

## **Signing Up for Nixle and Everbridge**

### **Signing Up for Nixle Alerts on the Nixle Website**

1. Navigate to the Nixle Website (<https://www.nixle.com/>)
2. Enter your zip code (07901 for Summit residents)
3. Press "sign up"
4. Enter your email, new password, full name, language, phone number, and select whether you want to receive voice messages
5. Enter your home address
6. Text YES to the Nixle phone number that texts you
7. Fill out optional demographic information

### **SmartPath Information**

SmartPath changes the way you receive advisory Nixle messages. It is supposed to reduce SMS fatigue by only texting alerts, while emailing advisory and community notifications.

Here is a breakdown of the changes that Smartpath made:

- Users who subscribed using both their cell phone number and email, will start receiving advisory Nixle messages via email only instead of text messages
- Users who subscribed using only their email address will continue receiving advisory Nixle messages via email
- Users who subscribed using only their cell phone number will continue receiving advisory Nixle messages via text message

This means that **certain users may only receive alerts through emails instead of text messages** if they have an email registered with Nixle. The City of Summit has proposed three solutions to remedy this problem.

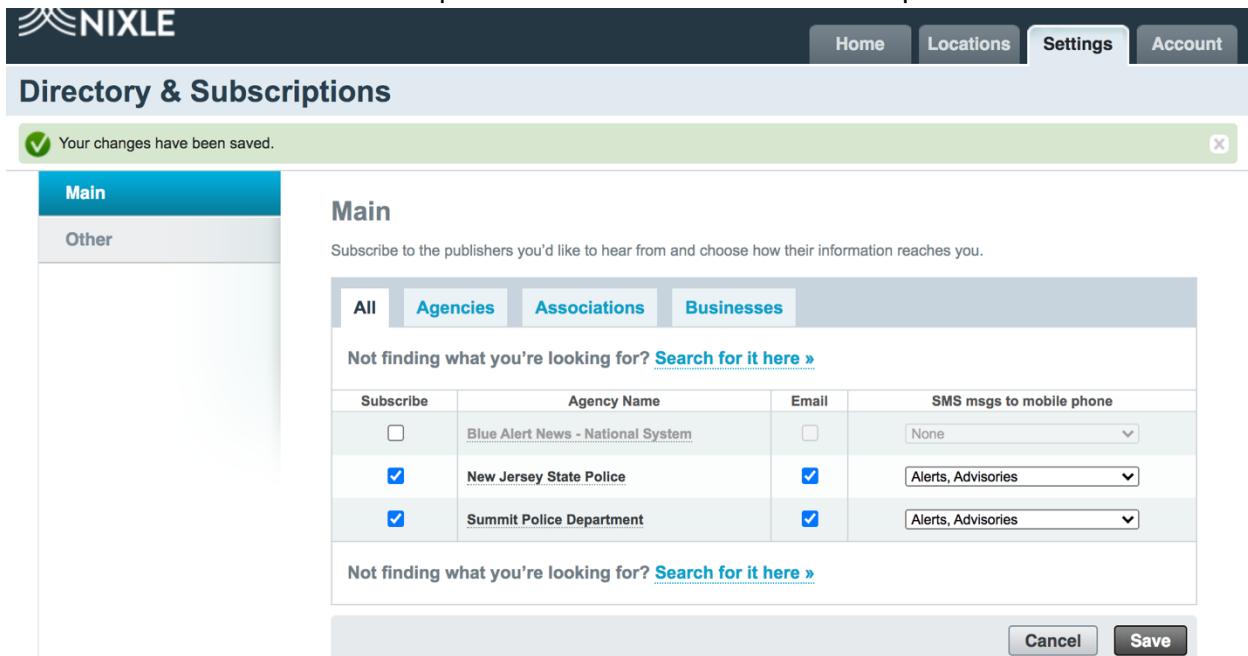
| <b>Nixle Notification Type</b>  | <b>SMS</b>                            | <b>Email</b>                        | <b>Everbridge App</b> |
|---|---------------------------------------|-------------------------------------|-----------------------|
| <b>ALERT</b><br><br>Used in emergencies when an active threat to public health and safety | Always                                | Always, if email address is on file | Push notification     |
| <b>ADVISORY</b><br><br>Used for non-emergent community notifications                      | SMS, only if no email address on file | Email only, if email is on file     | Push notification     |

Nixle DOES NOT support both SMS and email for ADVISORY messages.

## **Solutions to SmartPath**

### **Solution 1: Checking your settings**

1. Log into your resident account on the Nixle website
2. Click “Settings” in the top-right corner
3. Make sure that “SMS msgs to mobile phone” are selected for both advisories and alerts for the NJ State Police Department and the Summit Police Department



The screenshot shows the Nixle website's 'Directory & Subscriptions' section. The 'Main' tab is selected in the left sidebar. The main content area is titled 'Main' and contains a sub-instruction: 'Subscribe to the publishers you'd like to hear from and choose how their information reaches you.' Below this is a table with four columns: 'Subscribe', 'Agency Name', 'Email', and 'SMS msgs to mobile phone'. The table lists three entries: 'Blue Alert News - National System' (unchecked), 'New Jersey State Police' (checked, with 'Alerts, Advisories' selected), and 'Summit Police Department' (checked, with 'Alerts, Advisories' selected). At the bottom of the table is a link 'Not finding what you're looking for? [Search for it here »](#)'. At the very bottom of the page are 'Cancel' and 'Save' buttons.

| Subscribe                           | Agency Name                       | Email                               | SMS msgs to mobile phone |
|-------------------------------------|-----------------------------------|-------------------------------------|--------------------------|
| <input type="checkbox"/>            | Blue Alert News - National System | <input type="checkbox"/>            | None                     |
| <input checked="" type="checkbox"/> | New Jersey State Police           | <input checked="" type="checkbox"/> | Alerts, Advisories       |
| <input checked="" type="checkbox"/> | Summit Police Department          | <input checked="" type="checkbox"/> | Alerts, Advisories       |

### **Solution 2: Download the Everbridge app**

1. Download Everbridge from the app store (for the desktop version, visit <https://www.everbridge.com/>)
2. Enter “07901” as your Zipcode
3. Subscribe to Summit Police Department and New Jersey State Police
4. Enter your first and last name when subscribing
5. Click “Start Here” under “Getting text alerts from 888-777 or 692-692 numbers?”
6. Enter your phone number and press “Send Verification Code”
7. Enter the verification code that was sent to you
8. Now you will receive Everbridge mobile-app notifications for low-priority events

Note: The Everbridge App delivers notifications in the form of push notifications.

### **Solution 3: Delete your email address from your Nixle account**

1. Sign into your Nixle account
2. Navigate to the top-right of the screen and select “Account”
3. Click “Disable All Email Notifications” or delete your email account from your Nixle account