



# **BlackBerry AtHoc**

## **External Events**

7.15



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# What are external events?

BlackBerry® AtHoc® improves emergency managers' situational awareness by providing alerts for external events that impact their organization and employees. External event categories include Earthquake, Fire, Hurricane, and Flood. To see the full list of supported external event types, see [Supported external event types](#).


BlackBerry AtHoc monitors external feeds and creates events that appear in the Inbox and on the live map. System Administrators can enable the External Events feature in **Settings > Feature Enablement** in the BlackBerry AtHoc management system. For more information, see [Enable external events](#).

When external events are enabled, operators can select the locations and external events they want to monitor. When an event occurs that impacts a selected location, it appears in the Inbox in the BlackBerry AtHoc management system and on the live map. Operators can also receive notifications on their chosen devices (email, SMS, and mobile app) when events that impact their selected locations appear in the Inbox. These notification events include a link to the event in the Inbox. In addition, when an external layer is enabled, the notification includes a link to the live map. For more information, see [Set up external events for your organization](#).

External events that appear in the Inbox and on the live map include the event title, description, event start time, expiration time, severity, map, and feed source (name and URL.) External events include the event geolocation and the number of impacted users. Click the **View the Live Map...** link in the event details to open the live map. The live map opens with the triggering event type selected in the External Layers panel. After evaluating the external event and its impact, the operator can forward the event as an alert to impacted employees.

# Enable external events

External Events settings do not appear on the Settings page in the BlackBerry AtHoc management system until the External Events feature is enabled.



1. Log in to the BlackBerry AtHoc management system as a System Administrator.
2. In the navigation bar, click .
3. In the **System Setup** section, click **Feature Enablement**.
4. On the **Feature Enablement** screen, click **IsExternalEventSupported**.
5. On the **Edit Feature Enablement** dialog, select **True** from the **Enabled** pull-down menu.
6. Click **Save**.

# Set up external events for your organization

When external events are enabled, Organization Administrators can define the locations and external events they want to monitor. When an external event occurs that impacts a selected location, it appears in the Inbox in the BlackBerry AtHoc management system. Operators can also receive notifications on their chosen devices (email, SMS, and mobile app) when events that impact their selected locations appear in the Inbox.

## Before you begin:


- IsExternalEventSupported must be enabled by a System Administrator in **Settings > Feature Enablement**.

1. In the navigation bar, click .
2. In the **Basic** section, click **External Events**.
3. On the **External Events** screen, in the **Your Organizational Area** section, click .
4. On the map, do any of the following:
  - Click **Create Custom Locations**, and then select a shape. Click and drag on the map to draw a shape.
  - Click **Select Predefined Locations**, and then select a location from the pull-down menu.

You can create multiple custom locations and select multiple predefined locations. You can select a combination of custom and predefined locations.
5. Click **Apply**.
6. In the **External Event Types** section, select the types of external events to receive in the Inbox.
7. Optionally, in the **Setup Admin Notifications** section, click **Select Targets**.
8. On the **Users** dialog, select the operators to notify when an external event occurs in the selected organizational areas. All external events that impact the organizational area appear in the Inbox in the BlackBerry AtHoc management system. The operators you select will receive an alert about the event on the selected devices.
9. Click **Apply**.
10. From the **Devices** pull-down menu, select the devices (email, SMS, and mobile app) that the targeted operators will receive notifications on. You can select more than one device.
11. From the **Frequency** pull-down menu, select the interval to send the event notifications at. Choose **24 Hrs** or **48 Hrs**. One notification is sent for each event category. For example, Earthquake.
12. Click **Save**.

# Forward an external event as an alert

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

1. Log in to the BlackBerry AtHoc management system.
2. Click **Alerts > Inbox**.  
Tip: External events are marked with  **Feed Service** 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 **Select Personal Devices**, 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**.

# Supported external event types

The following external event types are supported:

## Earthquake

- Earthquake

## Fire

- Extreme Fire Danger
- Fire Warning
- Fire Weather Watch
- Red Flag Warning
- Wildfire

## Flood

- Flash Flood
- Flood Advisory
- Flood Statement
- Flood Warning
- Flood Watch

## Freeze

- Amber Warning Ice
- Amber Warning Snow
- Blizzard Warning
- Freeze Warning
- Freeze Watch
- Freezing Fog Advisory
- Frost Advisory
- Heavy Freezing Spray Warning
- Red Warning Ice
- Red Warning Snow
- Snow Squall Warning
- Winter Storm Watch
- Winter Weather Advisory
- Yellow Warning Ice
- Yellow Warning Snow

## Heat

- Amber Warning Extreme Heat
- Excessive Heat Warning
- Excessive Heat Watch
- Heat Advisory
- Red Warning Extreme Heat
- Yellow Warning Extreme Heat

## Hurricane

- Hurricane Force Wind Warning
- Hurricane Warning



- Hurricane Watch

### **Storm**

- Amber Warning Lightning
- Amber Warning Rain
- Amber Warning Thunderstorms
- Red Warning Lightning
- Red Warning Rain
- Severe Thunderstorm Watch
- Severe Weather Warning
- Snow Squall Warning
- Storm Surge Warning
- Storm Surge Watch
- Storm Warning
- Storm Watch
- Tornado Warning
- Tornado Watch
- Tropical Cyclone Statement
- Tropical Storm Warning
- Tropical Storm Watch
- Winter Weather Advisory
- Yellow Warning Lightning
- Yellow Warning Rain
- Yellow Warning Thunderstorms

### **Wind**

- Amber Warning Wind
- Gale Warning
- Gale Watch
- High Wind Warning
- High Wind Watch
- Red Warning Rain
- Wind Advisory
- Wind Chill Advisory
- Wind Chill Warning
- Wind Chill Watch
- Yellow Warning Wind

# Request a new external event type

If the external event type you need is not listed on the External Events settings page, you can submit a request to add it. Go to the BlackBerry AtHoc support portal at: <https://www.blackberry.com/us/en/support/enterpriseapps/athoc/support-request>.

RSS, Geo-JSON, CAP, and ATOM formats are supported.

The requested feed should:

- Include geolocation information for events. For example, earthquakes in San Jose, California, or winter storms in Toronto, Canada.
- Provide consistent location data and event type information.
- Be applicable to a regional (for example U.S. West Coast), national, or international area.

Include the following information in the support request form:

- Event Type keyword. For example, Weather, Fire, Geological, Protest, civil unrest, or bomb threat.
- Region. For example, United States (Country), UK, or Global.
- Feed source URL. For example, <https://tools.cdc.gov/api/v2/resources/media/404952.rss>
- Customer details, including name and contact information.
- Justification for the use case.

# BlackBerry AtHoc Customer Support Portal

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

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

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

# Documentation feedback

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

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

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

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Published in Canada