Everbridge
Fermilab Emergency Messaging System
Frequently Asked Questions
March 2018

What is the Fermilab emergency messaging system Everbridge?
The messaging system allows for effective emergency communication to all members of the lab community who spend a significant amount of time on site, such as users, Village residents and contractors. Messages can be delivered to multiple phone numbers and email addresses, even during widespread power outages or if the Fermilab email system is down.

What if my phone number or email address changes or I want to add contact information?
If you would like to add or change contact information, you should login to the Everbridge emergency messaging system and update your information in the profile section.
Log into: https://member.everbridge.net/index/453003085611188#/login

What if I forgot my username and/or password?
There is both a "forgot username" and "forgot password" link on the log in page.

Will my contact information be shared with others?
No. Information that you provide will be used only by Fermilab for emergency messaging purposes.

Who can sign up for the Fermilab emergency messaging system Everbridge?
Anyone who has a Fermilab badge can sign up, including employees, users and contractors.

What types of messages will be sent?
Messages will be sent when there are imminent threats to the health and safety of those on the Fermilab site, as well as in situations that could greatly affect lab operations including early lab closings or late openings and lengthy or widespread power outages. Messages will also be sent during annual system tests.

When will the messages be sent?
Emergency messages can be sent 24/7, with the exception of tornado-related watches, warnings and all-clear messages, which will be sent only between 5:30 a.m. and 10 p.m., Monday through Friday.

Will I still get emergency messages if I don't login and add contact information?
Yes, if you have an email address on file with Fermilab. If you are not sure if you have an email address on file, contact:
- WDRS if you are an employee.
- Global Services if you are a user.
- ID office if you are a contractor.

What if I want to receive emergency messages only via email (and not via text messages and phone calls)?

If you want the emergency messages sent only to the email address on file with Fermilab, then you do not have to do anything. Keep in mind that if there is a power or network outage at Fermilab and email is down, you may not be notified in a timely manner.

If I have multiple numbers and email addresses entered into the system, will emergency messages be sent to all of them simultaneously?

The messaging system is configured to consecutively contact all of your phone and text numbers and email addresses in the order that you designate in your Everbridge account.

What if I leave the laboratory and no longer want to receive emergency messages?

If you do not wish to receive emergency notification messages after you leave, you'll need to login to your account and remove any email addresses, phone numbers and text messages that you had previously added and change the primary email address to your fnal.gov address.
Log into: https://member.everbridge.net/index/453003085611188#/login