

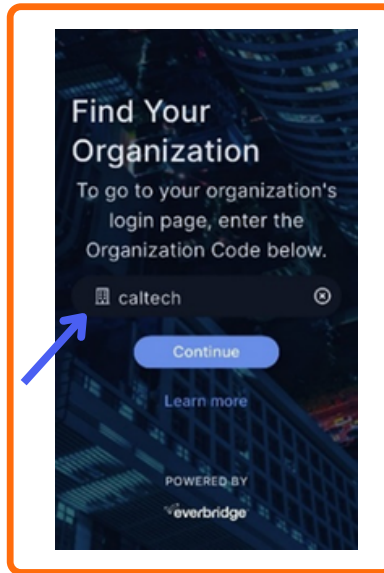
Everbridge 360 App Download Guide

Caltech has contracted with Everbridge to provide the campus community with a more interactive communication resource during emergencies. In addition to Caltech Alerts, campus members may voluntarily download the Everbridge 360 app, which includes Caltech Alerts along with a handful of enhanced safety and security features. **Please review the app disclosures down below.**

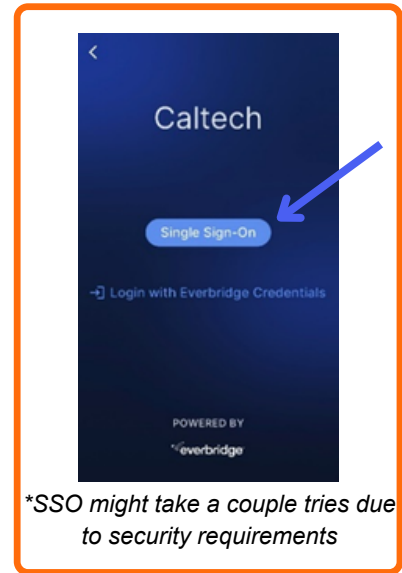
Search for **Everbridge 360**, download, and install the Everbridge 360 application from your Apple or Android app store.



Step 1: Open the App (icon shown above)

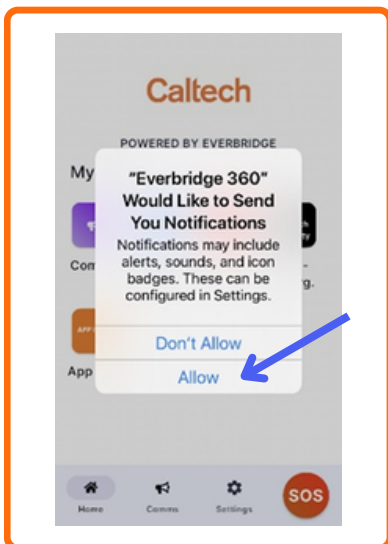


Step 2: Find your organization. Our Organizational Code for the app is: Caltech

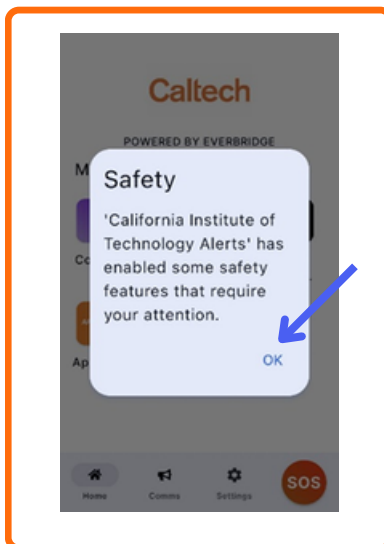


**SSO might take a couple tries due to security requirements*

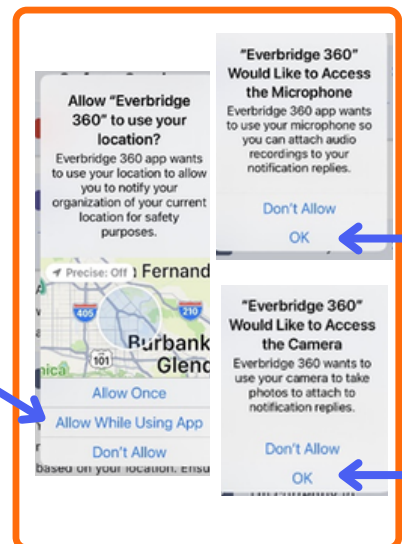
Step 3: Enter your Caltech username and password. Use SSO (Single Sign-On)



Step 4: Allow Everbridge 360 to send you notifications

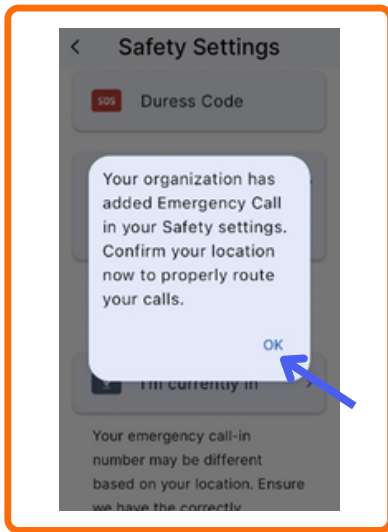


Step 5: Enable additional safety features to utilize the full app

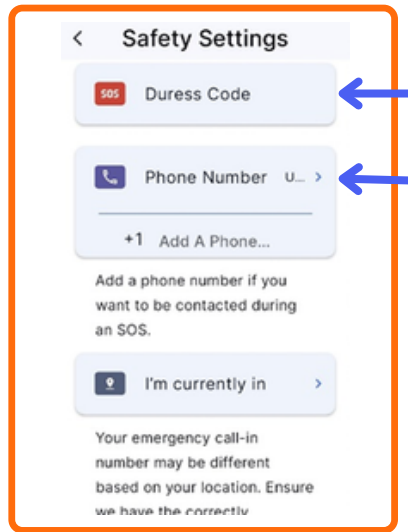


Step 6: Enable your camera, microphone, and location (only to be used during SOS activations)

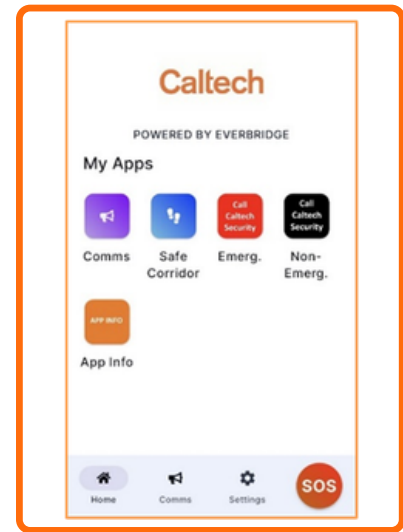
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Step 7: Complete Safety Settings



Step 8: Input your cell phone number, confirm country, and create a Duress Code



Step 9: Use the app as needed

Please make sure to set up the Everbridge 360 app for SOS and Safe Corridor activations. The app will not let you utilize these two features if you do not enable access to your location, camera, and phone microphone. The other features will still function.

The app is only intended for use on the Pasadena campus, off-campus graduate housing properties, and faculty housing properties. A geofence boundary has been programmed to include these locations and reflect Security's response areas.

If off campus, please dial 911 for emergencies.

Questions or Issues?

Contact us: emergencypreparedness@caltech.edu



Everbridge 360 App Disclosures

Video and Audio Recording:

By downloading the Everbridge 360 app, you (“you” or “user”) acknowledge and consent to the fact that recording of video and audio footage from your mobile device when SOS and/or Safe Corridor is enabled or activated. Recordings include capturing images and sound through your device’s camera and microphone. Recorded video and audio from your phone may be viewed and accessed by authorized Caltech and/or Everbridge personnel for security and investigative purposes. Please be aware that the recorded data will not be stored on Caltech servers but on the servers employed by Everbridge.

Location Data Collection and Transmission:

During an SOS and/or Safe Corridor app emergency activation, your name, phone number, and device’s location data will be collected by Everbridge and transmitted to Caltech Security to assist with providing you aid if the need arises and within the Caltech’s Designated Security Response Boundaries (see below). Please be aware that the location data will not be stored on Caltech servers but on the servers employed by Everbridge.

Data Retention:

Any recorded video, audio, or location data collected during app activation will be held on the servers employed by Everbridge for a maximum period of six (6) months. Caltech cannot delete video, audio, or location recordings or unilaterally download them during the six (6) months. After six (6) months, the data will be automatically deleted (except when the data has already been retrieved) and will not be accessible or retrievable by Caltech or Everbridge.

User Control and Consent:

If you delete the Everbridge 360 app or disable the recording or location service features in your settings, then going forward the app’s recording and transmitting capabilities will be disabled. By enabling or activating the SOS and/or Safe Corridor app functions, you acknowledge, accept, and consent to the data collection, access, and retention policies outlined in this Disclosure. Specifically, your use of the Everbridge 360 app constitutes your voluntary consent to the recording, viewing, and storing of video and audio from your phone and the collection, transmission, and storage of your phone’s location data during an SOS and/or Safe Corridor emergency activation. Your data may be accessed by authorized Caltech and/or Everbridge personnel for security and investigative purposes.

If you do not consent to any policy or practice described in this Disclosure, please do not download or activate the app, or discontinue its use immediately.

Data Access and Use:

The Everbridge 360 app and its safety features are tools used to support the safety and security of the Caltech community. In the event of a reported incident, the SOS feature may assist in identifying when, where, and how an incident occurred and facilitate authorities in resolving a matter. Video, audio, location, and associated data obtained from your device may only be viewed, accessed, monitored, reviewed, shared, or otherwise used for the following purposes:

1. To protect persons, buildings, and property.
2. To assist with the investigation of any alleged illegal activity, incident, or suspected violation of Caltech policy; or
3. To comply with legal obligations to preserve, release, or otherwise use data.

Everbridge 360 App Disclosures

Caltech Designated Security Response Boundaries:

Please be advised that Caltech security team operates within a defined boundary for emergency response purposes. Security personnel will endeavor to respond to incidents and emergencies within the Designated Security Response Boundaries, which consist of the main Pasadena Campus and off-campus Caltech student and faculty housing properties. Please utilize the Caltech Pasadena [campus official map](#) for reference. All other incidents and emergencies should be directed to local law enforcement by calling 911.

Limitations of Security Coverage:

While we strive to maintain a safe and secure environment within the Designated Security Response Boundaries, it is important to recognize the limitations of Caltech security coverage. Caltech security personnel will make all reasonable efforts to respond promptly to incidents and requests for assistance within the Designated Security Response Boundaries, subject to operational constraints and limitations. Please be advised that in the event of a major disaster, emergency, or other circumstances beyond our control, Caltech security response could be limited or delayed. The Everbridge 360 app is only one way to contact Caltech Security. If there is an app outage or error in activating the app, please call the Caltech Security Emergency line directly at **(626) 395-5000** during an emergency.

Emergency Response Protocol Outside Caltech's Designated Security Response Boundaries:

Users should exercise caution if they find themselves in an emergency outside Caltech's Designated Security Response Boundaries. In the event of an emergency outside Caltech's Designated Security Response Boundaries, users are instructed to contact local law enforcement directly by **dialing 911**. Local enforcement personnel are equipped to handle various situations and can provide immediate assistance regardless of location. Caltech cares about your well-being. If a crime or incident occurs to you outside Caltech's Designated Security Response Boundaries that is handled by local law enforcement, you may report it to Caltech Security or a confidential Caltech resource. By using the Everbridge 360 app, you acknowledge, accept, and consent to the limitations of Caltech's Designated Security Response Boundaries and coverage and agree to contact law enforcement personnel directly in the event of an incident or emergency outside Caltech's Designated Security Response Boundaries. **Users are responsible for their safety and should take appropriate and commonsense precautions to ensure their well-being.** Caltech Security will use all appropriate measures to endeavor to secure our community.

Questions and Contact Information:

If you have any questions or concerns regarding the Everbridge 360 app, Caltech's Designated Security Response Boundaries, or emergency protocols, please contact Caltech Campus Security at **(626) 395-4701**. Our team is available to provide further clarification and assistance as needed. If you have questions about the Everbridge app, you may also visit Everbridge's website [here](#). You can review Everbridge's privacy policy [here](#). Users should periodically review this Disclosure for any updates.