



# **BlackBerry AtHoc**

## **Distribution Lists**

7.18



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# Manage distribution lists

This guide describes how to manage distribution lists within the BlackBerry® AtHoc® system.

You must be an Alert Manager, Advanced Alert Manager, Distribution List Manager, Organization Administrator, Enterprise Administrator, or Basic Administrator to manage distribution lists. In enterprise and super enterprise organizations, operators with any of these roles can create and manage distribution lists across sub enterprise organizations and suborganizations.

View the following quick action guides for simple steps to complete key tasks:

- View all [Quick Action Guides](#)
- [Create a static distribution list](#)
- [Create a dynamic distribution list](#)

# Create a static distribution list

To create a static distribution list, you must have at least one of the following roles: Alert Manager, Advanced Alert Manager, Distribution List Manager, Enterprise Administrator, Organization Administrator, or Basic Administrator.

1. In the navigation bar, click **Users > Distribution Lists**.
2. On the **Distribution Lists** screen, click **New > Static**.
3. On the **New Distribution List** screen, enter values in the following fields in the **Basic Info** section:
  - **Name:** Enter a unique and easily identifiable name for the distribution list. The distribution list name has a 128 character limit.
  - **Common Name:** This field automatically populates based on the text entered into the Name field, but you can override it with a different name. The distribution list common name has a 128 character limit.
  - **Type:** This field cannot be edited.
  - **Description:** Optionally, enter details about the distribution list that will enable other operators to decide if the distribution list should be included in their alert.
  - **Folder:** Optionally, click **Select** and then drill down into the folder hierarchy to select the location to store the distribution list in. If you do not click the link, the distribution list will appear at the top level of the folder hierarchy.
4. Add users to your distribution list in the **Distribution List Members** section.
  - To add individual users, in the **Members** section, click **Modify**. Enabled users who can be added are displayed on the **Users** screen. Select the check boxes beside the names of the users to add, and then click **Add Selected**.  
**Tip:** You can add users to the distribution list based on the User Last Updated Source attribute. For more information, see [Create a static distribution list based on the User Last Updated Source attribute](#).
  - To import users, in the **Members** section, click **Import File**. On the **Import Users** window, click **Browse** to select a .csv file and then click **Import**.
  - To add an existing distribution list, in the **Nested Static Lists** section, click **Modify**. On the **Nested Static Lists** screen, select the lists you want to add and then click **Add Selected**.
5. Click **Save**.

## Create a static distribution list based on the User Last Updated Source attribute

Operators can create a static distribution based on the source that last updated the users' profiles. The following table lists the possible sources and the search terms required create a static distribution list using the User Last Updated Source attribute.

Source	Search term
Mobile app	<ul style="list-style-type: none"><li>• Check-in</li><li>• Check-out</li><li>• Report</li><li>• Emergency</li><li>• User Tracking - Mobile App</li><li>• Mobile</li></ul>

Source	Search term
Self Service	SelfService
BlackBerry AtHoc Management System	ManagementSystem
User Sync Client	UserSyncClient
API	API
CSV Import	UserImport
Targeted Device	<ul style="list-style-type: none"> <li>• Alert Tracking - Desktop Popup</li> <li>• Alert Tracking - Email</li> <li>• Alert Tracking - Mobile App</li> <li>• Alert Tracking - Phone</li> <li>• Alert Tracking - Text Messaging</li> </ul>

1. In the navigation bar, click **Users > Distribution Lists**.
2. On the **Distribution Lists** screen, click **New > Static**.
3. On the **New Distribution List** screen, enter values in the fields in the **Basic Info** section. For details, see [Create a static distribution list](#).
4. In the **Distribution List Members** section, beside **Members**, click **Modify**.
5. On the **Users** screen, beside the search field, click **Advanced**.
6. On the **Create Conditions** window, select the AND/OR operator. When AND is selected, users must meet all search conditions to be included in the search results. When OR is selected, users that match any of the search conditions are included. The default is AND.
7. From the **Select Attribute** list, select **User Last Updated Source**.
8. Select an operation from the **Select Operation** list.
9. In the blank field that appears, enter the source to use to add members to the static distribution list. The text you enter in this field must match one of the search terms listed in the table above. You can add more than one source, separated by a comma. For example, API, UserSyncClient.
10. Click **Apply**.
11. On the **Users** screen, select the users to add.
12. Click **Add Selected**.
13. Click **Save**.

# Create a dynamic distribution list

To create a dynamic distribution list, you must have at least one of the following roles: Alert Manager, Advanced Alert Manager, Distribution List Manager, Enterprise Administrator, Organization Administrator, or Basic Administrator.

1. In the navigation bar, click **Users > Distribution Lists**.
2. On the **Distribution Lists** screen, click **New > Dynamic**.
3. On the **New Distribution List** screen, enter values in the following fields in the **Basic Info** section:
  - **Name:** Enter a unique and easily identifiable name for the distribution list. The distribution list name has a 128 character limit.
  - **Common Name:** (Optional) This field automatically populates based on the text entered into the Name field, but you can override it with a different name. The distribution list common name has a 128 character limit.
  - **Type:** This field cannot be edited.
  - **Description:** Optionally, enter details about the distribution list that will allow other users to decide if the distribution list should be included in their alert.
  - **Folder:** Optionally, click **Select** and drill down into the folder hierarchy to find the location to store the distribution list. If you do not click the link, the distribution list appears by default at the top level of the folder hierarchy.
4. In the **Distribution List Members** section, click **View**.
5. On the **Create Conditions** window, select the AND/OR operator. When AND is selected, users must meet all conditions to be added to the distribution list. When OR is selected, users that match any of the conditions are included. The default is AND.
6. In the **Select Attribute** drop-down list, select the first attribute you want to use as targeting criteria for the distribution list.
7. In the **Select Operation** drop-down list, select the operation to assign to the attribute.

**Note:** The list of operations varies depending on the type of attribute selected.
8. In the third field, enter or select a value for the attribute.

**Tip:** For Multi-select Picklist, Single-select Picklist, and Status type attributes, enter characters in the search box to filter the list of attribute values. You can enter characters that appear anywhere in the attribute value.
9. Optionally, click **Add Condition** and then repeat steps 6 through 8 to add additional attribute conditions as targeting criteria.

**Tip:** You can add users to the distribution list based on the User Last Updated Source attribute. For more information, see [Create a dynamic distribution list based on the User Last Updated Source attribute](#).
10. Optionally, if your organization is set up to display organizations, in the **Organization Hierarchy** section of the **Attribute** list, select one or more organizations or organizational nodes to use as targeting criteria for the distribution list.

**Note:** Users must belong to the selected organizational nodes and meet the other specified attribute conditions to be included in the distribution list.
11. Click **Add**.
12. Click **Save**.


## Create a dynamic distribution list based on user role

To create a dynamic distribution list you must have at least one of the following roles: Alert Manager, Advanced Alert Manager, Distribution List Manager, Enterprise Administrator, Organization Administrator, or Basic Administrator.



1. In the navigation bar, click **Users > Distribution Lists**.
2. On the **Distribution Lists** screen, click the **New > Dynamic**.
3. On the **New Distribution List** screen, enter values in the following fields in the **Basic Info** section of the screen:
  - **Name:** Enter a unique and easily identifiable name for the distribution list.
  - **Common Name:** (Optional) This field auto-populates based on the text entered into the Name field, but you can override it with a different name if you want.
  - **Type:** This field cannot be edited.
  - **Description:** Optionally, enter details about the distribution list that will allow other users to decide if the distribution list should be included in their alert.
  - **Folder:** Optionally, click **Select** and drill down into the folder hierarchy to find the location to store the distribution list in. If you do not click the link, the distribution list will appear by default at the top level of the folder hierarchy.
4. In the **Distribution List Members** section, click **View**.
5. On the **Create Conditions** window, select the AND/OR operator. When AND is selected, users must meet all conditions to be added to the distribution list. When OR is selected, users that match any of the conditions are included. The default is AND.
6. Click the **Select Attribute** list, and then scroll down and click the **Roles** attribute in the **Operator Attribute** section.
7. In the **Select Operation** field that appears, select the **equals** operator.
8. A third field appears on the screen listing the roles available in the system. Click the role or roles you want to include in the distribution list.
 

You can enter characters in the search box to filter the list of roles. You can enter characters that appear anywhere in the name of the role.

**Note:** Operator roles that are associated with disabled features do not appear in the list. For more information, see "[BlackBerry AtHoc roles](#)" in the *BlackBerry AtHoc Operator Roles and Permissions* guide.
9. Click **Apply**. The Distribution List Members section displays the user roles that are included in the distribution list.
10. Optionally, click **View** to view the list of members. Click **Back** to return to the Distribution List details screen.
11. Optionally, click  to copy the selected conditions to use when creating another distribution list.
12. Click **Save**.

## Create a dynamic distribution list based on organization subscriptions

To create a dynamic distribution list, you must have at least one of the following roles: Alert Manager, Advanced Alert Manager, Distribution List Manager, Enterprise Administrator, Organization Administrator, or Basic Administrator.

You can create a dynamic distribution list based on organization subscriptions to view users who are subscribed to each suborganization in an enterprise or super enterprise organization and to target them in alerts and accountability events.

1. In the navigation bar, click **Users > Distribution Lists**.
2. On the **Distribution Lists** screen, click **New > Dynamic**.
3. Enter values in the following fields in the **Basic Info** section of the screen:
  - **Name:** Enter a unique and easily identifiable name for the distribution list.
  - **Common Name:** (Optional) This field automatically populates based on the text entered into the Name field, but you can override it with a different name.

- **Type:** This field cannot be edited.
  - **Description:** Optionally, enter details about the distribution list that will allow other users to decide if the distribution list should be included in their alert.
  - **Folder:** Optionally, click **Select** and drill down into the folder hierarchy to find the location where you want to store the distribution list. If you do not click the link, the distribution list will appear by default at the top level of the folder hierarchy.
4. In the **Distribution List Members** section, click **View**.
  5. On the **Create Conditions** window, click the **Select Attribute** list, and then scroll down and click **Subscribed Organizations** in the **Attribute** section.
  6. In the **Select Operation** field that appears, select the **equals** operator.
  7. In the field that appears, select your organization.
 

**Tip:** You can enter characters in the search box to filter the list of organizations. You can enter characters that appear anywhere in the name of the organization.
  8. Click **Apply**.
  9. Optionally, in the **Distribution List Members** section, click **View** to view the users and their subscribed organizations.
  10. Click **Save**.

## Create a dynamic distribution list based on the User Last Updated Source attribute

Operators can create a dynamic distribution list based on the source that last updated users' profiles. The following table lists the possible sources and the search terms required to create a dynamic distribution list based on the User Last Updated Source attribute.

Source	Search term
Mobile app	<ul style="list-style-type: none"> <li>• Check-in</li> <li>• Check-out</li> <li>• Report</li> <li>• Emergency</li> <li>• User Tracking - Mobile App</li> <li>• Mobile</li> </ul>
Self Service	SelfService
BlackBerry AtHoc Management System	ManagementSystem
User Sync Client	UserSyncClient
API	API
CSV Import	UserImport

Source	Search term
Targeted Device	<ul style="list-style-type: none"> <li>Alert Tracking - Desktop Popup</li> <li>Alert Tracking - Email</li> <li>Alert Tracking - Mobile App</li> <li>Alert Tracking - Phone</li> <li>Alert Tracking - Text Messaging</li> </ul>

1. In the navigation bar, click **Users > Distribution Lists**.
2. On the **Distribution Lists** screen, click **New > Dynamic**.
3. On the **New Distribution List** screen, enter values in the fields in the **Basic Info** section. For details, see [Create a dynamic distribution list](#).
4. In the **Distribution List Members** section, beside **Membership Criteria\***, click **View**.
5. On the **Create Conditions** window, select the AND/OR operator. When AND is selected, users must meet all search conditions to be included in the search results. When OR is selected, users that match any of the search conditions are included. The default is AND.
6. From the **Select Attribute** list, select **User Last Updated Source**.
7. Select an operation from the **Select Operation** list.
8. In the blank field that appears, enter the source to use to add members to the static distribution list. The text you enter in this field must match one of the search terms listed in the table above. You can add more than one source, separated by a comma. For example, API, UserSyncClient.
9. Click **Apply**.
10. Optionally, click **View** to view the list of members. Click **Back** to return to the Distribution List details screen.
11. Click **Save**.


# View all distribution lists

If you have at least one of the following roles: Alert Manager, Advanced Alert Manager, Distribution List Manager, Enterprise Administrator, Organization Administrator, or Basic Administrator, you can access the Distribution Lists screen by navigating to **Users > Distribution Lists**.

The Distribution Lists screen opens, displaying all distribution lists you have permission to view in the BlackBerry AtHoc system. The following details are provided for each distribution list:

- The name of the list in the system
- The type of list: Static or Dynamic
- The system folder where the list is located

# Search for distribution lists

1. In the navigation bar, click **Users > Distribution Lists**.
2. Enter all or part of a distribution list name in the **Search list by name** field.
3. Optionally, to limit the search to a particular type of distribution list, select and deselect the relevant check boxes in the **Show lists of type** field.
4. Click  to view the results.

# View distribution list details

To view information about distribution lists, you must have at least one of the following roles: Alert Manager, Advanced Alert Manager, Distribution List Manager, Enterprise Administrator, Organization Administrator, or Basic Administrator.

1. In the navigation bar, click **Users > Distribution Lists**.
2. Select a distribution list.

The distribution list details screen opens, displaying all of the information in the BlackBerry AtHoc system for the corresponding list.

**Note:** The content of the details screen varies depending on whether the list is static or dynamic.

# Edit distribution list details

If you want to edit a static or dynamic distribution list that is from a remote organization, the only two fields that you can update are Name and Folder.

1. In the navigation bar, click **Users > Distribution Lists**.
2. Click  beside the distribution list you want to edit.

**Note:** The content of the distribution list edit screen varies depending on whether the list is static or dynamic.

3. Make changes to any of the editable fields on the screen.
4. Click **Save**.

# Delete a distribution list


If you have at least one of the following roles: Alert Manager, Advanced Alert Manager, Distribution List Manager, Enterprise Administrator, Organization Administrator, or Basic Administrator, you can delete distribution lists in the system if all of the following are true:

- The list is not currently part of an alert template
  - The list is not part of a draft alert
  - The list is not nested within another distribution list
1. In the navigation bar, click **Users > Distribution Lists**. The Distribution Lists screen opens.
  2. If the distribution list you want to delete already appears in the results table, select the check box beside its name. Otherwise, use the **Search list by name** field to locate the list, then click its name in the results field.
  3. Click **Delete**.
  4. If the lists you selected can be deleted, click **Delete** on the screen that appears. If a list cannot be deleted, the pop-up screen displays details about where the list is currently in use in the BlackBerry AtHoc system. To delete the list, you must first delete it from the alert or remove it from the distribution list it is nested in.



# Export a distribution list

To export all members of a distribution list, you must have at least one of the following roles: Alert Manager, Advanced Alert Manager, Distribution List Manager, Enterprise Administrator, Organization Administrator, or Basic Administrator. To export only selected members of a distribution list, see [Export the members of a dynamic distribution list](#) and [Export the members of a static distribution list](#).

1. In the navigation bar, click **Users > Users**.
2. On the **Users** screen, click .
3. Select a distribution list and then click **Apply**.
4. In the user list, select the check box next to each member name that you want to export.
5. Click **More Actions > Export > Users**.
6. On the **Export Users** screen, choose a set of columns to export.
7. Click **Export PDF** or **Export CSV**.
8. When the export is complete, save or open the .pdf or .csv file.

# Export the members of a dynamic distribution list

To export the members of a distribution list, you must have at least one of the following roles: Alert Manager, Advanced Alert Manager, Distribution List Manager, Enterprise Administrator, Organization Administrator, or Basic Administrator.

1. In the navigation bar, click **Users > Distribution Lists**.
2. On the **Distribution Lists** screen, select a dynamic distribution list.
3. In the **Distribution List Members** section, beside **Users**, click **View**.
4. Optionally, on the **Member Users** screen, click **All Users** and select to filter the list by **Enabled Users with Operator Permissions** or **All Users with Operator Permissions**.
5. Optionally, click **Add** to add additional columns to the export. Only displayed columns are included in the export file.
6. Click **Export CSV**.


# Export the members of a static distribution list

To export the members of a distribution list, you must have at least one of the following roles: Alert Manager, Advanced Alert Manager, Distribution List Manager, Enterprise Administrator, Organization Administrator, or Basic Administrator.

1. In the navigation bar, click **Users > Distribution Lists**.
2. On the **Distribution Lists** screen, select a static distribution list.
3. In the **Distribution List Members** section, beside **Members**, click **View**.
4. Optionally, click **More Actions > Modify** to remove specific distribution list members from the export.
5. Optionally, click **Add** to add additional columns to the export. Only displayed columns are included in the export file.
6. Click **More Actions > Export CSV**.

# Configure distribution list folders

Distribution list folders define the structure of static and dynamic lists that can be selected as alert or event targets. You can create distribution lists using the Distribution Lists screen or by integrating with an external user directory.

1. In the navigation bar, click .
2. In the **Users** section, click **Distribution List Folders**.
3. On the **Distribution List Folders** screen, click **Add Node** to add a new node. If no nodes are selected, the new node is added to the bottom of the distribution list hierarchy. Select an existing node and click **Add Node** to add a new node under it.
4. Type the node name in the new field and hit **Enter**. The node name has a 128 character limit.
5. Optionally, to move a node, drag the node to the new location.
6. Optionally, to edit a node name, double-click on the node name and type your changes.
7. Optionally, to delete a node, select the name, and click **Delete Node**.
8. Optionally, to revert your changes, click **Remove Changes**.
9. Click **Save**.

All new and modified nodes are displayed in italics until saved.

# 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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