowercase letters, numbers, period (-), underscore (\_), and at symbol (@). No other characters or symbols are permitted at this time.

First Name Required

Last Name Required

Password Required



Sprint LTE 11:28 AM

Sign up Done

Characters or symbols are permitted at this time.

First Name Samantha

Last Name Sample

Password .....

Verify .....

Password must be 8 to 64 characters long and contain at least one letter and one number. Special characters are permitted, but limited to !@#%&~...

Question What is your maternal grandmother's maiden nam... >

Answer Test

Email sbuckley@co.lincoln.or.us

I accept the [Terms of Use](#)

[Overview](#)

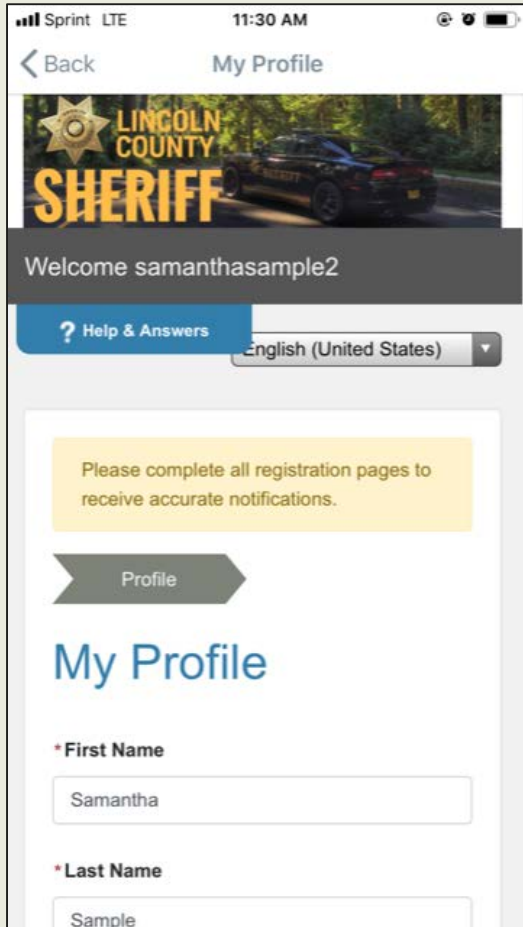
[FAQs](#)

[Privacy Policy](#)

Once you have filled out the initial information, select “Done” to complete the sign up process

**\*\*Signing up for Lincoln Alerts on a computer is preferred; mobile app currently does not allow you to input your location (addresses) – Everbridge is working to improve this feature.**

# SIGNING UP CONTINUED



Sprint LTE 11:30 AM

Back My Profile

LINCOLN COUNTY SHERIFF

Welcome samanthasample2

Help & Answers English (United States)

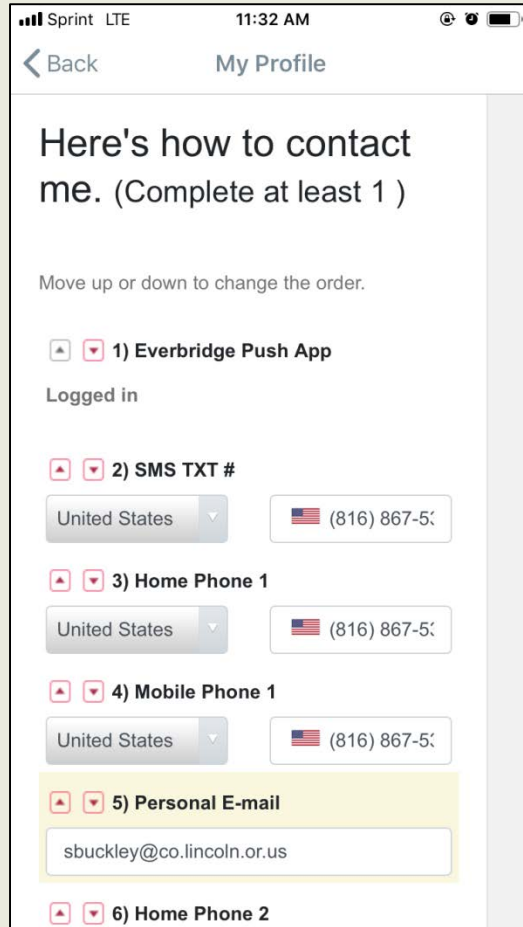
Please complete all registration pages to receive accurate notifications.

Profile

My Profile

\*First Name  
Samantha

\*Last Name  
Sample



Sprint LTE 11:32 AM

Back My Profile

Here's how to contact me. (Complete at least 1)

Move up or down to change the order.

1) Everbridge Push App

Logged in

2) SMS TXT #  
United States (816) 867-5

3) Home Phone 1  
United States (816) 867-5

4) Mobile Phone 1  
United States (816) 867-5

5) Personal E-mail  
sbuckley@co.lincoln.or.us

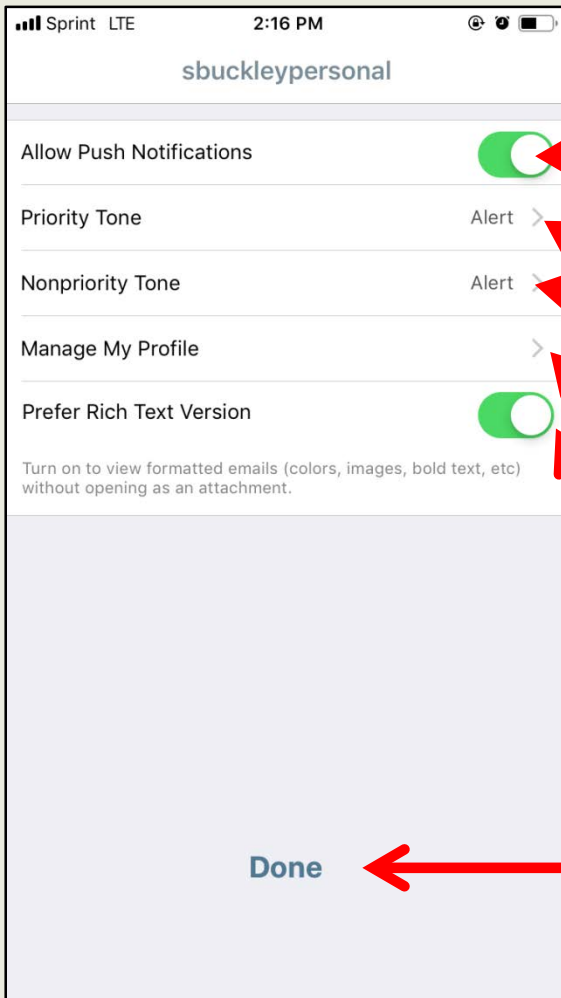
6) Home Phone 2

After completing the initial sign up process, you will be prompted to complete your registration. You can follow the full sign up instructions for more guidance on our website:

[www.co.lincoln.or.us/alerts](http://www.co.lincoln.or.us/alerts)

**\*\*Signing up for Lincoln Alerts on a computer is preferred; mobile app currently does not allow you to input your location (addresses) – Everbridge is working to improve this feature.**

# MOBILE APP SETTINGS



Once you log in, you will be directed to your account preferences. Leave the “Allow Push Notifications” on to receive notifications from the app.

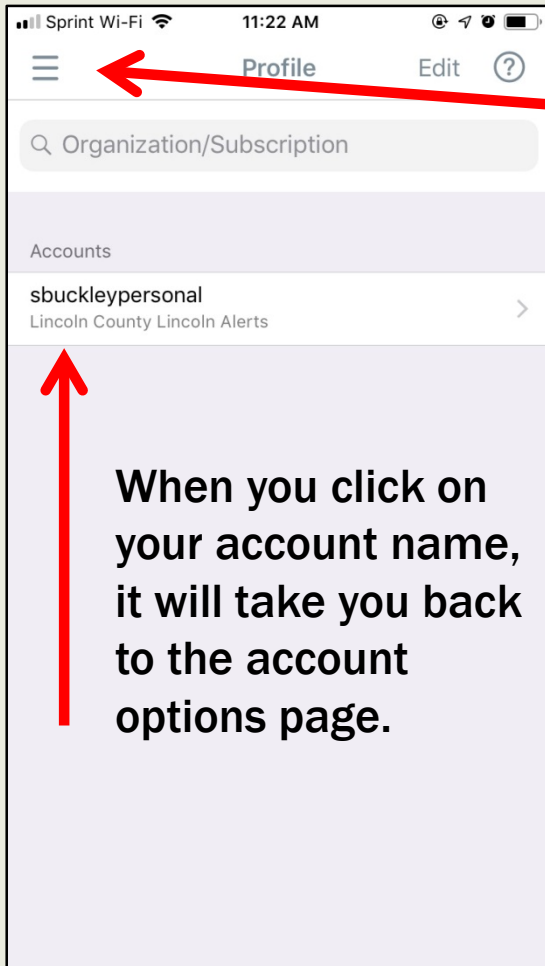
You can select a different “ring” tones for priority and non priority messages.

Selecting “Manage My Profile” allows you to update your profile information.

Leaving “Rich Text Version” on allows you to see formatted messages without opening attachments.

Click “Done” when finished formatting your profile preferences. These can be updated later also.

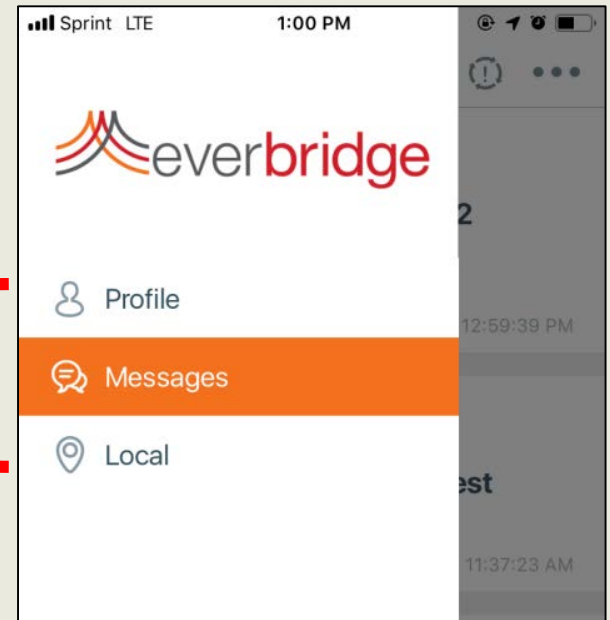
# MOBILE APP NAVIGATION



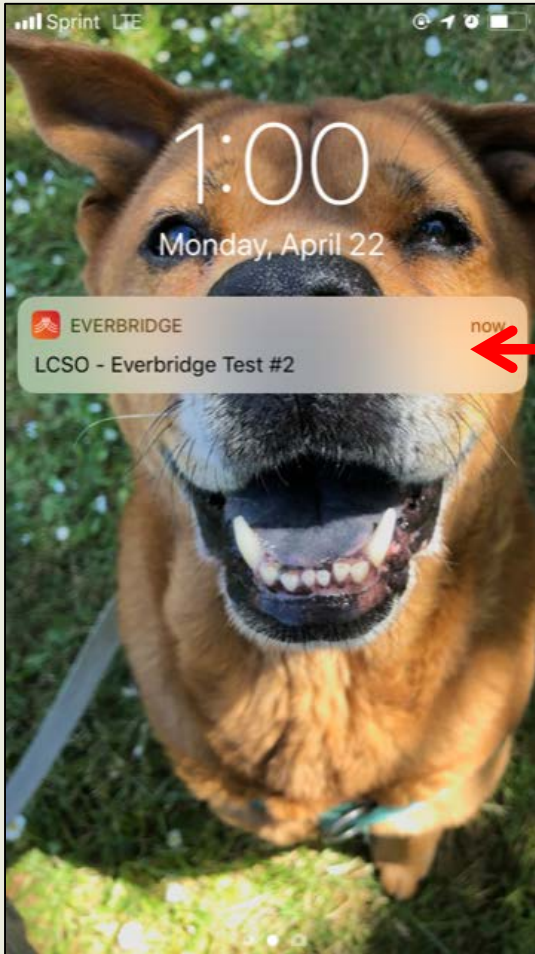
Clicking the three lines in the top left corner will take you to the main menu.

When you click on your account name, it will take you back to the account options page.

This is what the main menu looks like.



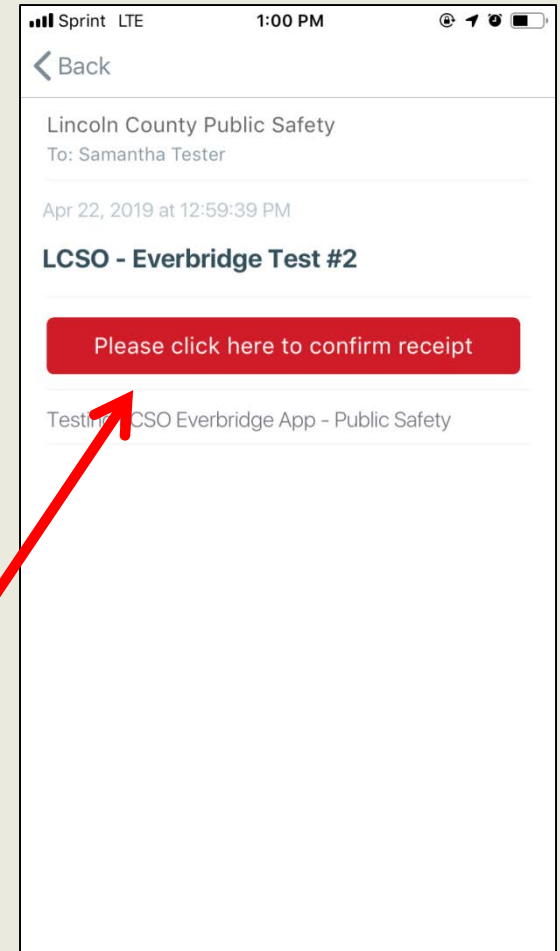
# RECEIVING NOTIFICATIONS



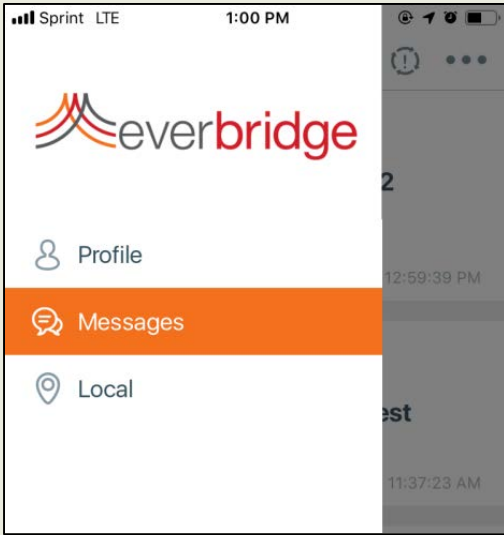
Depending on how your notification settings are set-up on your mobile phone – you will receive a notification with name of the message.

Clicking the notification will open the app and display the message.

You can click the red banner to confirm receipt.

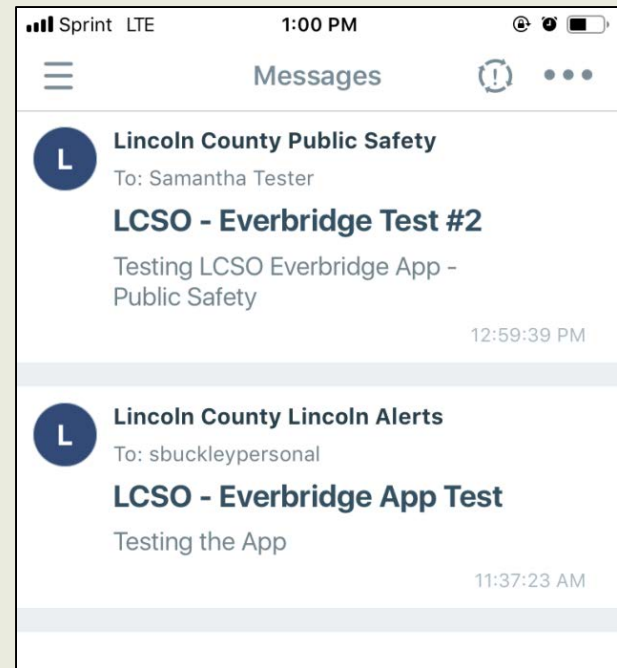


# MESSAGES



You can access your messages (new and old) by going to the main menu and selecting “messages”

The messages are displayed with the newest one on top.

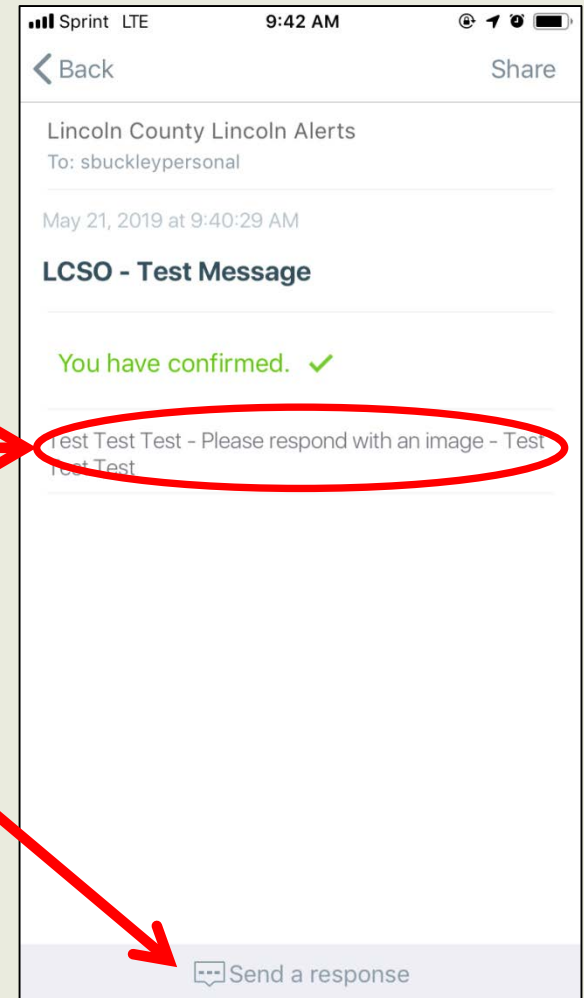


# SENDING INFORMATION BACK TO PUBLIC SAFETY OFFICIALS WHEN REQUESTED

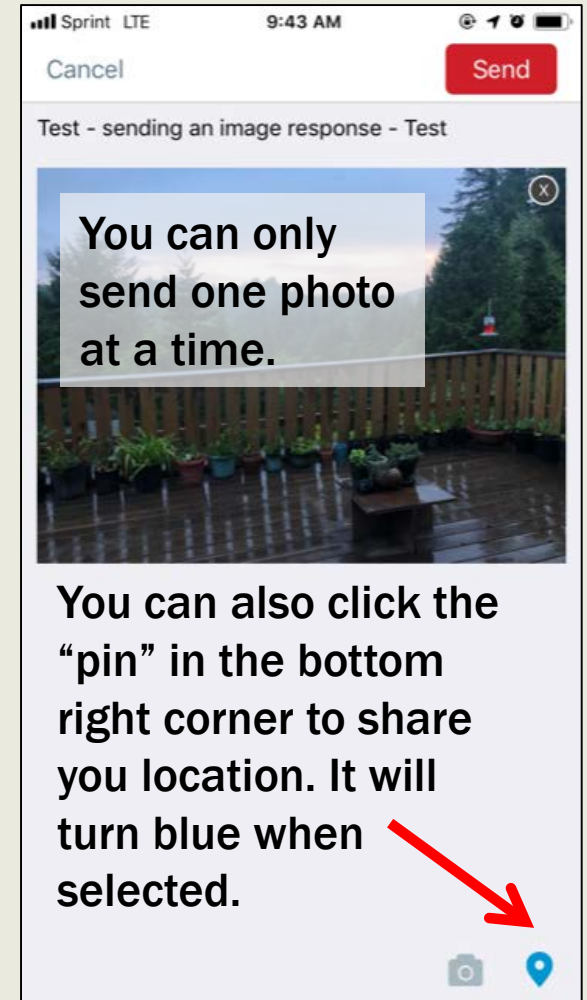
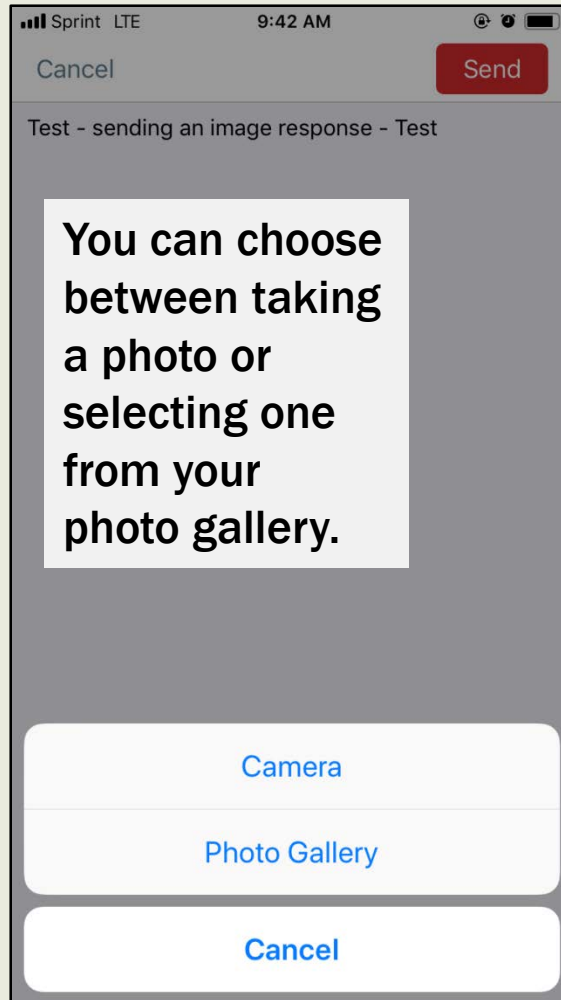
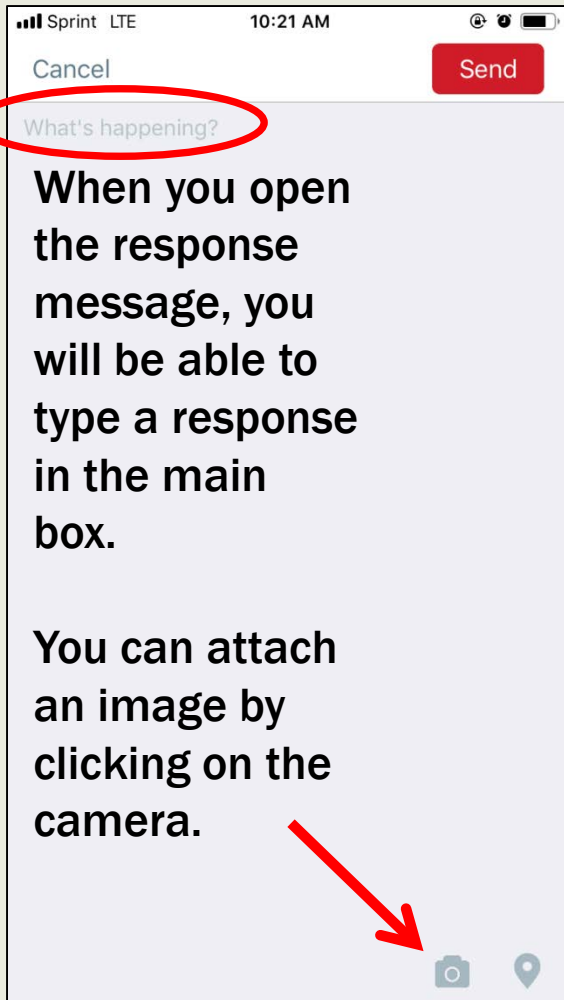
Public Safety Officials may request that you send information back to them to help with damage assessments and situational awareness.

If information or photographs are requested, it will be stated in the message.

You will be able to send a response by clicking the “send a response” button on the bottom of the screen.



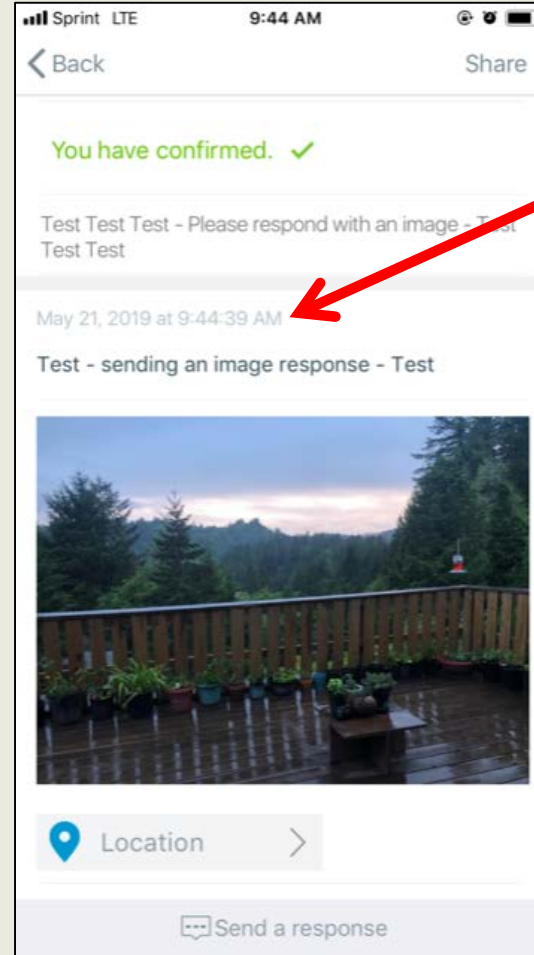
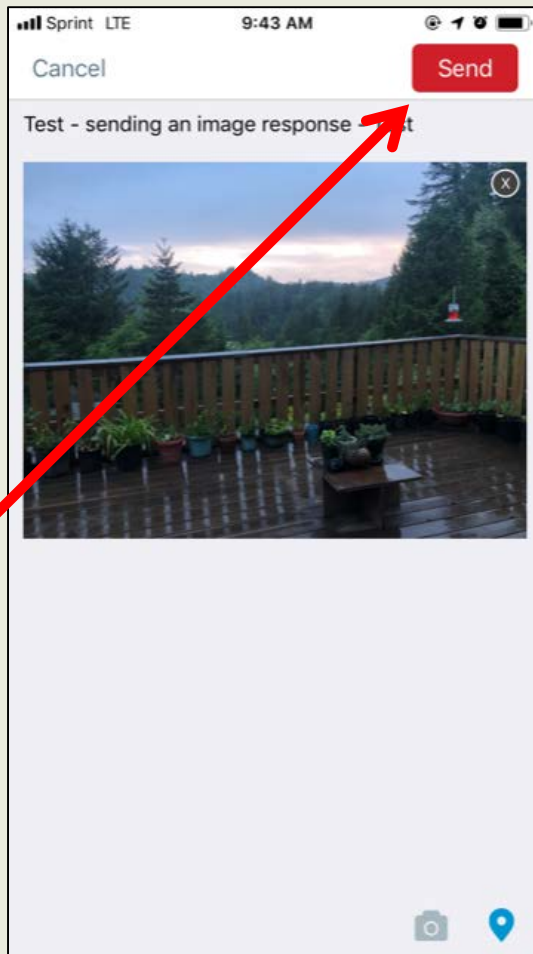
# SENDING INFORMATION BACK TO PUBLIC SAFETY OFFICIALS



# SENDING INFORMATION BACK TO PUBLIC SAFETY OFFICIALS

You will be able to review the message and the photo prior to sending.

When ready to send, click the red “send” button in the top right corner.



Once the message is sent, you will be able to see it as a response underneath the original message.

# FORGOT USER NAME/PASSWORD

- If Lincoln Alerts Opt-in Subscribers can not locate their user name and/or password they can return to the original log-in screen and select the “forgot user name/password features” to reset their information.
  - Forgot Username  
<https://manager.everbridge.net/forgotPasswords/u>
  - Forgot Password  
<https://manager.everbridge.net/forgotPasswords/forgotPasswordStep1>

# QUESTIONS OR ASSISTANCE

- County Emergency Manager(s)
  - Jenny Demaris, [vdemaris@co.lincoln.or.us](mailto:vdemaris@co.lincoln.or.us), 541-265-4199
  - Samantha Buckley, [sbuckley@co.lincoln.or.us](mailto:sbuckley@co.lincoln.or.us), 541-265-0657



**Public Health**  
Prevent. Promote. Protect.

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*Lincoln County*