Role Type	Access	Documentation/Training Required
Data Manager	Can upload, create, and delete Contacts and Groups. Can run reports on Contacts only. *Cannot send Notifications.*	o **First Step:** Non-Disclosure Agreement (NDA) submitted to CAPCOG by Organization Administrator (OA), then OA may create account for user in Everbridge. After one month of access, the following courses must be completed: o **Second Step:** Data Manger Curriculum (*except for* Creating an On-Call Schedule, approx. 4 hours)
Mass Notification Operator	Can send, stop, and rebroadcast a Notification created by Template. *Cannot draft their own Notifications. Template needs to be created by higher position.*	o **First Step:** Non-Disclosure Agreement (NDA) submitted to CAPCOG by Organization Administrator (OA), then OA may create account for user in Everbridge. After one month of access, the following courses must be completed: o **Second Step:** Mass Notification Sender Certification (approx. 2.5 hours) o **Third Step:** CAPCOG Dispatcher Syllabus & Slides
Incident Operator	Can launch and manage Incidents or Scenarios. *Access to each Incident template determined by the Admin. Cannot create Incident/Scenario Templates.*	o **First Step:** Non-Disclosure Agreement (NDA) submitted to CAPCOG by Organization Administrator (OA), then OA may create account for user in Everbridge. After one month of access, the following courses must be completed: o **Second Step:** Incident Operator Certification (approx. 2 hours) o **Third Step:** CAPCOG Dispatcher Syllabus & Slides o **Fourth Step:** FEMA IS 247 (*IPAWS notification dispatchers only*, approx. 2 hours)
Dispatcher	Can draft/send a Notification, create Notification and Message	o **First Step:** Non-Disclosure Agreement (NDA) submitted to CAPCOG by

Role Type	Access	Documentation/Training Required
	Templates. Publish to IPAWS, Social Media, Nixle Community Subscribers (Short-Codes). *Has no access to Incidents.*	Organization Administrator (OA), then OA may create account for user in Everbridge. After one month of access, the following courses must be completed: o **Second Step:** Mass Notification Sender Certification (approx. 2.5 hours) o **Third Step:** CAPCOG Dispatcher Syllabus & Slides o **Fourth Step:** FEMA IS 247 (*IPAWS notification dispatchers only*, approx. 2 hours)
Group Manager	All the permissions of a Dispatcher, with additional access to create Contacts/Groups (*not upload*) and Reports. *Has no access to Incidents*	o **First Step:** Non-Disclosure Agreement (NDA) submitted to CAPCOG by Organization Administrator (OA), then OA may create account for user in Everbridge. After one month of access, the following courses must be completed: o **Second Step:** Group Manager Curriculum (approx. 4 hours) o **Third Step**: FEMA IS 247 (*IPAWS notification dispatchers only*, approx. 2 hours)
Incident Admin	Can send and create Incidents or Scenarios. Can create/upload Contacts and Groups. Can run Reports on Incidents only. Access to configure limited Org. Settings such as Map view/GIS Shape files, Email Ingestion, and IPAWS Certificate information. *No access to Notifications*	o **First Step:** Non-Disclosure Agreement (NDA) submitted to CAPCOG by Organization Administrator (OA), then OA may create account for user in Everbridge. After one month of access, the following courses must be completed: o Organization Administrator o **Second Step:** Incident Operator Certification (approx. 2 hours) o **Third Step:** Incident Communications Administrator Certification (approx. 3.5 hours) o **Fourth Step:** CAPCOG Dispatcher Syllabus & Slides
Incident Admin *(cont.)*	*(cont.)*	o **Fifth Step:** User Roles and Permissions (approx. 20 minutes)

Role Type	Access	Documentation/Training Required
		o **Sixth Step:** Using Reports (approx. 30 minutes) o **Seventh Step:** FEMA IS 247 (*IPAWS notification dispatchers only*, approx. 2 hours)

Organization or Account Administrator	Can draft/send Notifications or templates. Can create Incident templates and initiate them. Full access to Contacts and Reporting on all levels. Can create new users. Has access to Organization default settings. *It is best practice to only have one Org. Admin per jurisdiction*	o **First Step:** Non-Disclosure Agreement (NDA) submitted to CAPCOG by Organization Administrator (OA), then OA may create account for user in Everbridge.
		
		 After one month of access, the following courses must be completed:
		 o **Second Step:** Mass Notification Sender Certification (approx. 2.5 hours)
		 o **Third Step:** CAPCOG Org. Admin Welcome letter
		 o **Fourth Step:** CAPCOG Dispatcher Syllabus & Slides
		 o **Fifth Step:** Incident Operator Certification (approx. 2 hours)
		 o **Sixth Step:** Incident Communications Administrator Certification (approx. 3.5 hours)
		 o **Seventh Step:** Data Manager Curriculum (approx. 4 hours)
		 o **Eighth Step:** IPAWS Documentation (*IPAWS Alerting Authority organizations only*)
		     o FEMA MOA
		     o Public Alerting Permissions Application
		 o **Nineth Step:** FEMA IS-247 (*IPAWS notification dispatchers only*, approx. 2 hours)