

## Everbridge

### What Is Everbridge?

Everbridge is the emergency mass-notification system that APU uses to provide students, faculty, and staff with critical updates and instructions via text message, email, and voicemail during emergency situations on or near campus.

This system allows APU administrators, Campus Safety, and the university's Critical Incident Response Team to rapidly communicate with the entire campus population during a major event, providing real-time emergency alerts and instructions for the community.

### What to Do When You Receive an Alert

When you receive an emergency notification, read the message and follow the instructions provided. The messages include information and/or requirements from local law enforcement and emergency response authorities as well as from APU Campus Safety. If the alert asks to confirm receipt of the message, follow the prompts to do so. If message receipt is not confirmed, the system will continue to resend the message and will attempt to reach you through other means (first text, then email, then voicemail) until it is confirmed. Confirm **all** updates, if the message includes the command to do so. Once you confirm receipt, you should not receive that same message again, but you will receive updates that follow, including an "all clear" message when appropriate.

### How to Enroll and Update Information

All employees and students are automatically enrolled in the system. Contact information is determined by what the university has on file.

Each semester, and following a major event, all members of the campus community will receive an email reminder from the Critical Incident Response Team to update contact information to ensure that messages are sent to active phone numbers and email addresses.

Students should update both their personal contact and emergency contact information through the [APU Mobile App](#) or [home.apu.edu](http://home.apu.edu) (Student Center: Personal Information). Faculty and staff can update their information for Everbridge alerts [online](#) and their emergency contact information on [Total Access](#).

## **How Can Friends and Family Receive Emergency Updates?**

Enrollment in Everbridge is available only for the APU community at this time. Friends and family can, however, follow APU's main social media accounts, as well as Campus Safety on Twitter ([@APUCampusSafety](https://twitter.com/APUCampusSafety)). Everbridge alerts will be posted on these accounts simultaneously.