BlackBerry AtHoc

Alert Templates

7.16

Contents

Manage alert templates

Alert templates define the types of alerts that can occur within an alert folder, enabling operators to quickly publish the appropriate alert during an emergency.

When initially setting up the BlackBerry® AtHoc® system, the administrator defines the alert folders (categories of alerts) and appropriate alert templates for each folder. Later, the administrator or Advanced Alert Managers can add new alert templates or modify existing ones.

Note: When operators access the Alert Templates screen, they can see only alert templates associated with folders they have access to. For release BlackBerry AtHoc release 7.10 and later releases, if operators are members of multiple organizations, they only see the alert templates associated with the organization they are currently logged in to.

Access the Alert Templates screen

Note: Only Advanced Alert Managers and administrators can access the Alert Templates screen.

1. In the navigation bar, click **Alerts** > **Alert Templates**.

The following columns are displayed in the list:

- **Checkbox**: Displays a check box beside the alert templates that can be duplicated or deleted. System templates, such as the [New Alert Template] and the Incoming Connect Alert, cannot be duplicated or deleted, so no check boxes appear beside their names.
- **Alert Template Name**: Displays the alert template names, sorted alphabetically.
- **Folder**: Displays the name of the alert folder that contains the alert template.
- **Updated On**: Displays the date and time the alert template was last updated on.
- **Next Occurrence**: Displays the next scheduled date/time for an alert related to a recurring alert template.

You can click the column headers to sort the list.

On the **Alert Templates** screen, click **New** to create a new template. If a template has a check box beside its name, you can select it and use the **More Actions** list to duplicate, delete, or export it as needed.

Create an alert template

Note: Advanced Alert Managers and administrators can create new alert templates.

1. In the navigation bar, click **Alerts** > **Alert Templates**.
2. On the **Alert Templates** screen, click **New**.
3. On the **New Template** screen, select or enter values in the following sections. For more information on completing each section, click the links to the *BlackBerry AtHoc Create and Publish Alerts* guide:

   • **Alert Template**: Define alert template details
   • **Content**: Define content for an alert or alert template
   • **Target Users**: Target users

      • **Select Personal Devices**: Select personal devices for an alert or alert template
   • **Target Organizations**: Target AtHoc Connect organizations (If this has been enabled for your organization.)
   • **Mass Devices**: Select and configure mass devices for an alert or alert template (Only available in English-language alert templates.)
4. Configure the schedule for the alert template. See Configure the schedule for an alert or alert template.
5. Click **Preview and Save** or **Save**.
6. On the alert template preview screen, do any of the following:

   • In the **Original Content** section, review the title, body, response options, more info links, location, attachments, and targeted users, groups, and organizations in the original alert template content.
   • In the **Device Summary** section, review the selected devices. This section displays the percentage of targeted users that are reachable by each selected device. This section also displays any selected device delivery preferences and mass devices.
7. If Email is a targeted device, review and edit how the email alert will appear to end users in the **Email Preview** section. You can do any of the following:

   • Select the **Include Map** option to include the location selected in the template as a map in the alert. Users who receive the alert can click the image of the map in the alert to go to an interactive map. This option is only available when a location is selected in the Content section.
   • Select a custom delivery template from the **Custom Template** pull-down menu. BlackBerry AtHoc provides default templates for each alert severity: High, Moderate, Low, Informational, and Unknown. If you do not select a template, the custom delivery template associated with the selected alert severity is used. If a template is selected, that email delivery template will always be used with email alerts.

      Note: If you select a custom template that your email delivery system does not support, the default template is used.
   • Click **Edit & Format**. On the **Edit & Format** dialog, use the text editing tools to modify the formatting of the title and body text. Click **Apply**.

      Important: Do not edit the title or body of any email alert template that requires additional details when published. Email templates should be edited only during publishing. Use this option only for alerts with content that does not change.

   Your formatting updates are displayed in the **Email Preview** section.
8. Click **Save**.

Note: If the **Add bilingual** option is selected in the template settings, the **Preview and Save** button is not available. Click **Save**.

Configure the schedule for an alert or alert template

The Schedule settings specify how long alerts remain active.

1. Scroll down to the **Schedule** section in the alert or alert template.
2. In the **Alert Duration** field, enter the amount of time the alert should be active. Use the drop-down list to specify whether the time is in minutes, hours, or days.
3. Select the **Start Time**. Choose **Set during alert publishing** or **Activate Recurrence**. Select **Activate Recurrence** if you want to create an alert that will be used more than once. If you select this option, additional fields appear. For details, see Activate recurrence.
4. Click **Preview and Save**.
5. On the preview screen, review the template content.
6. Click **Save**.

Activate recurrence

Activate recurrence if you want to create an alert that will be used more than once.

1. Scroll down to the **Schedule** section in the alert or alert template.
2. In the **Start Time** section, select **Activate Recurrence**.
3. Select the hour, minute, and AM/PM from the pull-down menus to set the start time for the alert.
4. In the **Recurrence Pattern** section, from the **Interval** drop-down list, select how often the alert recurs: Daily, Weekly, Monthly, or Yearly.
5. In the **Recurrence Pattern** section, select recurrence options: Everyday, Every weekday (Monday-Friday) or Every x days.
6. In the **Recurrence Period** section, in the **Start Date** field, do one of the following:

    • Manually enter the day, month, and year that you want the alert to begin, writing the date in **MM/DD/YYYY** format (for example, January 25, 2021 would be written as 01/25/2021.)
    • Click 🗓 and navigate to and then click the day, month, and year that you want to use.
7. In the **Recurrence Period** section, in the **End Date** field, select one of the three options:

    • **No end date**: The alert continues to recur until you or someone else manually deletes it, adds an end date to it, or limits the number of occurrences.
    • **End after <X> occurrences**: The alert continues to be sent out at the time interval you selected until it has been sent out the number of times you specify in this field.
    • **End by <date>**: The alert continues to be sent out until the date you select in this field.
8. Click **Preview and Save**.
9. On the preview screen, review the template content.
10. Click **Save**.

Manage visibility settings for alert template fields

Note: Only operators with Advanced Alert Manager, Alert Publisher, or Administrator roles can manage alert template settings.

Within BlackBerry AtHoc, alert templates typically consist of alert content, response options, a list of targeted recipients, and a list of delivery devices for a specific situation.

The contents and behavior of the different sections of the alert template creation and alert template editing screens are controlled from a central Alert Template Settings screen. The visibility settings you select affect all alerts that are published from the template.

For example, if you choose to hide the Mass Devices section from an alert template called "Alert Mobile Users," that section will be hidden for all alerts that are published from the alert template.

1. In the navigation bar, click **Alerts** > **Alert Templates**.
2. On the **Alert Templates** screen, select a template or click **New**.
3. On the **New Template** or template details screen, click **Settings**.
4. On the **Alert Template Settings** screen, customize the visibility settings for the fields in each of the following alert template sections:

   - Content
   - Target Users
   - Target Organizations
   - Mass Devices
   - Schedule
5. Click **Apply**.

Manage visibility options for Content fields in an alert template

1. On the **Alert Template Settings** screen, click the **Content** tab.
2. In the **Enable** section, select the options beside each of the content options that you want to make visible to users who are creating alerts based on this alert template. You can show or hide any of the following options for content:

   - **Response Options**: Select this option if you want users creating alerts from this alert template to be able to include response options in the alert.
   - **Add Bilingual**: Select this option if you want to enable operators to send an alert in two languages.
   - **Location**: Select this option if you want users creating alerts from this alert template to be able to designate a specific location for the alert on a map. This option must be selected to enable geofence targeting.
   - **Is Location Mandatory**: Select this option if you want to make it mandatory for users creating alerts from this template to select a location for the alert.
   - **Attachments**: Select this option if you want users to be able to include attachments in an alert. Users can then include documents, videos, and image files in alerts.
   - **Dropbox**: Select this option if you want users to be able to add attachments to their alerts. These attachments would be available to alert recipients through a link in the alert that opens a file stored in Dropbox.
3. In the **Visibility in Alert** section, do one of the following:

   - Select **Show Content Section**, then select the check boxes beside each option that you want to make available to users who are creating alerts from the alert template.

- Select **Show as initially collapsed** if you want the Content section to display in its collapsed state when the alert template is first opened by the alert creator.

- Select **Show as read-only and prevent publisher from editing** if you want the alert creator to be able to see the Content section without being able to edit it.

- Select **Hide Content Section** if you do not want users who are creating alerts from the alert template to be able to see the Content section.

    Note: If a section is not ready, you cannot make that section read-only or hide it.

4. Click **Apply**.

Manage visibility options for Target Users fields in an alert template

1. On the **Alert Template Settings** screen, click **Target Users**.
2. Optionally, in the **Enable** section, select the **Fill Count** option to enable specifying a certain number of responses before ending an alert. For more information, see "Define fill counts and escalation" in the *BlackBerry AtHoc Create and Publish Alerts* guide.
3. Optionally, in the **Enable** section, select the **Dependents** option to enable inclusion of dependents in alerts. For more information, see "Create dependents for a user" in the *BlackBerry AtHoc Manage Users* guide.

    Note: You cannot enable Fill Count and Dependents at the same time.

4. In the **Enable Targeting** section, select the check boxes beside each of the user targeting options you want to make visible to users who are creating alerts based on this alert template.

    Note: You must select at least one targeting method.

    You can show or hide any of the following options for targeting users:

    - By Groups
    - By Name
    - By Advanced Query
    - By Location
    - Personal Devices. For this option, there is a list of the personal devices you can make visible or hide from users who are creating alerts based on the alert template.

5. In the **Visibility in Alert** section, do one of the following:

    - Select **Show Target Users Section**, then select the check boxes beside each option you want to make available to users who are creating alerts from the alert template.

        - Select **Show as initially collapsed** if you want the Targeted Users section to display in its collapsed state when the alert template is first opened by the alert creator.

        - Select **Show as read-only and prevent publisher from editing** if you want the alert creator to be able to see the Targeted Users section without being able to edit it.

    - Select **Hide Target Users Section** if you do not want users who are creating alerts from the alert template to be able to see the Target Users section.

        Note: If a section is not ready, you cannot make that section read-only or hide it.

6. Click **Apply**.

Manage visibility options for Target Organizations fields in an alert template

1. On the **Alert Template Settings** screen, click **Target Organizations**.
2. In the **Enable** section, select the check boxes beside each of the organization targeting options you want to make visible to users who are creating alerts based on this alert template. You can show or hide the By Name and By Location options for targeting organizations.
3. In the **Visibility in Alert** section, do one of the following:

    • Select **Show Target Organizations Section**, then select the check boxes beside each option you want to make available to users who are creating alerts from the alert template.

        • Select **Show as initially collapsed** if you want the Target Organizations section to display in its collapsed state when the alert template is first opened by the alert creator.

        • Select **Show as read-only and prevent publisher from editing** if you want the alert creator to be able to see the Target Organizations section without being able to edit it.

    • Select **Hide Target Organizations Section** if you do not want users who are creating alerts from the alert template to be able to see the Target Organizations section.

        Note: If a section is not ready, you cannot make that section read-only or hide it.
4. Click **Apply**.

Manage visibility options for Mass Devices fields in an alert template

Note: This feature is not available for non-English alert templates.

1. On the **Alert Template Settings** screen, click **Mass Devices**.
2. In the **Enable** section, select the check boxes beside each mass device you want to make visible to users who are creating alerts based on this alert template. If you do not want a currently selected mass device to be available, deselect the device's check box.
3. In the **Visibility in Alert** section, do one of the following:

    • Select **Show Mass Devices Section**, then select the check boxes beside each option you want to make available to users who are creating alerts from the alert template.

        • Select **Show as initially collapsed** if you want the Mass Devices section to display in its collapsed state when the alert template is first opened by the alert creator.

        • Select **Show as read-only and prevent publisher from editing** if you want the alert creator to be able to see the Mass Devices section without being able to edit it.

    • Select **Hide Mass Devices Section** if you do not want users who are creating alerts from the alert template to be able to see the Mass Devices section.

        Note: If a section is not ready, you cannot make that section read-only or hide it.
4. Click **Apply**.

Manage visibility options for Schedule Fields in an alert template

1. On the **Alert Template Settings** screen, click **Schedule**.
2. In the **Visibility in Alert** section, do one of the following:

- Select **Show Schedule Section,** then select the check boxes beside each option you want to make available to users who are creating alerts from the alert template.

  - Select **Show as initially collapsed** if you want the Schedule section to display in its collapsed state when the alert template is first opened by the alert creator.

  - Select **Show as read-only and prevent publisher from editing** if you want the alert creator to be able to see the Schedule section without being able to edit it.

- Select **Hide Schedule Section** if you do not want users who are creating alerts from the alert template to be able to see the Schedule section.

  Note: If a section is not ready, you cannot make that section read-only or hide it.

3. Click **Apply**.

View alert template details

View the details of an alert template to determine the name and description of the template.

1. In the navigation bar, click **Alerts** > **Alert Templates**. The Alert Templates page displays alert template names, folders, the last updated on date and time, and the next occurrence (for recurring alert templates.)
2. Optionally, hover your cursor over the name of an alert template. A pop-up window appears, displaying the following template details: Name, Description, Alert Title, Alert Body, and Last Published date and time.
3. To open the details page, click the name of the alert template.

    A template details screen appears, displaying information about the template grouped into the following sections:

    *   **Alert Template**: Displays the name and description of the alert template, the folder where the alert template is stored, and the Available for Quick Publish and Available for mobile publishing options.
    *   **Content**: Displays the severity, type, title, and body for any alert that will be created from the template. Optionally can contain links to additional information or attachments related to the template, a geographic location for the template, and response options for any alert generated from the template.
    *   **Target Users**: Displays a summary of the users who will be targeted by any alert created from the template. If dependents are enabled for your organization and in the alert template, the Target Users section displays separate tabs for Sponsors and Dependents. The selected personal devices are displayed. If device delivery preference is enabled for your organization, it is displayed with either the Organization defined, System defined, or User preferred option. When the Organization defined option is displayed, phone group prioritization is not available.
    *   **Target Organizations**: Displays each organization that will be targeted by any alert created from the template. Available only if enabled for your organization.
    *   **Mass Devices**: Displays the mass devices that will be used to broadcast any alert created from the template. Only available in English-language alert templates.
    *   **Schedule**: Displays the start and end dates and duration for any alert created from the template. If relevant, also displays the recurrence settings for the template.
    *   **Info**: Displays the name of the person who created the template, the name of the last person to update the template, and the dates the template was created and updated. Depending on your system configuration, it might also contain the Common Name and template ID number.

Search for an alert template

The Alert Templates search engine matches any set of letters or numbers anywhere in a template name and is not case-sensitive.

Note: Wildcards are not supported in searches.

1. In the navigation bar, click **Alerts** > **Alert Templates**.
2. On the **Alert Templates** screen, type or paste all or part of a template name in the search field.
3. Optionally, click **Advanced** and select a folder from the list, or select options to limit the search results to recurring alerts, alerts that are available for quick publishing, or alerts that are available for mobile publishing.
4. Click **Search**.

Filter the alert template list

The alert template list can be filtered by any of the following:

- Folder name
- Recurring alert template status (whether or not recurrence has been activated for an alert template)
- Quick publish status (whether or not quick publishing has been enabled for an alert template)
- Mobile publishing status (whether or not mobile publishing has been enabled for an alert template)

1. In the navigation bar, click **Alerts** > **Alert Templates**.
2. On the **Alert Templates** screen, click **Advanced**.
3. Optionally, in the **Folder** drop-down list, select the name of a folder to limit the search to only templates within that folder.
4. Optionally, select **Recurring Alerts** to limit the search to only alert templates that have been configured to occur repeatedly.
5. Optionally, select **Available for Quick Publish** to limit the search to only alert templates that have been configured to be available for quick publishing.
6. Optionally, select **Available for Mobile Publishing** to limit the search to only alert templates that have been configured to be available for mobile publishing.
7. Click **Search**. The alert templates list refreshes to display all templates that match the filter criteria.

Remove filters from the alert templates list

After you have filtered the templates list, you can remove any or all of the filters by doing the following:

- To remove all filters and return to the default alert templates list, click **Clear All** under the **Search** button.
- To remove a specific filter, click X on the pill icon for the filter.

Sort the alert templates list

1. In the navigation bar, click **Alerts** > **Alert Templates**. The Alert Templates page displays the following sortable columns: Alert Template Name, Folder, Updated On and Next Occurrence.
2. Click the column header to sort a column. The alert templates display in descending order of the values in the selected column.
3. Optionally, click the same column header again to sort in the opposite direction.

Change the number of templates listed on the alert templates screen

1. In the navigation bar, click **Alerts** > **Alert Templates**.
2. Scroll to the bottom of the **Alert Templates** screen.
3. Click the drop-down list that appears beside the phrase **items per page**.
4. Select the number of templates you want to display per page.

The screen refreshes and displays the total number of results you specified.

Add custom placeholders for alert template content

Note: This topic explains how to insert alert placeholders, not how to create or import them. For details on those tasks, see Create custom placeholders for alert templates and Import alert placeholder values.

You can add alert placeholders to the following Content sections of an alert template:

- Alert Title field
- Alert Body field
- Response Options text field
- Custom text within Targeted Devices (Available only to Enterprise Administrator and Organization Administrator users.) This option can be specified for an enabled device that has a Custom Text option.

1. In the navigation bar, click **Alerts** > **Alert Templates**.
2. Click an existing alert template to open an editable details screen or **New** to create a new template.
3. In the **Content** section, click ➕ in the **Title**, **Body**, and **Response Options: Response Text** fields.
4. Select the appropriate alert placeholder option for the alert template from the list.

   Double brackets [[ ]] around the alert placeholder name in the selected field indicate that you have added the alert placeholder correctly.
5. Click **Preview and Save**.
6. On the preview screen, review the template content
7. Click **Save**.

An operator must then select the correct alert placeholder values when preparing to publish the alert. If a default placeholder value was selected, it will appear in the alert template. If no default value was selected, the operator must select a value before they can publish the alert.

Edit an alert template

Within BlackBerry AtHoc, alert templates typically consist of alert content, response options, a list of targeted recipients, and a list of delivery devices for a specific situation.

You can edit an existing alert template to change features such as the default header, body text, and target audience.

1. In the navigation bar, click **Alerts** > **Alert Templates**.
2. Use the search field or scroll down in the alert template list to locate the alert template you want to edit.
3. Click the name of the alert template.
4. Edit values in any of the following sections:

   - Alert Template
   - Content
   - Target Users
   - Target Organizations (if your system is set up for them)
   - Mass Devices (Only available in English-language alert templates)
   - Schedule
5. Click **Preview and Save**.
6. On the preview screen, review the alert template content.
7. Click **Save**.

Duplicate an alert template

Duplicating an alert template creates a copy of it in the system and can be used to speed up creating similar templates. You can duplicate any alert template that contains a check box beside its name.

1. In the navigation bar, click **Alerts** > **Alert Templates**.
2. On the **Alert Templates** page, use the search field or scroll down in the alert template list to locate the alert template you want to duplicate.
3. Select the check box beside the alert template name.

   Note: If the template does not have a check box beside its name, it cannot be duplicated.
4. Click **More Actions** > **Duplicate**.

   A New Alert Template screen appears, displaying all of the values that were part of the original alert template.
5. Make any needed changes to the alert template details.

   Note: At a minimum, you should change the name of the alert template so that you can distinguish it from the original.
6. Click **Preview and Save**.
7. On the preview screen, review the template content.
8. Click **Save**.

The screen refreshes and the new alert template appears in the list on the Alert Templates screen.

Note: If there are attachments in the alert template, alerts created from that template include the attachments. The attachments can be removed and additional attachments can be added.

Delete an alert template

Within BlackBerry AtHoc, alert templates typically consist of alert content, response options, a list of targeted recipients, and a list of delivery devices for a specific situation.

You can delete alert templates individually or in groups from the Alert Templates screen.

1. In the navigation bar, click **Alerts** > **Alert Templates**.
2. Use the search field or scroll down in the alert template list to locate the alert templates you want to delete.
3. Select the check box beside each alert template that you want to delete.
4. Click **Delete** at the top of the screen. A confirmation pop-up screen opens, listing the alert templates you are about to delete.
5. Click **Delete**. The Alert Templates screen refreshes to show the alert template list without the alert template or alert templates you deleted.

Import or export an alert template

Operators can import and export alert templates. You can import or export multiple alert templates at the same time. An alert template can be exported from one organization and imported to another organization. Import and export files are JSON text files.

Content in the Alert Template and Content sections of an alert template are included in imports and exports, including location data, custom placeholders, response options, attachments, and translation languages. Alert template settings related to the Content and Alert Template sections are included in imports and exports. The Target Users, Target Organizations, Mass Devices, and Schedule sections are not included.

Imported templates are added to the System Default folder. When an alert template is imported, it is in a Not Ready state until edited by an operator.

All alert template imports and exports are captured in the operator audit trail.

1. In the navigation bar, click **Alerts** > **Alert Templates**.
2. On the **Alert Templates** screen, select one or more alert templates.
3. Click **More Actions** and do one of the following:

   - Click **Import**. On the **Import Alert Template** screen, click **Browse** and then browse to and select a JSON file on your computer. You can select a previously exported alert template or click **Download a template file** to download a JSON file and update it with details. Click **Import**.
   - Click **Export** and then on the **Export Alert Templates** dialog, click **Export**. A JSON file downloads to your computer.

Alert template settings

The following topics provide information about managing alert template settings, including placeholders, folders, delivery templates, and audio files.

Placeholders for alert templates

Placeholders provide a way to customize text such as date or time, a building number, or group name in an alert template. When the operator publishes the alert template, the placeholder value is inserted automatically. There are two types of placeholders in alert templates: System and Alert.

View the list of placeholders for your organization

1. In the navigation bar, click ⚙.
2. In the **Basic** section, click **Alert Placeholders**.

The Alert Placeholders screen appears, displaying a list of the alert placeholders you have access to in the system.

Use system placeholders for alert template content

The alert template can contain predefined system placeholders in the title or body of the alert. The placeholders are replaced automatically with the appropriate values when the alert is published.

Note: System placeholders can also be added during alert publishing. Alert placeholders can only be added to alert templates.

The following Content fields support placeholders:

- Alert title
- Alert body
- Response options
- Custom text within Targeted Devices

The following list describes the system placeholders:

- System-related: [[SystemName]], [[OrganizationName]], [[OrganizationID]],
- Date or Time-related: [[Timezone]]
- Publisher-related: [[OperatorFullName]], [[PublishDate]], [[PublishTime]]

1. In the navigation bar, click **Alerts** > **Alert Templates**.
2. Click an existing alert template to open an editable details screen or **New** to create a new alert template.
3. In the **Content** section, click ➕ in the **Title**, **Body**, or **Response Options: Enter Response Text** fields.
4. Select the appropriate alert placeholder option for the alert template.

   Double brackets [[ ]] around the alert placeholder name in the selected field indicate that you have added the alert placeholder correctly.

An operator can then select the correct alert placeholder values when preparing to publish an alert.

Create custom placeholders for alert templates

Note: Alert placeholders can be created at the enterprise or organization level. Inheritance rules can have an impact on who can use them, so verify that you are creating them at the correct organization level. For more

information, see "Manage common content with inheritance" in the *BlackBerry AtHoc Plan and Manage Enterprise Organizations* guide.

You can create alert placeholders for alert templates so that operators can customize the content during publishing. For example, if your organization needs to create alert templates that reference building numbers, you can create an alert placeholder called `building_number`. When operators publish the alert template, they can select the correct building number for that instance of the alert template.

1. In the navigation bar, click **Alerts**.
2. Click **Alert Placeholders**. Alternately, you can access alert placeholders from the **Settings** screen.
3. On the **Alert Placeholders** screen, click **New**.
4. In the drop-down list, select one of the following alert placeholder types:

   - **Multi-select Picklist**: Alert creators can select one or more of the values in the list and have them appear in the alert when it is published.
   - **Single-select Picklist**: Alert creators can select one of the values in the list and have it appear in the alert when it is published.
   - **Text**: Alert publishers are prompted to enter text that conforms to a minimum and maximum length. You can designate how many lines of text to display in the text box as well as set default text.
   - **Date**: Alert creators can accept the pre-set date or manually enter a new date before the alert is published.
   - **Date Time**: Alert creators can accept the pre-set date and time or manually enter a new date and time before the alert is published.
   - **Time**: Alert creators can accept the pre-set time or manually enter a new time before the alert is published

   The Organization field on the screen that appears tells you at which level you are creating the placeholder: Enterprise or organization.
5. In the **Basic** section, enter a name for the alert placeholder. The name must be between 1 and 200 characters and must be unique in the system.
6. Specify values and defaults for the alert placeholder, depending on the type.

   - **Multi-select Picklist**

     - Enter at least two unique values that have between 1 and 50 characters. Angle brackets (<>) are not allowed.
     - You can import the values from an existing text or .csv file. For more information, see Import alert placeholder values.
     - Click the check box of at least one value to set it as the default.
   - **Single-select Picklist**

     - Enter at least one unique value between 1 and 50 characters. Angle brackets (< >) are not allowed.
     - You can import one or more values from a text or .csv file. For more information, see Import alert placeholder values.
     - The name is case insensitive.
     - Select the check box of at least one value to set it as the default.
   - **Text**: Enter numerical values for the minimum length, the maximum length, and the number of lines to show. Angle brackets (< >) are not allowed.

     - Set the Minimum length to a value between 1 and 400 characters.
     - Set the Maximum length to a value between 1 and 400 characters.
     - Set the value for Lines to show to a value between 1 and 5. This value controls the height of the text box on the alert publishing screen.
     - Enter a text string for the Default value, with the number of characters between the Minimum length and the Maximum length.
   - **Date**: Select the default date for the placeholder.
   - **Date Time**: Select the default date and time for the placeholder.

- **Time**: Select the default time for the placeholder.

7. Click **Save**.

The alert placeholder is created and appears in the Placeholder list for all alert creators who have access to the Enterprise or organization the placeholder was created in.

Remove alert placeholders

Important: You cannot remove alert placeholders that are currently in use in an alert template. If you try to delete the alert placeholder, a pop-up screen appears, listing each of the alert templates the alert placeholder is used in.

To remove alert placeholders from the Alert Placeholders screen, complete the following steps:

1. In the navigation bar, click **Alerts** > **Alert Placeholders**. The Alert Placeholders screen appears, displaying a list of all of the alert placeholders you have access to in the system.
2. Click the alert placeholder that you want to remove.
3. On the placeholder details screen, click **Delete**.
4. If the placeholder is used in any alert templates, a list of dependencies will appear. In order to delete the placeholder, you must first remove the dependencies by completing the following steps:

   a. Open each alert template the alert placeholder is being used in.
   b. Manually remove the alert placeholder.
   c. Save your changes.
   d. Return to the placeholder details view and click **Delete**.
5. Click **Delete**.

The alert placeholder is removed from the alert placeholders list.

Import alert placeholder values

You can import values for alert placeholders for single-select and multi-select picklists. Importing the values helps you avoid entering multiple values, especially if you are creating a long list.

Import the values from a .csv file that has one column or one value per line.

Note: Angle brackets (<>) cannot be used in alert placeholders. Placeholder values containing these characters are rejected.

1. In the navigation bar, click **Alerts** > **Alert Placeholders**.
2. On the **Alert Placeholders** screen, click **New**.
3. In the drop-down list that appears, select either the **Multi-select Picklist** or **Single-select Picklist** option.
4. On the **New Placeholder** screen, in the **Values** section, click **Import Values**.
5. On the **Import Values to New Placeholder** screen, click **Browse** and select a .csv file.

   Note: The file must be closed before you try to upload it. If it is open, you will get an error message when you click Open in the next step.
6. Click **Open**.
7. Optionally, select **Replace all current values with the imported values** if you want the new values to overwrite the existing values. If you want to keep existing values and add the new values, leave this check box unselected.
8. Click **Import**.
9. Click **Save**.

Activate an alert template when an alert is received

You can use alert placeholders in alert templates that are triggered by an incoming alert. When set up, the incoming alert type automatically publishes an alert to targets specified in the alert template at publishing time. Response options, locations, and attachments can be included in the triggered alert.

For example, you can set up an alert template that responds to a mobile user when the user sends an emergency alert. To set up the trigger, create an alert template with the alert placeholders. Or, if you receive an incoming alert from a Connect organization, you can forward it to other organizations you are connected to. To learn how to create rules for handling incoming alerts, see "Manage alert rules" in the *BlackBerry AtHoc Incoming Alerts in the Inbox* guide.

Note: If an incoming alert targets a map location, the location is automatically added to the triggered alert. The alert then targets organizations or users that have locations within the specified map area.

Note: When an incoming Connect or mobile app alert from a connected organization triggers another alert, any attachments in the incoming alert are not included in the triggered alert.

Use the following alert placeholders in an alert template:

- $SenderName$
- $SenderContacts$
- $InboundEventTitle$
- $InboundEventBody$

To add the alert placeholders, complete the following steps:

1. In the navigation bar, click ⚙.
2. In the **Basic** section, click **Alert Templates**.
3. On the **Alert Templates** screen, click **New** to create a new alert template that will respond to an incoming alert, such as "I have an emergency."
4. In the **Content** section, enter an alert name and a description that will be sent when the incoming alert is received.

   For example,

   Name:

   ```
   Please help!
   ```

   Description:

   ```
   $SenderName$ needs help and sends the following message:
        $InboundEventTitle$
        $InboundEventBody$
        $SenderName$'s info:
        $SenderContacts$
   ```

5. Complete the alert template by selecting your targeted users and devices.

   Note: You should not add a target location. Incoming alerts that have target locations will override locations in the template.
6. Click **Preview and Save**.
7. On the preview screen, review the template content.
8. Click **Save**.
9. Create or edit an incoming alert by following the instructions in the "Configure mobile alert settings" section of the *BlackBerry AtHoc Incoming Alerts in the Inbox* guide. In the **Run Alert Template** list, select the alert template you just created, then click **Save**.

You now have the option to forward or trigger other alerts based on an incoming alert.

Manage alert folders

An alert folder, also known as an alert category, typically corresponds to the type of alerts or source of alerts that are published. For example, folder types can include Weather Alerts, IT Alerts, Commander/CEO Alerts, and Daily News Alerts. Every alert must be associated with an alert folder. Grouping alerts by folder has many benefits, including the ability to use templates to establish a common appearance for all alerts within a folder, facilitate end user subscriptions by folder, and restrict operator publishing privileges to specific folders.

Access the alert folders manager

The Alert Folders Manager centralizes alert folder configuration and management tasks. Only Administrators can access the Alert Folders Manager.

1. In the navigation bar, click **Alerts** > **Alert Folders**. By default, folders display in alphabetical order by name. You can sort by any column.

To sort by a specific column, click the column heading.

To filter folders by name, type letters that the folders contain in the search field, then click **Search**. Wildcards are not supported.

Configure alert folders

You can configure the default settings for alert templates that are associated with an alert folder.

System setup folders can be modified only when accessed from the System Setup (3) organization. Enterprise folders can be modified only when accessed from the organizations in which they were created.

Note: You cannot select the Weather alert folder, if present. If an alert template is associated with the Weather alert folder, it is moved to the system default folder after a system upgrade to release 7.0.0.2 or later release.

1. In the navigation bar, click **Alerts** > **Alert Folders**.
2. Click a folder name.
3. Optionally, on the **Edit Alert Folder** window, edit the folder name or description.
4. Click **Save**.

Create alert folders

Note: Alert folders can be managed at the system, enterprise, or organization level. Inheritance rules can have an impact on who can use them, so verify that you are creating them at the correct organization level. For more information, see "Manage common content with inheritance" in the *BlackBerry AtHoc Plan and Manage Enterprise Organizations* guide.

Note: When you create a new alert folder, it is immediately available for publishing to all end users.

1. In the navigation bar, click **Alerts** > **Alert Folders**.
2. On the **Alert Folders** screen, click **New**.
3. On the **New Alert Folder** window, type a name in the **Name** field.
4. Optionally, provide additional information in the **Description** field to further identify the purpose of the new folder.
5. Click **Save**.

Delete alert folders

Alert templates and alerts are associated with folders. When you delete a folder, a pop-up screen appears listing the alert templates associated with that folder. The pop-up gives you the option of exporting the list of affected alert templates to an Excel spreadsheet so that you can modify the alert template details manually and associate

each alert template to a new alert folder. You can also click **Confirm** to automatically assign the alert templates to the system default folder. If no alerts or alert templates are associated with an alert folder, no pop-up window is displayed and the alert folder is deleted.

Note: You cannot delete Enterprise folders from within a suborganization.

Note: You cannot delete the System Default folder. You can delete the System folder from the System organization.

1. In the navigation bar, click **Alerts** > **Alert Folders**.
2. On the **Alert Folders** screen, click ✖ in the row of the alert folder you want to delete.
3. On the **Delete** window, click **Confirm**.

Manage delivery templates for devices

All delivery devices use templates to communicate alert messages. For example, the template for a desktop pop-up window defines the background color, text color, window size, and any default content that is included in every alert, such as a "Click here for more information" link.

BlackBerry AtHoc ships with system default templates for different devices, including email and desktop pop-ups, but you can select a different template when publishing an alert or creating or editing an alert template.

Use the Delivery Templates manager to modify existing templates and to create custom templates.

When configuring your organizations in the BlackBerry AtHoc management system, BlackBerry AtHoc customer support will work with you to set up the available delivery devices for alerts including email, cell phones, and desktop pop-up windows.

Note: The devices for which delivery templates are available in your system depend on the delivery devices and protocols in your BlackBerry AtHoc configuration. For example, not all types of email delivery and phone delivery have templates.

Access delivery templates

Note: Only administrators can access the Delivery Templates manager. Administrators can only modify delivery templates that have been created within their current organization. All other templates are inherited and are read-only.

1. In the navigation bar, click 🔧.
2. In the **Basic** section, click **Delivery Templates**.

   The Delivery Template screen appears and displays the available templates for the selected device group, such as Desktop Popup, Email, or All.

   Only devices that are enabled for the current organization appear in the list. For more information, see "Configure devices" in the *BlackBerry AtHoc System Settings and Configuration* guide.

   The following columns are displayed in the Delivery Templates table:

   • Template Name
   • Severity
   • Device Group: The device type associated with the template: Desktop Popup, Email, or XML feed.
   • Organization: The organization the alert was created in. The column displays the phrase *System Setup* if the alert was defined at the system level, an enterprise name if the alert was defined within an enterprise organization, and an individual organization's name if the alert was defined within a non-enterprise organization.
   • Locale: The language and region associated with the delivery template.

Device delivery templates are customizable for the devices and protocols being used. You should edit only the desktop pop-up templates. If you need to update templates for other delivery devices, consult BlackBerry AtHoc customer support.

Create delivery templates

Note: Delivery templates can be managed at the system, enterprise, or organization level. Inheritance rules can change who can use these entities. Verify that you are creating them at the correct organization level in the enterprise. For more information, see "Manage common content with inheritance" in the *BlackBerry AtHoc Plan and Manage Enterprise Organizations*guide.

The easiest way to create a delivery template is to duplicate an existing one and then edit it. For information on how to duplicate a template, see Duplicate delivery templates.

1. In the navigation bar, click ⚙ icon.
2. In the **Basic** section, click **Delivery Templates**.
3. On the **Delivery Templates** screen, click **New** and select one of the following options:

   - **Desktop Popup** for alerts that appear on user computer screens.
   - **Email** for alerts that are sent to user email inboxes. If you do not know XML, work with BlackBerry AtHoc customer support to configure the template.
   - **XML Feed** for alerts that are sent to mass devices such as Giant Voice. If you do not know XML, work with BlackBerry AtHoc customer support to configure the template. XML Feed delivery templates are not visible if the XML Feed device is disabled.

4. Enter a **Template Name**, **Description**, and **Common Name**. These should be specific so that users can tell at a glance what the template should be used for.
5. (*Desktop Popup and Email Only.*) Select a **Locale** from the list. The language you select will be used by the system if your alert content is in the same language and if the App Template option for the alert is set to use the default template.
6. Select the **Severity** level that corresponds to the delivery template you are creating. Alert creators can later overwrite the severity level by selecting the **Use Custom Template** option on the **Personal Device Options** screen when an alert is created or edited.
7. (*Desktop Popup and Email Only*) Select **Publishing default for severity/locale above** if you want the current delivery template to be used by default whenever an alert is created that matches the severity level and locale that you selected in steps 5 and 6.

   Note: Selecting this check box allows you to create a consistent experience for users across the system. When each alert level is assigned its own color scheme, font styles, and size, for example, it makes it possible to recognize the severity of any received alert at a glance.

8. If you are creating a Desktop Popup template, in the **Popup Settings** section, select whether to edit the options using the **Standard** controls (buttons and lists) or the **Advanced XSLT** controls. If you do not have much knowledge of XSLT, select **Standard**.

   For the XML Feed and Email templates, you do not have the option to work with Standard controls; you can only work with the Advanced XSLT controls.

   Note: Before working with Advanced XSLT, ensure that you have knowledge about style sheets or work with BlackBerry AtHoc customer support to configure the template.

   The following additional steps apply only to the **Style Settings** section for Desktop Popup templates.

9. Customize the **Font** settings:

   a. For each element, such as **Title** or **Body**, select **Hide** or **Show** in the **Display** drop-down to specify whether to display the element in the popup.
   b. For the text of an element, specify the **Font**, **Font Type**, and font **Size** by selecting options from the drop-down lists and making selections.

c. For the text of an element, specify the color by pointing to it in the color selection panel or entering a hexadecimal color value. Click **Apply**.

10. Choose the **Display** settings:

   a. Specify the **Border Color** of the pop-up by clicking the drop-down list and selecting a color. Click **Apply** to save the color choice.

   b. Select the **Border Size** by clicking the drop-down list and selecting the number of pixels for the width.

   c. Select the **Background Color** of the pop-up by clicking the drop-down list and selecting a color. Click **Apply**.

   d. In the **Display Size** field, select either the **Full Screen** or **Custom** option.

   Note: If you create a custom display size, make sure the width is set wide enough to accommodate the Severity, Type, and Location information that appears automatically at the top of the desktop pop-up when it is sent.

   e. Optionally, choose a **Logo Position** to help brand your organization. You can position the logo in either the top left or top right of the pop-up.

   f. Select the **Logo** file using either the organization default or click **Browse** to upload a custom file. The file can be in .png, .gif, or .jpg format.

11. Specify the **Popup Behavior**:

   a. Select a **Location** on the screen where the pop-up will appear, such as the top right corner.

   b. Select a **Timeout** period after which the pop-up will disappear from the desktop. You can specify the value in Seconds, Minutes, Hours, or Days.

   c. Select the **Entrance Motion**, which is how the pop-up will enter the screen. The pop-up will either slide in from the right or left side of the screen.

   d. Select the **Exit Motion**, which is how the pop-up will leave the screen. The pop-up will either slide out the left or right side of the screen.

12. Click the **Preview** button to view the pop-up. Verify that the layout, colors, fonts, and font sizes are appropriate for the type of alert you are creating.

13. Click **Save**.

Duplicate a delivery template

1. In the navigation bar, click ⚙.
2. In the **Basic** section, click **Delivery Templates**.
3. On the **Delivery Template** screen, click the check box beside the template you want to duplicate.
4. Click **Duplicate**.
5. On the **Duplicate Confirmation**window, click **Duplicate**. The duplicate template is created with the same name as the original, but with a series of numbers at the end.

Edit template settings

On the Delivery Templates screen, you should edit only the Basic, Styles, and Popup Behavior tabs. Other tabs are for advanced use only.

1. In the navigation bar, click ⚙.
2. In the **Basic** section, click **Delivery Templates**.
3. On the **Delivery Template** screen, click the name of the template you want to edit.

   Note: As you edit the template, click **Preview** to preview changes to the pop-up. Templates that use the full-screen desktop pop-up option do not display the full screen in the preview window.

4. Optionally, edit the **Template Name**, **Description**, and **Common Name** fields for the template.

   The following additional Popup Settings apply only to Desktop Popup templates.

5. Optionally, change the **Font** settings:

a. For each element, such as Title or Body, select **Hide** or **Show** to specify whether to display the element in the pop-up.

b. For the text of an element, specify the **Font**, **Font Type**, and **Size** by selecting the drop-down lists and making selections.

c. For the text of an element, specify the color by pointing to it in the color selection panel or entering its hex color in the text box above the panel. Click **Apply**.

6. Optionally, change the **Display** settings:

   • Border Color
   • Border Size
   • Background Color
   • Display Size (Full Screen or Custom)

   Note: If you create a Custom display size, make sure the width is set wide enough to accommodate the Severity, Type, and Location information that appears automatically at the top of the desktop popup when it is sent.

   • Logo Position
   • Logo

7. Optionally, change the **Popup Behavior** fields:

   • Location (Where the popup appears on the screen)
   • Timeout (How long the popup remains on the screen)
   • Entrance Motion
   • Exit Motion

8. Click **Preview** to view the edited pop-up.

9. Click **Save**.

Delete a delivery template

1. In the **Delivery Templates** list, select the template to delete.
2. On the **Delete Confirmation** screen, click **Delete**.

Manage audio files

The audio message delivered with an alert can critically affect the way users comprehend the alert message and their subsequent actions. You can configure an audio file to deliver a custom sound with an alert. Use the Audio Files screen to review the catalog of existing audio files and to add and delete audio files.

Access the Audio Files screen

Note: Only administrators can access the Audio Files screen.

1. In the navigation bar, click **Alerts** > **Audio Files**.

   The Audio Files screen opens with the following columns displayed:

   • **Audio File Name**: The name associated with the audio file. This can be different from the actual filename. Hover your cursor over a name to view the audio file name and the description of the file.
   • **Severity**: The severity associated with the audio file. This can be High, Moderate, Low, Informational, or Unknown.
   • **Organization**: Displays the organization where the audio file is stored. Audio files created in System Setup are from the system organization and are available for all organizations in the system. Audio files created in an enterprise organization are available for all its suborganizations.

- **Size**: The size of the audio file. The maximum allowed size is 2 MB.
- **Locale**: Language of the audio file. This can be Any or English (US)

2. Click a file name to view or edit the details for the audio file.

Sort the audio files list

To sort the audio files by a specific column, click the column heading. The files display in descending order of the values in the selected column. Click the column heading again to sort in ascending order.

Filter the audio files list

1. In the **Name** field, type letters that the audio file name contains. Wildcards are not allowed.
2. Click **Search**. Only the audio filenames containing the specified criteria display in the table.
3. To display all audio files again, click **Clear all**.

Add audio files

1. In the navigation bar, click **Alerts** > **Audio Files**.
2. On the **Audio Files** screen, click **New**.
3. On the **New Audio File** window, in the **Audio File Name** field, type a name to associate with the new audio file. The name can be different than the actual filename.
4. Optionally, in the **Description** field, type a brief description of the audio file, which will help identify the audio file when users search for it. The text should include a description of the file contents or its purpose.
5. To upload the audio file, click **Browse**. Browse to the location on your local computer, select the audio file, and click **Open**.
6. Optionally, from the **Severity** list, select a **Severity**.
7. Optionally, select **Use this audio as default for publishing**.
8. Optionally, from the **Locale** list, select a locale.
9. Click **Save**.

Edit audio file details

Only audio files that are stored in the organization you are logged in to are available for editing. The details of audio files can be edited, but the audio track itself cannot be changed after it is uploaded.

1. In the navigation bar, click **Alerts** > **Audio Files**.
2. On the **Audio Files** screen, click to select an audio file.
3. On the **Edit Audio File** window, change the details in any of the following fields:

   - Audio File Name
   - Description
   - Common name
   - Severity
   - Default

   Note: The ID, Size, and Locale fields cannot be edited.
4. Click **Save**.

Download audio files

1. In the navigation bar, click **Alerts** > **Audio Files**.
2. Select the check box beside the audio file you want to download.

   Note: Only one audio file can be downloaded at a time.

3. Click **More Actions** > **Download**.

The selected audio file downloads to your computer.

Play audio files

1. In the navigation bar, click **Alerts** > **Audio Files**.
2. On the **Audio Files** screen, select the check box beside the audio file you want to play.
3. Click **More Actions** > **Play**.

The selected audio file plays over your computer speakers.

Delete audio files

Deleting an audio file from the Audio Files screen does not delete the actual .wav file on your computer. It only removes the audio file from the BlackBerry AtHoc server. Only files that are stored on the organization you are logged in to can be deleted. System default files, audio files that are configured as the default for a severity level, and files that are in use in an alert cannot be deleted.

1. In the navigation bar, click **Alerts** > **Audio Files**.
2. On the **Audio Files** screen, select the check box beside each audio file you want to delete.
3. Click **Delete**.
4. On the **Delete Confirmation** window, click **Delete**.

Note: Files that cannot be deleted do not appear in the list even if selected.

Reset a system alert template to the default configuration

System Administrators, Enterprise Administrators, and Organization Administrators can reset a system alert template to the default configuration. Alert templates can be reset on enterprise organizations and suborganizations. When a system alert template is reset on an enterprise organization, the alert template content, targeting, and schedule sections are reset to the out of the box default configuration. When a system alert template is reset on a suborganization, its content is synchronized to the enterprise organization.

Note: Only the ~*** New Alert Template - Configuration Use *** ~ and ~ *** New Template - Configuration Use *** ~ system templates can be reset.

1. Log in to the BlackBerry AtHoc management system as a System Administrator, Enterprise Administrator, or Organization Administrator.
2. Click **Alerts** > **Alert Templates**.
3. On the **Alert Templates** page, click the **~*** New Alert Template - Configuration Use *** ~** or **~ *** New Template - Configuration Use *** ~** system template.
4. On the template details page, click **Reset**.
5. On the **Reset Alert Template** dialog, click **Proceed**.

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.

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Published in Canada