
MCEN (Everbridge) for End Users

Overview

Montgomery County has changed software packages that run the Montgomery County Emergency Network (MCEN). Although you will be unable to send messages via MCEN, you may receive them and you will want to determine how you would like to receive those messages (i.e., e-mail, text or both).

Setting Up Your Account

Once you have received the registration e-mail from the MCEN Administrator, click the link embedded in the e-mail message and it will open the MCEN setup webpage.

- Click the **Username** field of the **Sign up** section and type in a username you would like to use. Please note the restrictions listed under the input field.

Sign up

Creating a profile takes just a few minutes. Remember your username and password so you can log in and change your information at any time.

• Username

User Name

Username must be a minimum of 4 acceptable characters. Acceptable characters are: uppercase and lowercase letters, numbers, period, dash (-), underscore (_), and at symbol (@). No other characters or symbols are permitted at this time.

- Create a password and fill it in the **Password** and **Confirm Password** fields (again noting the restrictions listed under the Password field). You should not need to change this password in the future unless you forget it.
- Select a security question and then provide the answer you would like to have on file. Remember, it doesn't have to be the real answer if you are concerned about security; what matters is that you remember what answer you name here in case you ever need to provide it.
- Check the box to accept the terms of use (ideally, after you read the terms).
- Click the **Create your Account** button.
- Fill in the contact information of your choice; your e-mail address will be listed by default and you may add primary and secondary text message cell phone numbers if you prefer. Click the associated arrows to the left of the contact numbers to change the preference order of your contacts.

☐ ☒ 1) Primary Email

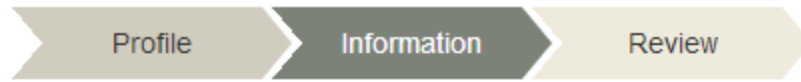
☐ ☒ 2) Primary Text Msg

☐ ☒ 3) Secondary Text Msg

- Click the **Save & Continue** button.

MCEN (Everbridge) for End Users

- Proceed to the **My Information** section and click the checkboxes for any texts you would like to receive. For example, select **FS01** if you would like any texts sent to the Station 1 group.



My Information

MCFRS Station Response Areas

- ☐ FS01
- ☐ FS02
- ☐ FS03
- ☐ FS04
- ☐ FS05
- ☐ FS06

- Click the **Save and Continue** button.
- Review the selections you chose and then click the **Finish** button.
- Click the **Logout** link on the left side of the gray stripe when you are finished.