Updating Information in Everbridge

**Note:** The easiest way to update contact information in Everbridge is to update information in the UCI Health Intranet Phonebook profile. This information is imported to Everbridge nightly and will overwrite edits made in the Everbridge system directly if it conflicts with existing phone book information. Note however, that any personal information uploaded to the phonebook will be available to all viewers. If you prefer to provide your personal contact information for emergency purposes only, please refer to the instructions on page four to update contact information in Everbridge directly.

*Phonebook updates*

To update your profile in the phonebook, contact your Department Administrator.

**Step 1:** If you are an employee (not a guest/contractor) look for yourself in the official UCI Directory, [https://directory.uci.edu/](https://directory.uci.edu/).
Step 2: Once you have found yourself in the phonebook, there is a link at the bottom of the results page that says “update data in the directory.”
Step 3: Click on the second bullet to find out who your Department Directory Coordinators (DDCs) are. Note that you may need to log into the system to view this information.

These DDCs are authorized to make phonebook changes for you/your department.

Guests are handled differently. The DDC for the department the guest is affiliated with must submit a ticket. Email oit@uci.edu with DIRECTORY in the subject line and the details in the body of the message.

Everbridge Updates
If you prefer not to have personal information available in the phonebook, you can update that information in Everbridge directly. To update information in Everbridge directly (if your contact information is not captured in the phonebook), follow the steps below.

**Step 1**
- Log into the UCI Health Intranet
- Hover mouse over “Communication” on the bar menu on the top left of the page.
- Click on “Everbridge” from the sub-menu
Step 2:
- If you are not signed in, select the radio button next to “Sign in to this site.”
- Click on the “Sign in” button.
- If you are already signed in, proceed to step 3.

Step 3:
- Select “Everbridge Contacts” from the drop down menu
- Click on the “Sign in” button.
Step 4:
- Click on the “Edit” button on the top right corner of the info box.

Step 5:
- Update information as appropriate
- If you are updating one-way pager information, enter your pager number, followed by “@myairmail.com” and select “American Messaging – MyAirMail” from the Pager Service dropdown menu.
Step 6:
- If you would like to change the order in which your notifications are sent, use the arrows on the left side of the page to move contact points up or down the list.

Step 7:
- Click on “Save” button to save changes directly in Everbridge.