Everbridge
Fermilab Emergency Messaging System
Frequently Asked Questions
June 2020

Updates and changes as of <u>June 16, 2020</u>
You are responsible for making Everbridge contact information updates in FermiWorks.

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?
All contact information is housed in FermiWorks:
- **Employees** may update their contact information in FermiWorks (Workday).
- **Users/ Visitors** may contact the Users Office usersoffice@fnal.gov to request a change to their contact information.
- **Contractors** may contact the Badging Office badgingoffice@listserv.fnal.gov to request a change to their contact information.

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

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 update or change my information in FermiWorks?
Yes, you will receive message via your work email and phone number(s).

What if I want to receive emergency messages only via email (and not via text messages and phone calls)?
In Everbridge, one email and one phone number will be established as your contact. The phone number may be your office, cell or text message.

If I have multiple numbers and email addresses populated in FermiWorks as Everbridge contact information, 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.

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

If you leave the laboratory your Everbridge contact information will automatically be removed from FermiWorks.