

BlackBerry AtHoc SMS Opt-In User Guide

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What is SMS Opt-In?

SMS Opt-In enables operators to allow community members, visitors, event participants, or other users outside of their organization to subscribe to receive alerts by SMS. These outside users can subscribe to receive alerts by sending a text event code via SMS.

Organization Administrators create event codes, and then share the event code and the short code with users. When a user opts-in by sending an SMS with the event code, they are added to the BlackBerry AtHoc management system. Administrators can then target them in alerts.

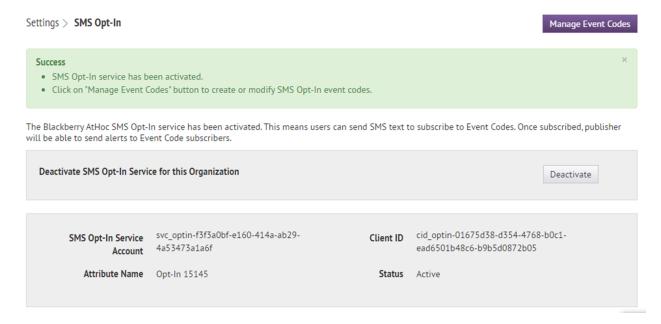
Activate SMS Opt-In

Before you begin:

- You must be an Organization Administrator, Enterprise Administrator, or System Administrator to enable and activate SMS Opt-In.
- SMS Opt-In is disabled by default. To enable it, log in as a System Administrator and go to Settings > System
 Setup > Feature Enablement and set the IsSMSOptInEnabled feature to True.

Entries are added to the operator audit log when SMS Opt-in is enabled or disabled.

- 1. Log in to the BlackBerry AtHoc management system as an administrator.
- 2. Click ...
- 3. In the Users section, click SMS Opt-In.
- 4. On the SMS Opt-In page, click Activate.
- A success message and details about the SMS Opt-In service are displayed on the SMS Opt-In page.
- A multi-select picklist attribute is automatically created that can be used to target users in alerts.



Make the opt-in user attribute available for targeting and user management

When you enable SMS Opt-In, an opt-in user attribute is automatically created. In order to target users in alerts and events using this SMS opt-in user attribute, you must make it available for targeting.

- 1. Log in to the BlackBerry AtHoc management system as an administrator.
- 2. Click ...
- 3. In the Basic section, click General Settings.
- 4. On the General Settings screen, in the Layouts section, click View/Edit beside Targeting Settings .
- **5.** On the **Group Targeting Definition** window, in the **Available User Attributes** column, click the **Opt-In** < opt-in-number> attribute.
- 6. Click Add.
- 7. Optionally, use the control buttons on the right to move the opt-in attribute higher or lower in the **Selected User**Attributes list.
- 8. Click Save.
- 9. On the General Settings screen, click Save.
- 10.In the navigation bar, click Users > User Attributes.
- **11.**On the **User Attributes** screen, click the **Opt-In** *<opt-in-number>* attribute.
- **12.**On the user attribute details page, in the **Page Layout** section, select a value from the **User Details Full Page** pull-down menu. Do not leave this option set to **Do Not show**.
- 13.Click Save.

Create an event code

Create an event code so that you can target users outside your organization with SMS alerts.

- 1. Click 🔯.
- 2. In the Users section, click SMS Opt-In.
- 3. On the SMS Opt-In screen, click Manage Event Codes.
- 4. On the Manage Event Codes page that opens in a new tab on your browser, click New.
- **5.** On the **Create New Event code** window, enter an event code name. Spaces and the following characters are not allowed: `!\$%&^()={};;\:?"<>|\
- 6. In the Event Code field, enter an event code. This is the code that you will provide to your end users. They send this event code in an SMS to subscribe to alerts.
- 7. Optionally, in the **Expiration** field, select a date for the event code to expire. When an event code expires, users can no longer use the event code.
- 8. Click Save.

After you finish: When you promote your event code, include the following text: Text [event-code] to [sms-number]. If you do not know the SMS number, see SMS numbers for U.S. hosted systems and SMS numbers for European hosted systems.

SMS numbers for U.S. hosted systems

Country	Primary SMS number	Backup SMS number
Canada	73101	73102
Japan	81502	80447
New Zealand	2316	2575
United Arab Emirates	3775	6991
United States	28462	73101

SMS numbers for European hosted systems

Country	Primary SMS number	Backup SMS number
Canada	555666	333666
Croatia	815517	815518
Japan	85136	80447
New Zealand	4840	8434

Country	Primary SMS number	Backup SMS number
United Arab Emirates	1727	2496
United Kingdom	65165	65465
United States	333666	444666

Edit an event code

Event codes can be edited until they expire. Event codes cannot be deleted.

- 1. Click .
- 2. In the Users section, click SMS Opt-In.
- 3. On the SMS Opt-In screen, click Manage Event codes.
- 4. Optionally, on the Manage Event Codes window, enter an event code in the Search field and click Q to narrow the list of event codes.
- 5. On the Manage Event Codes window, click on the row for the event code you want to edit.
- 6. Optionally, update the Event Description, Event Code, and Expiration fields.
- 7. Click Save.

Deactivate SMS Opt-In

- 1. Click .
- 2. In the Users section, click SMS Opt-In.
- 3. Click Deactivate.

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. Please include the name and version number of the document in your email.

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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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