



# **BlackBerry AtHoc**

## **Incoming Alerts in the Inbox**

7.16



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# Manage incoming alerts in the Inbox

The Inbox displays information about live and expired alerts from mobile users, Connect organizations, other agencies, and the Integrated Public Alert and Warning System (IPAWS). Alerts from mobile users and outside organizations are called incoming alerts. 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. When a new alert is received or an operator reviews or replies to an alert, the Inbox updates immediately to display the new item.

## Access the Inbox

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

1. In the navigation bar, click **Alerts > Inbox**. The Inbox opens, showing all incoming alerts in the system. Alerts that have not been reviewed appear in bold.

In the left pane, the following items are displayed for each incoming alert in the Inbox:





- **Severity icon:** Hover your cursor over the icon to display the severity level. Available severities are: 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 respond to an alert, a **Replied** icon replaces the Reply icon.
- **Location icon:** Displays  if the alert includes a map.
- **Attachments icon:** Displays  if the alert includes file, video, or image attachments.

## View incoming alert details

1. In the navigation bar, click **Alerts > Inbox**. The Inbox opens, displaying all incoming alerts in the system.
2. In the **Inbox**, locate the alert you want to view.
3. Click anywhere in the alert row.

A detailed view of the alert appears in the right pane. The detailed view includes the following items:

- 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 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  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.

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

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

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

4. Select a response option and then 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 > Inbox**.
2. In the **Inbox**, locate the alert that you want to reply to.
3. Click anywhere in the alert row. The details of the alert appear in the right pane.
4. Click **Reply** at the top of the details section.

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

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

5. Select a response option, and then click **Reply Now**.

## Forward an incoming alert

1. In the navigation bar, click **Alerts > Inbox**.
2. In the **Inbox**, locate the alert that you want to forward.
3. Click anywhere in the alert row. The details of the alert appear in the right pane.
4. Click **Forward Alert** at the top of the details section.
5. 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.

6. Optionally, in the **Content** section, modify the title and message body if necessary.
7. Optionally, in the **Attachments** field, drag and drop or click **Browse** to include additional attachments.
8. 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.
9. In the **Target Users** section, select the people and organizations to forward the alert to.
10. In the **Target Users** section, click **Select Personal Devices** and select the check box beside each personal device you want to include.
11. Click **Review and Publish**.
12. On the **Review and Publish** screen, review the content of the alert.
13. Optionally, click **Preview and Publish** to preview how the forwarded alert will appear to end users.
14. Click **Publish**.

**Note:** For an alert triggered due to a connect rule based on a selected condition, 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 > Inbox**. The Inbox opens, showing all incoming alerts in the system.
2. In the **Inbox**, 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](#).
3. Click the name of the alert. The details of the alert appear in the right pane.
4. 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 > Inbox**. The Inbox opens, showing all incoming alerts in the system.
2. In the **Inbox**, locate the alert whose creator details you want to view.
3. Click the name of the alert. The details of the alert appear in the right pane.
4. Under the alert title, 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 they belong to and their 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 AtHoc Live and Publisher Maps](#) guide.

## Update the Inbox manually

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

## Manage Connect requests and updates from the Inbox

You can view and respond to AtHoc Connect requests from the Inbox.

All requests, responses, and updates appear in the list and are labeled as Connect Update. Accept or Decline updates for invitations to outside organizations also appear in the Inbox.

To view invitations that you have sent to outside organizations, including the status, click **Organizations > Sent Invitations**.

## Run a basic search for an alert

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

## Run an advanced search for an incoming alert

1. In the navigation bar, click **Alerts > Inbox**.

2. Optionally, in the search field, type or paste a word or phrase found in the alert title or alert contents.
3. Click **Advanced**. The search field expands to display additional search criteria.
4. 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**: Select Yes or No.
  - **Status**: Select Live and Ended.
5. 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 > Inbox**.
2. In the **Inbox**, 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. Select this option to sort 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**
3. Optionally, click **Ascending/Descending** next to 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 > Inbox**. The Inbox opens, displaying all incoming alerts in the system.
2. Optionally, run a basic or advanced search to filter the contents of the Inbox.
3. Click **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, Lat/Long address and Shape Layer Name.

**Note:** If multiple shapes overlap, and a user or event is in both shapes, BlackBerry Alert selects the smaller shape. The name of the smaller shape is displayed in the export .csv.

The export is recorded in the operator audit trail.



# View external events in the Inbox

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, Flood, Freeze, Heat, Hurricane, Storm, and Wind. To see the full list of supported external events, see [Supported external event types](#).


BlackBerry AtHoc monitors external feeds and creates events that appear in the Inbox. System Administrators can enable the External Events feature in **Settings > Feature Enablement** in the BlackBerry AtHoc management system.

When external events are enabled, Organization Administrators can select the locations and external events to monitor. When an event occurs that impacts a selected location, it appears in the Inbox. 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 that displays the location of the event. For more information, see the [BlackBerry AtHoc External Events](#) guide.

External events that appear in the Inbox include the event title, description, event start time, expiration time, severity, map, and feed source (name and URL.) External events also 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 and the event highlighted in the event list and on the live map. After evaluating the external event and its impact, the operator can forward the event as an alert to impacted employees.

## 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 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 changes as needed.
7. In the **Target Users** section, click **By Advanced Query**. By default, if the forwarded alert has a selected location, all users in that location and users with a Last Known Location updated in the past 4 hours are targeted.
8. Optionally, enter a number and select **Hour(s)**, **Minute(s)**, or **Day(s)** to change the timeframe for targeting users with a Last Known Location attribute.
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. Optionally, click **Preview and Publish** to preview how the forwarded alert will appear to end users.
13. 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

If you do not see the type of external event you need, you can submit a request to add it by submitting a request form at: <https://www.blackberry.com/us/en/support/enterpriseapps/athoc/support-request>. Include the event type and region. Include the source URL for a public feed source, when possible. For example: COVID-19, United States, <https://tools.cdc.gov/api/v2/resources/media/404952.rss>.


**Note:** RSS, Geo-JSON, CAP, and ATOM formats are supported. Each requested feed type must have consistent location data and event type information. Requested feed types should be applicable to a regional (for example U.S. West Coast), national, or international area.

# 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 and 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 Connect and weather alert types. To configure mobile alerts, see [Configure mobile alert settings](#). You must have a Enterprise Administrator, System Administrator, or Basic Administrator role 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.

Two connect rules are provided for your use:

- Urgent Alert Rule
- Informational Alert Rule

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

1. From the navigation bar, click **Alerts** or **Organization**.
2. Click **Alert Rules**. The Connect tab is open by default. 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 Connect alert rule

Add a new rule to specify what happens when a Connect alert is received in the Inbox.

1. From the navigation bar, click **Alerts** or **Organizations**.
2. Click **Alert Rules**. The Connect tab is open by default.
3. Click **New Rule**.
4. On the **New Rule** screen, in the **General** section, enter a rule name in the **Name**.
5. In the **Conditions** section, create a condition that triggers the rule:
  - a. Click **Add Condition**.

b. Select from the list of existing attributes:

- **Severity:** The importance of the incoming alert (High, Moderate, Low, Informational or Unknown.)
- **Source Organization:** The list of your existing connections (the organizations that can send alerts to your organization.)
- **Title:** The title of the incoming alert.
- **Type:** The type of alert, such as “Geophysical” or “Safety.”

**Note:** In alerts triggered based on Connect rules, the severity and type is retained from the original alert. The severity and type in the selected template are overwritten.

c. Select an operation that defines the relationship between the attribute and the value. For example, **equals** or **not equals**.

d. Enter or select the value of the attribute, such as “Fire”.

For example, the condition might look like the following:

```
Type equals "Fire"
```

Attribute values that contain multiple items are separated by commas. If one or more of the values is true, the condition is met.

6. In the **Actions** section, in the **Publish Alert** field, select an alert template to be published when the conditions of the rule are met.

For example, if the title of the incoming alert contains the word “fire”, you might select a template called “Emergency: Fire” to publish an alert to the fire department.

7. To use the response options from the incoming alert, select **Use sender response options and return first response to sender**.

When this option is selected, the response options from the incoming alert are copied to the triggered alert. Additionally, the first response that is received is sent to the sender of the incoming alert.

8. Select **Stop processing more rules** to prevent more rules from being processed after the current rule. This option prevents the processing of the next rule or rules that match the same incoming alert.


9. Click **Save**.

**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.

## Configure the processing order of rules

**Note:** This section applies only to Connect alert rules.

More than one rule can be run on a Connect alert when it arrives in the Inbox. The rules run in the order in which they appear in the list. You can specify the order in which the rules are run, and can indicate when processing stops.

1. Using the drag icon  to drag rules to the order in which they should run.
2. Ensure that the last rule has the **Stop processing more rules** check box selected.

**Note:** When a rule has the **Stop processing more rules** check box selected, the processing stops at that rule and others are ignored.



# 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 an alert template before it can be enabled.

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

1. Log in to the BlackBerry AtHoc management system.
2. In the navigation bar, click **Alerts > Alert Rules**.
3. On the **Alert Rules** page, click the **Weather** tab.
4. Click **New Rule**.
5. On the **New Rule** page, in the **General** section, enter a name for the rule and select the option to enable the rule.
6. In the **Condition** section, click **Select** beside **Counties**.
7. On the **Select Counties** window, on the **All Counties** tab, select one or more counties. You can click **▼ All States** to filter counties by state. You can also search for a specific zip code.
8. Optionally, click the **Selected Counties** tab to verify the counties you selected.
9. Optionally, click **Modify** to change your county selection.
10. Click **Apply**. You are returned to the New Rule page. The counties you selected appear in the Counties area.
11. Optionally, select a **Weather Severity**. The following severities are available: Extreme, Severe, Moderate, Minor, and Unknown. You can select one, multiple, or all severities.
12. Optionally, select a **Weather Type**. You can select one, multiple, or all weather types. See [Weather types](#) for the list of available weather types.
13. Optionally, select a **Message Type**. The following message types are available: Alert, Cancel, and Update. You can select one, multiple, or all message types. Select **Alert** to send an initial alert to targeted users. Select **Update** to update and replace an existing alert. Select **Cancel** to cancel an earlier alert.
14. In the **Action** section, select an alert template.
15. Optionally, select the **Override Geo Information** option. 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.
16. Click **Save**. The new weather alert rule is created and enabled by default.

One alert is generated per rule when an incoming feed matches the rule criteria. All conditions you specify must be met by a weather feed before an alert is triggered. For example, if you select Extreme for Weather Severity, and Coastal Flood Warning for Weather Type for San Mateo county, only weather feeds that are extreme severity coastal flood warnings that target San Mateo county trigger the selected alert template.

## Weather types

The following weather types are available when creating a weather alert rule:

- Avalanche Warning
- Avalanche Watch
- Blizzard Warning
- Coastal Flood Warning
- Coastal Flood Watch
- Dust Storm Warning
- Earthquake Warning
- Extreme Wind Warning
- Fire Warning
- Flash Flood Statement
- Flash Flood Warning
- Flash Flood Watch
- Flood Statement
- Flood Warning
- Flood Watch
- High Wind Warning
- High Wind Watch
- Hurricane Statement
- Hurricane Warning
- Hurricane Watch
- Severe Thunderstorm Warning
- Severe Thunderstorm Watch
- Severe Weather Statement
- Snow Squall Warning
- Special Marine Warning
- Special Marine Statement
- Special Weather Statement
- Storm Surge Warning
- Storm Surge Watch
- Tornado Warning
- Tornado Watch
- Tropical Storm Warning
- Tropical Storm Watch
- Tsunami Warning
- Tsunami Watch
- Volcano Warning
- Winter Storm Watch
- Winter Storm Warning

**Note:** BlackBerry AtHoc supports weather types from the National Weather Service (NWS.) For more information, see <https://www.weather.gov/nwr/eventcodes>.

## 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**. The Connect tab is open by default.
3. Click the **Weather** tab.
4. Select the check box next to the rule to delete. To delete all rules, click the global check box in the heading of the list.
5. Click **Delete**.
6. On the **Delete Weather Alert Rules** dialog, click **Delete**.

# 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

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