



BlackBerry Alert

Manage Incoming Alerts from the Inbox User Guide

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Manage incoming alerts from the inbox

The Inbox displays information about live and expired alerts coming from mobile users, other agencies, and the Integrated Public Alert and Warning System (IPAWS). The Inbox provides organizations with a means of managing incoming alerts and monitoring what is happening in their system. Updates to the Inbox are fully automated, so if a new alert is received or an operator reviews or replies to an alert, the list will update immediately to display the new item. Alerts coming from mobile users and outside organizations are called incoming alerts.





Access the inbox

BlackBerry Alert administrators and operators must be members of the Emergency Community to see items in the Inbox.

1. In the navigation bar, click **Alerts**.
2. Click **Inbox**.

The Inbox opens, showing all incoming alerts in the system. Alerts that have not yet been reviewed appear in bold font.

The Inbox list displays the following for each incoming alert:

- **Severity icon:** Hovering your cursor over the icon displays the severity level, which is one of the following: High, Moderate, Low, Informational, or Unknown.
- **Alert title:** Displays the subject of the alert.
- **Source type icon:** Displays  if the source is a person or  if the source is an organization.
- **Source name:** Displays the name of the person or organization that created the alert.
- **Creation date and time:** Displays the time and date stamp for the alert.
- **Latitude, Longitude:** Displays GPS coordinates (for incoming live mobile alerts only.) Displays only if a valid location is found.
- **Alert type:** Displays the category of alert.
- **Reply, Replied icon:** If an alert requires a response, a **Reply** icon appears next to the alert type. Clicking anywhere in the alert line opens the alert details field containing a Reply button. After you or another authorized user responds to an alert, a **Replied** icon replaces the Reply icon.
- **Location icon:** Displays  if alert includes a map.
- **Attachments icon:** Displays  if the related alert has file, video, or image attachments.





View incoming alert details

1. In the navigation bar, click **Alerts**.
2. Click **Inbox**.

The Inbox opens, displaying all incoming alerts in the system.

3. Locate the alert you want to view.
4. Click anywhere in the alert row.
5. A detailed view of the alert that includes the following items appears next to the list:

- Alert title
- Severity
- Type

- Source
- Creation time
- Expiration time (if any)
- GPS coordinates (for incoming live mobile alerts only.) This item is displayed only when a valid location is found.
- Body
- Review status (reviewed or not)
- Reviewer's name (if applicable)
- Review time (if applicable)
- Reply status (replied to or not, if applicable)
- Reply that was sent (if applicable)
- The name of the person who replied (if applicable)
- The time the event was replied to (if applicable)
- The location of the event
- Any attachments to the event
- The location of the alert. Alerts with a location display  in the alert row. To view a full-sized map of the incoming alert location, click  next to the small map image.
- Any attachments to the alert. Incoming alerts with attachments have a  in the alert row. To view an attached image, video, markup, or text file, click the thumbnail of the attachment to see it as a pop-up or click the  to download it.

Reply to an incoming alert

Within the Inbox, *reviewing* refers to the action of looking at the details of an alert while *replying* refers to the action of responding to the alert by clicking a button and selecting a response option. You can reply to an alert if it meets all of the following criteria:

- It requires a reply
- It has not yet expired
- It has not yet been replied to
- It was sent from another organization

Note: Reviewing is a *per alert* action, not a *per person* action. Only one person must review an alert for it to be marked as reviewed in the system. If another operator reviews an alert, their review is reflected on your screen. If you mark an alert as reviewed, that action will be reflected on the screens of all operators.

There are two ways to reply to an incoming alert. The method you chose will depend on how much information you need prior to replying.

Reply directly from the Inbox list

Replying to an event directly from the Inbox list is a fast and easy way to reply to an alert that you either know about already or that is not complex or detailed. To reply from the Inbox list, complete the following steps:

1. In the navigation bar, click **Alerts**.
2. Click **Inbox**.
3. In the **Inbox**, locate the alert that you want to reply to.
4. Click **Reply** at the end of the alert row.

Note: The **Reply** button will be disabled if the alert does not require a response, if the alert has expired, or if you have already responded to it.

A pop-up screen appears listing the response options for the alert.

5. Select the option you want, and click **Reply Now**.

Reply through the Alert Details section

Replying to an alert from the Alert Details section is more appropriate for alerts that contain attachments, maps, or complex or detailed responses.

1. In the navigation bar, click **Alerts**.
2. Click **Inbox**.
3. In the **Inbox**, locate the alert that you want to reply to.
4. Click anywhere in the alert row. The details of the alert appear next to the **Inbox list**.
5. Click **Reply** at the top of the details section.

Note: The **Reply** button is disabled if the alert does not require a response, if the alert has expired, or if you have already responded to it.

A pop-up screen appears listing the response option(s) for the alert with the first option already selected by default.

6. Select the option you want, and click **Reply Now**.

Forward an incoming alert

1. In the navigation bar, click **Alerts**.
2. Click **Inbox**.
3. In the **Inbox**, locate the alert that you want to forward.
4. Click anywhere in the alert row. The details of the alert appear next to the **Inbox list**.
5. Click **Forward Alert** at the top of the details section.
6. Optionally, if attachments are included in the alert, the **Select Attachments** window opens. Select the attachments that you want to include in the forwarded alert and click **Close**.

The Alert Details screen appears, displaying the title, message body, attachments, and the default response options for the alert.

7. Optionally, modify the title and message body if necessary.
8. Optionally, in the **Attachments** field, drag and drop or click **Browse** to include additional attachments.
9. Optionally, add more response options if the current options do not include all of the possible responses that you want to make available to recipients.
10. In the **Targeting** field, click **Click to select target**.
11. On the **Select Recipients** screen, select the people and organizations that you want to forward the alert to.
12. Click **OK** to add the recipients to the alert.
13. On the **Forward Alert** screen, click **Publish**.

Note: For an alert triggered due to a connect rule based on any condition selected, the severity and type values are retained from the original alert. The application overwrites the severity and type values selected in the alert template with the values from the alert forwarded from the Inbox.

Mark alerts as reviewed or not reviewed

Reviewing is a *per alert* action, not a *per person* action. Only one person needs to review an alert for it to be marked as reviewed in the system. If another operator reviews an alert, their review is reflected on your screen. If you mark an alert as reviewed, that action will be reflected on the screens of the other operators.

1. In the navigation bar, click **Alerts**.
2. Click **Inbox**. The Inbox opens, showing all incoming alerts in the system.
3. Locate the alert whose review status you want to change. If the list is extensive, you can narrow it down by filtering for alerts that are not reviewed yet or that have been reviewed already. For details on how to filter the list, see [Run an advanced search for an incoming alert](#).
4. Click the name of the alert. The details of the alert appear next to the **Inbox** list.
5. Click **Mark as Reviewed** or **Mark as Not Reviewed** at the top of the details section.

The review status of the event is updated. Your identity and the time you made the update are recorded and displayed in the event details section below the source name field.

View details about an alert creator

1. In the navigation bar, click **Alerts**.
2. Click **Inbox**. The Inbox opens, showing all incoming alerts in the system.
3. Locate the alert whose creator details you want to view.
4. Click the name of the alert. The details of the alert appear next to the **Inbox** list.
5. Under the **alert title** field, click the name of the alert creator.

If the creator is a person, the screen that opens displays the contact details of the person, any information in the system that relates to the teams, communities, and lists he or she belongs to and his or her Mobile app details.

If the creator is an organization, the screen that opens displays a description of the organization, the organization type, and the Website URL (if available). The screen also displays points of contact within the organization, the address of the organization, and a map that displays where the organization is located (if appropriate.)

View live and incoming alerts on a map

For information about viewing live and incoming alerts on a map, see the [BlackBerry Alert Map User Guide](#).

Update the Inbox manually

The Inbox updates automatically as new alerts are added and existing alerts are updated. Click **Update** in the top corner of the screen to manually update the contents of the Inbox.

Run a basic search for an alert

1. In the navigation bar, click **Alerts**.
2. Click **Inbox**. The Inbox opens.
3. In the search field, type or paste a word or phrase found in the alert title or alert contents.
4. Click **Search** to view the results.

Run an advanced search for an incoming alert

1. In the navigation bar, click **Alerts**.
2. Click **Inbox**. The Inbox opens.

3. Optionally, in the **search** field, type or paste a word or phrase found in the alert title or alert contents.
4. Click **Advanced**. The search field expands to display additional search criteria.
5. Select from the criteria you want to use to find the event.
 - **Source Name**: The name of the person or organization that created the event.
 - **Alert Type**: To view a list of all available alert types, see [Mobile alert types](#).
 - **Date**
 - **Severity**: Options include High, Moderate, Low, Informational, or Unknown.
 - **Reviewed**
 - **Pending Reply**
 - **Status**: Options include Live and Expired.

6. Click **Search**.

The screen refreshes to display the results of your search, with each of the search criteria you selected appearing as a separate pill under the search field.

Note: You can click **X** in any pill to remove it as a search criteria. If you do so, the search results field updates automatically.

Sort the Inbox

1. In the navigation bar, click **Alerts**.
2. Click **Inbox**. The Inbox opens, displaying all incoming alerts in the system.
3. At the top of the list, click the **Sort by** list and select one of the following options:
 - **Time**
 - **Severity**: Each incoming alert is assigned one of the following severity types: High, Moderate, Low, Informational, or Unknown. Selecting this option sorts the alerts by level of severity.
 - **Type**: Sorts the list by each of the available incoming alert types in the system. To view a list of the types, see [Mobile alert types](#).
 - **Source**: Sorts the list based on the person or organization that created each incoming alert.
 - **Title**
4. Optionally, click **Ascending/Descending** beside the **Sort by** list to change the current sort order of the incoming alerts.

Export alerts from the Inbox

1. In the navigation bar, click **Alerts**.
2. Click **Inbox**. The Inbox opens, displaying all incoming alerts in the system.
3. Optionally, run a basic or advanced search to filter the contents of the inbox.
4. Click the **Export to CSV**.

The .csv file downloads to your computer. The export .csv file includes the following details for each event: Event Title, Message, Timestamp, UserID, Display Name, Alert Type, Severity, Physical Address and Lat/Long address.

The export is recorded in the operator audit trail.

View external events in the inbox

BlackBerry Alert improves emergency managers' situational awareness by providing alerts for external events that impact their organization and employees. External events can include fires, earthquakes, floods, hurricanes, tornados and other weather events.


BlackBerry Alert uses the BlackBerry Feed Service (BFS) to monitor external feeds and to create events that appear in the organization administrator's inbox. When external event management is enabled, organization administrators can see external events for their subscribed locations in their BlackBerry Alert inbox. See [Supported external feeds](#).

Organization administrators should contact BlackBerry Alert customer support to enable BlackBerry Alert external event management. Specify the feeds and the locations (by city, county, or state) that you want to monitor for your organization.

BlackBerry Alert external events in the inbox include the event title, description, event start time, expiration time, severity, and feed source (name and URL.) External events also include the event geolocation and the number of impacted users. After evaluating the external event and its impact, the organization administrator can forward the event as an alert to impacted employees.

Forward an external event as an alert

You can forward external events from your Inbox in the BlackBerry Alert management system to users in the targeted event location.

1. Log in to the BlackBerry Alert management system.
2. Click **Alerts > Inbox**.
Tip: External events are marked with  in the Inbox.
3. In the left pane, select the external event you want to forward as an alert.
4. Review the details of the external event alert in the details pane.
5. Click **Forward Alert**. The following feed content is mapped to the forwarded alert: Severity, Title, Body, and Map. The Type is always Other.
6. On the **Forward Alert** page, review the alert details and make any changes you need.
7. In the **Target Users** section, click the **By Location** tab.
8. Select the **Users in the defined location** option.
9. Click the **Select Personal Devices** section, and select the personal devices to use to contact the targeted users.
10. Click **Review and Publish**.
11. Review the details of the alert.
12. Click **Publish**.

Subscribe to the External Feeds Template

You can subscribe to the External Feeds Template to receive an alert when an external event appears in your inbox. This alert is sent to the devices you select in the External Feeds Template.

The External Feeds Template includes the following placeholders:

- BFSTitle

- BFSPublishedDate
- BFSDescription
- BFSExpiration
- BFSSource
- BFSSourceUrl

Before you begin:

- BlackBerry Alert external event management must be enabled for your organization by BlackBerry Alert customer support.
 - You must have organization administrator permissions.
1. Log in to the BlackBerry Alert management system.
 2. Click **Alerts** > **Alert Templates**.
 3. On the **Alert Templates** page, click **External Feeds Template**.
 4. On the **External Feeds Template** details page, in the **Target Users** section, click **By Users**.
 5. Click **Add/Block Users**.
 6. On the **Add/Block Users** page, select your user profile.
 7. Click **Apply**.
 8. Click **Select Personal Device** and select the devices you want to receive external event alerts on.
 9. Click **Save**.

Supported external feeds


Feed	URL
Earthquake	https://earthquake.usgs.gov/earthquakes/feed/v1.0/summary/significant_week.atom
National Weather Service	https://alerts.weather.gov/cap/ca.php?x=0
FEMA Disaster Declaration	https://www.fema.gov/api/open/v1/FemaWebDisasterDeclarations
FEMA News	https://www.fema.gov/news/recentnews_rss.fema
IPAWS	Source link is not public.

Configure mobile alert settings

Configure mobile alert settings to configure the response to alerts. From the **Event Rules** tab, you can edit incoming alert types, manage report categories, and associate alert templates with incoming mobile alerts. From the **Scheduled Location Access** tab you can configure location access rules.

Note: To configure incoming alerts with standard types (such as geophysical, security, or fire), see [Manage alert rules](#).

Note: For information about how to create a new incoming alert report that users can access through their mobile devices, see [Create a field report for the mobile app](#). For information about how to create location access, see [Configure scheduled location access](#).

1. In the navigation bar, click .
2. In the **Basic** section, click **Mobile Alert Settings**.


The Mobile Alert Settings screen opens with the **Event Rules** tab open. The Event Rules tab displays information about incoming alert types, any alert templates associated with incoming alert types.

3. Optionally, select an event rule to open it and view or edit the rule defaults.

The following characteristics apply to the Edit screens for incoming alert categories:

- **Emergency**, **Checked In**, and **Checked Out** event rule titles and icons are preset and cannot be changed.
- Report titles and icons are configurable and can be edited by any authorized user. Report event categories also contain a **Message** field.
- For all types of event categories, the following are true:
 - The **Default Severity** option is preset and can be changed as needed. Options include High, Moderate, Low, Informational, or Unknown.
 - The **Run Alert Template** option is sometimes preset and can be changed as needed. Select None to avoid running an alert template.

4. Enter or select values in each of the fields on the screen.
5. Click **Save**.

Note: When an administrator creates, deletes, or updates the mobile alert settings, it is captured in the operator audit trail. To view these entries in the operator audit trail, click . In the **System Settings** section, click **Operator Audit Trail**. Select **Mobile Event Rules** from the **Entity** list. Select the **Search by Specific Actions(s)** option and then select specific actions from the **Action(s)** list.


Mobile alert types

The following event types are available in the system:

- Mobile Standard
 - Emergency (Duress)
 - Check in
 - Check out
 - Report: Send a Message

Create a field report for the mobile app

When a mobile user sends a field report, they can choose from a list of report types. These field reports types can trigger an alert template.


1. In the navigation bar, click .
2. In the **Basic** section, click **Mobile Alert Settings**.
3. On the **Mobile Alerts Settings** screen, on the **Event Rules** tab, click **New**.
4. On the **Event Rule details** screen, add or select values in the following fields:
 - **Title**: Enter a descriptive label that identifies the field report.
 - **Message**: Optionally, enter the default message you want to appear in the message field. This text can be edited by end users prior to them sending the field report.
 - **Icon**: Select the specific icon you want to use on maps to represent the event report.
 - **Default Severity**: Select the default severity of the field report. Severity options include High, Moderate, Low, Informational, or Unknown. End users can change the severity prior to sending the report.
 - **Run Alert Template**: Select an alert template to be published when a user sends the field report. Only alert templates that are ready to be published are displayed.
5. Click **Save**.
6. Optionally, repeat steps 3 through 5 to add additional report types that end users can access when preparing to send an event report.

Configure scheduled location access

The scheduled location access feature enables operators to actively track a group of users for a selected interval. Scheduled location access enables operators to more accurately track where mobile personnel are without relying on end users performing manual check-ins and check-outs from the mobile app. When location access is enabled, the last known location for all users in the selected distribution lists are updated at the configured interval. Operators can then target alerts and events by geolocation based on users' locations. End users receive a notification on their mobile app when tracking starts. By default, end users have the option to opt out from the location tracking.

If a user belongs to multiple distribution lists that are selected for tracking, the tracking interval for that user is set to the lowest selected tracking interval.

Before you begin:

- The Mobile App gateway and mobile app device must be enabled.
 - Scheduled location access must be enabled in **Settings > Feature Enablement**.
 - Distributions lists for targeting must be created.
1. In the navigation bar, click .
 2. In the **Basic** section, click **Mobile Alert Settings**.
 3. On the **Mobile Alert Settings** page, click **Scheduled Location Access**.
 4. Click **New**.
 5. On the **Schedule Location Access** screen, select a distribution list.
 6. Optionally, select an **Interval**. The default is 24 hours.
 7. Select one or more days of the week for the **Recurrence**. All days are selected by default.
 8. From the **Start Date** and **Start Time** fields, select when to begin tracking.
 9. From the **End Date** and **End Time** fields, select when to stop tracking, or select **No End Date**.

10. Optionally, select **Enforce geolocation (No Opt-out)**. If this option is selected, the end user does not receive the opt-out option on the mobile app when tracking begins.

11. Click **Save**.

Manage alert rules

Note: This section provides rules for weather alert types. To configure mobile alerts, see [Configure mobile alert settings](#). You must have Enterprise, System, or Basic administration roles to access alert rules.

Alert rules help determine which alert templates to run when an alert arrives in the Inbox.

Note: For connect alerts, the Alert Rule Manager supports a maximum 150 rules per organization.

You can create alert rules to associate a condition and an action with an incoming alert. Each rule has one or more conditions specifying an alert attribute value, an operation, and the value of the attribute.

For example, an operator creates an alert rule for fire emergencies. The operator specifies two alert conditions for triggering an alert template:

- Severity equals High
- Title contains "Fire"

The operator then specifies the action to trigger an alert template called "Emergency: Fire" that publishes an alert to the Fire Department when the conditions are met.

View or edit alert rules

You can view a list of processing rules for alerts to create, edit, or delete existing rules, or define the processing order of the rules.

1. From the navigation bar, click **Alerts** or **Organization**.
2. Click **Alert Rules**. To view or edit a Weather Alert rule, click the **Weather** tab.
3. Click the name of the rule that you want to view or edit.

Important: Only alert templates that are ready are listed. Each rule has a field for the associated alert template.

4. Make changes to the rule and then click **Save**.

You can change the name and the conditions. You can also select a different alert template or change the processing actions.

Create a weather alert rule

To begin processing Integrated Weather Alerts, you must create alert rules that are designed to trigger alert templates. Each weather alert rule must contain a selected county and alert template before it can be enabled.

You must create weather alert rules for each organization from which you want to send integrated weather alerts.

1. Log in to the BlackBerry Alert management console.
2. In the navigation bar, click **Alerts**.
3. Click **Alert Rules**.
4. On the **Alert Rule** page, click the **Weather** tab.
5. Click **New Rule**.
6. Enter a name for the rule.
7. In the **Condition** section, click **Select** next to **Counties**.
8. On the **Select Counties** window, on the **All Counties** tab, select one or more counties. You can use the arrow next to **All States** to filter counties by state. You can also search for a specific zip code.

9. Optionally, click **Selected Counties** to verify the counties you have selected.
10. Optionally, click **Modify** to change your county selection.
11. Click **Apply**. You are returned to the **Alert Rule** page. The counties you selected appear in the **Counties** area.
12. Optionally, select a **Weather Severity**. You can select multiple levels of severity.
13. Optionally, select a **Weather Type**. You can select multiple weather types.
14. Optionally, select a **Message Type**. You can select multiple message types.
15. In the Action section, select an alert template.
16. Optionally, select **Override Geo Information**. When selected, the map from the incoming weather feed overrides any map in the alert template. If the alert template has geo-targeting enabled, the alert is triggered for the location from the feed. If not selected, the map and geo-targeting from the original alert template is used in the triggered alert.
17. Click **Save**. The new weather alert rule is created and is enabled by default.

All conditions you specify must be met by a weather feed before an alert is triggered. For example, if you select a Severity of High, and Event Type of Flood for San Mateo county, only weather feeds that are high severity flood events that target San Mateo county trigger the selected alert template.

Delete an alert rule

When a rule becomes obsolete, you can delete it.

1. From the navigation bar, click **Alerts** or **Organization**.
2. Click **Alert Rules**.
3. Click the **Weather** tab.
4. Select the check box next to the rule to be deleted.

If you want to delete all rules, click the global check box in the heading of the list.

5. Click **Delete**.

BlackBerry Alert Customer Support Portal

BlackBerry Alert customers can obtain more information about BlackBerry Alert products or get answers to questions about their BlackBerry Alert systems through the Customer Support Portal:

<https://www.blackberry.com/us/en/support/enterpriseapps/athoc>

The BlackBerry Alert Customer Support Portal also provides support via computer-based training, operator checklists, best practice resources, reference manuals, and user guides.

Documentation feedback

The BlackBerry Alert documentation team strives to provide accurate, useful, and up-to-date technical documentation. If you have any feedback or comments about BlackBerry Alert documentation, email athocdocfeedback@blackberry.com. Please include the name and version number of the document in your email.

To view additional BlackBerry Alert documentation, visit <https://docs.blackberry.com/en/id-comm-collab/blackberry-alert>. To view the BlackBerry Alert Quick Action Guides, see <https://docs.blackberry.com/en/id-comm-collab/blackberry-alert/Quick-action-guides/latest>.

For more information about BlackBerry Alert products or if you need answers to questions about your BlackBerry Alert system, visit the Customer Support Portal at <https://www.blackberry.com/us/en/support/enterpriseapps/athoc>.

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BlackBerry Limited
2200 University Avenue East
Waterloo, Ontario
Canada N2K 0A7

BlackBerry UK Limited
Ground Floor, The Pearce Building, West Street,
Maidenhead, Berkshire SL6 1RL
United Kingdom

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