



# **BlackBerry AtHoc**

## **Operator Quick Start**

7.18



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# Getting started

This guide provides basic information for operators to get started using the BlackBerry® AtHoc® management system.

For detailed information about creating and publishing alerts, see [BlackBerry AtHoc Create and Publish Alerts](#).

For detailed information about operator roles and permissions, see the [BlackBerry AtHoc Operators Roles and Permissions](#) document or the [BlackBerry AtHoc Operator Roles and Permissions Matrix](#).

For detailed information about creating alert templates, see [BlackBerry AtHoc Alert Templates](#).

## Quick Action Guides

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

**View all [Quick Action Guides](#)**

### Alerts

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- [Send an alert with fill count](#)
- [Send an alert with escalation](#)
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# Log in and out of BlackBerry AtHoc

There are two general types of users that access the BlackBerry AtHoc management system: operators and administrators. Administrators have system, organization, and user management type roles and operators have publishing-related roles.

## Log in

An online user session lasts until the administrator or operator logs out or the session times out. Administrators can configure the timeout interval using the System Policy screen. For more information, see "[Set session timeout](#)" in the *BlackBerry AtHoc System Settings and Configuration* guide.

Before logging in to BlackBerry AtHoc, verify that the following are all true:

- The BlackBerry AtHoc server is installed on a server connected to the network and is accessible to you.
- The system has the latest stable version of any of the following browsers: Microsoft Edge, Firefox, Chrome, or Safari.
- The BlackBerry AtHoc administrator has provided you with the following:
  - The URL (an Internet address) for accessing the BlackBerry AtHoc management system
  - A BlackBerry AtHoc username and password, or a smart card

**Note:** Log in will not occur on Internet Explorer when the Content Advisor filter in IE is set to specific values.

1. Contact your administrator to get the BlackBerry AtHoc management system address.
2. Open a web browser and navigate to the BlackBerry AtHoc URL.
3. Click **Accept** to agree to the terms of the Security Disclaimer. Note that if you select **Decline**, you cannot use BlackBerry AtHoc.
4. After you accept the security policy, the login screen fields become accessible. Do one of the following:
  - Log in Manually:
    - a. Enter your username and password, which are case sensitive.
    - b. Click **Log In**.
  - Insert your smart card and click **Access Smart Card**.
5. If a disclaimer screen displays immediately after you click **Log In**, read it, then click **OK**.


The BlackBerry AtHoc management system homepage displays.

## Change organization

An organization is the logical grouping of operators and alert recipients. The members of the organization can send and receive alerts. Depending on the type of system you use, you might have access to more than one organization.

If you have access to multiple organizations, you can change between them.

1. In the navigation bar, click your username.
2. Click **Change Organization**.
3. Optionally, on the **Change Organization** screen, do any of the following:
  - Click the name of an organization in the **Name** column to view the organization hierarchy of that organization.

- In the search field, enter an organization code, ID, or name, and then click  or press **Enter** on your keyboard to filter the displayed organizations.
  - Click any column header to sort the list of available organizations.
  - From the **All Organizations** pull-down list, select **Super Enterprise**, **Enterprise**, **Sub Organizations**, or **Basic** to filter the list of organizations.
4. Click the row for the organization you want to change to.
  5. On the **Change Organization** confirmation window, click **OK**.

The homepage for the selected organization opens.

## Log out

1. In the navigation bar, click your username.
2. Click **Log Out**.
3. Click **OK**.

# Reset your forgotten password

**Note:** The information in the following topic is relevant only if you log in to Self Service manually using a username and password.

1. On the login screen, click **Forgot Password?** under the **Password** field.
2. On the **Reset Password** screen, from the **Select Verification Method** list, select **Email** or **Text Message**.
3. Enter the email address or text-messaging number associated with your BlackBerry AtHoc account.
4. If your system has reCAPTCHA enabled for user verification, select the **I'm not a robot** check box.
5. Click **Submit**. If your email address or text-messaging number is found in the BlackBerry AtHoc system, a message is displayed instructing you to check your email or text for instructions. If your email or text-messaging number is not found in the BlackBerry AtHoc system, a message is displayed.
6. Open the email or text message, then click the **Create/reset your password here** link embedded in the body of the message.
7. On the **Create/Reset Password** screen, enter your username.
8. Click **Next**.
9. On the **Create/Reset Password** screen, enter and re-enter your new password.
10. Click **Next**. If your password meets the length and complexity requirements set by your administrator, a confirmation screen appears.
11. Click **Go to Login** to log in.



# Recover your forgotten username

**Note:** The information in the following topic is relevant only if you log in to Self Service manually using a username and password.

1. On the **login** screen, click **Forgot Username?** under the **Username** field.
2. On the **Retrieve Username** screen, from the **Select Verification Method** list, select **Email** or **Text Message**.
3. Enter the email or text-messaging number associated with your BlackBerry AtHoc account.
4. If your system has reCAPTCHA enabled for user verification, select the **I'm not a robot** check box.
5. Click **Submit**. If your email address or text-messaging number is found in the BlackBerry AtHoc system, a message is displayed instructing you to check for your username in your email or text. If your email or text-messaging number is not found in the BlackBerry AtHoc system, a message is displayed.
6. Log in to Self Service using the username that appears in the email or text message.

# Change your login password

1. In the navigation bar, click your username.
2. Click **My Profile**. Your user details page opens.
3. In the **Password** section, click **Edit**.
4. On the **Password** screen, enter your current password.
5. Enter your new password.
6. Re-enter your new password to confirm it.

**Note:** Any password rules that your organization has created will appear on the screen under the Confirm New Password field. If you do not follow the rules, an error message will appear and your password will not be accepted.

7. Click **Update**.

# Subscribe users to organizations

If your administrator has configured the ability for users to subscribe to different suborganizations and has configured organizations for subscription, you can subscribe users to those organizations from the BlackBerry AtHoc management system or by using the CSV user import process.



You can also subscribe to any suborganization that has been configured for subscription from the My Profile screen in Self Service. For more information, see the *BlackBerry AtHoc Self Service User Guide*.

To subscribe multiple users to organizations using the CSV user import process, see "[Manage organization subscriptions](#)" in the *BlackBerry AtHoc Manage Users* guide.

When you subscribe users to other organizations, they can be targeted in alerts and accountability events from both their home and subscribed organizations. You can subscribe a user to a maximum of 10 organizations.

Dependent users cannot be subscribed to organizations. If you subscribe a user to an organization, their dependents remain in their home organization and are still targetable in alerts and events from the home organization. They cannot be targeted from any subscribed organizations.

You can cancel organization subscriptions at any time from the Organization Subscriptions section of the user profile screen.

1. Log in to the BlackBerry AtHoc management system.
2. Click **Users > Users**.
3. On the **Users** screen, select a user from the list.
4. On the user profile screen, click **Edit User**.
5. On the user profile screen, in the **Organization Subscriptions** section, click **Add Subscription**.
6. On the **Subscribe Organization** screen, select an organization from the list.
7. Click **Apply**.
8. In the **Organization Subscriptions** section, enter a date or click  to select a start date for the subscription.
9. Optionally, in the **Organization Subscriptions** section, click  next to the subscribed organization to set an end date for the subscription.
10. Optionally, in the **Basic Info** section, enter an address in the **Temporary work location** field.
11. Click **Save**.

# BlackBerry AtHoc homepage components

The buttons and links that appear on the BlackBerry AtHoc homepage vary depending on the role you have been assigned in the system, so some of the components discussed below may not be visible.

The BlackBerry AtHoc system does not support use of the Web browser **Back** button. Clicking the **Back** button can produce unexpected results so it should not be used. Use the navigation bar or buttons on the screen to navigate from screen to screen within the application.

The BlackBerry AtHoc homepage is divided into three main sections: the [Top navigation bar](#), [Main area fields](#) and the [Sidebar fields](#).

## Quick Action Guides

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

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## Alerts

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- [Report on behalf of users](#)



### Activity log

- [Create an activity log entry](#)

## Top navigation bar

The top navigation bar provides access to the settings and features in the BlackBerry AtHoc management system. The main tabs in the top navigation bar vary depending on the role you have been assigned in the system, the level of the organization you are logged in to, and the features enabled for your organization.

Navigation bar item	Description	For more information, see...
	Return to the BlackBerry AtHoc homepage.	—
<b>Plan</b>	<ul style="list-style-type: none"> <li>• Create new plans.</li> <li>• Manage plans.</li> <li>• Create and manage incidents.</li> </ul>	<i>Situation Response</i>
<b>Alerts</b>	<ul style="list-style-type: none"> <li>• Create new alerts and alert templates.</li> <li>• Manage incoming alerts from the Inbox.</li> <li>• View sent alerts and the activity log.</li> <li>• Access settings for configuring alert templates, alert placeholders, alert folders, devices, delivery templates, audio files, mobile alert settings, and alert rules.</li> </ul>	<ul style="list-style-type: none"> <li>• <i>Create and Publish Alerts</i></li> <li>• <i>Alert Templates</i></li> </ul>
<b>Account</b>	<ul style="list-style-type: none"> <li>• Create new accountability events.</li> <li>• View live and ended accountability events.</li> <li>• Manage accountability templates.</li> </ul>	<i>AtHoc Account</i>
<b>Collaborate</b>	<ul style="list-style-type: none"> <li>• Add collaborations.</li> <li>• Invite operators and start chats.</li> <li>• View ended collaborations.</li> </ul>	<i>Situation Response</i>

Navigation bar item	Description	For more information, see...
<b>Users</b>	<ul style="list-style-type: none"> <li>• Create, disable, deactivate, or delete users.</li> <li>• Manage user profiles and roles.</li> <li>• Create and manage distribution lists.</li> <li>• Access settings for user attributes.</li> <li>• Translate custom attributes.</li> </ul>	<i>Manage Users</i>
<b>Organizations</b>	<ul style="list-style-type: none"> <li>• Manage existing connections with other organizations.</li> <li>• Add new connections with other organizations.</li> <li>• View sent invitations and related messages.</li> </ul>	<i>AtHoc Connect</i>
<b>Reports</b>	<ul style="list-style-type: none"> <li>• Generate and modify user tracking reports.</li> <li>• View a history of alert data activity by organization.</li> <li>• View a summary of the number of enabled users for each organization.</li> </ul>	<i>Alert Tracking and Reporting</i>
<i>Organization Name</i>	<p>View information about the organization you are logged in to, including:</p> <ul style="list-style-type: none"> <li>• Organization name</li> <li>• Organization hierarchy (for enterprise or super enterprise organizations only)</li> <li>• Organization current time</li> <li>• Organization time zone</li> <li>• Organization code</li> <li>• Organization ID</li> </ul>	—
	Access settings.	<i>System Settings and Configuration</i>
	Access the online help.	—

Navigation bar item	Description	For more information, see...
<i>Username</i>	<ul style="list-style-type: none"> <li>• Change organization.</li> <li>• View your profile settings.</li> <li>• Update your password.</li> <li>• View the release version.</li> <li>• View links to product training and support information.</li> <li>• Log out from the BlackBerry AtHoc management system.</li> </ul>	<a href="#">View your account details</a>

## Main area fields

The following fields appear in the main area of the homepage and may vary depending on your permissions in the BlackBerry AtHoc system.

**Branding area:** Displays the logo of the company or organization of the user and any customized welcome message that has been created by the company or organization.

**Live alerts:** Displays a summary of all live alerts in the system, including the following information:

- The title of the alert
- The time the alert was published
- The time remaining in the alert. Note that this information is visible only in the tooltip field that appears when you hover your cursor over an alert title.
- The number of users targeted by the alert
- The number of users the alert was sent to
- The number of users who responded to the alert

**Note:** To view complete details about any of the alerts in the list, click the alert name in the Alert Title column. To view a list of scheduled alerts, click the corresponding link at the top of the section.

**Note:** If you are logged in to an enterprise or super enterprise organization, live alerts from sub enterprises and suborganizations are also displayed.

**Quick publish:** Displays all alert templates that have the "Available for quick publish" option enabled on the alert template details screen. Note that a template can appear in this Quick Publish field even if its details are incomplete.

- If the alert template details are complete, a **Publish...** button appears beside its name in the **Ready to Publish** column. Click this button to go to the **Review and Publish** screen.
- If the alert template details are not complete or if you want to make edits to it before publishing, click **Edit** to go to the **Edit & Publish** screen.
- If the alert template you want to access is not listed, click **All Alert Templates >>** to go to the **Select from Alert Templates** screen.
- To create a new alert, click **Create a Blank Alert**.

**Live accountability events:** Displays all live accountability events in the system. The following information is provided for each event: event name, start time, number of affected users, number of affected users who have provided a status. Click **All Events >>** to view a list of ended accountability events.

**Recently received alerts:** Displays all live inbound alerts that have been recorded for the company or organization. The title, time, source, and type is displayed for each alert. Titles of alerts that have not yet been reviewed appear in bold font. Titles of reviewed alerts appear in plain font. All live alerts that appear in this section also appear on

the map. When there are no recently received alerts, the map displays the default map view configured for your organization. Click **Inbox** to view incoming events in the Inbox.

## Sidebar fields

The following fields appear in the sidebar and vary depending on your permissions in the BlackBerry AtHoc system.

**Updated:** Refreshes all data on the screen.

**View Live Map:** Provides a map that displays active alerts and events.

**Quick Links:** Provides links to screens in the BlackBerry AtHoc application that users frequently need to access, including *Publish Alert*, *Start Accountability Event*, *Manage Users*, *Connect to Organizations*, and *Request Support*.

**System status:**

- If no errors have been reported, displays a green circle and the message, "System is Healthy."
- If warnings have been reported, the field displays a yellow circle and the message, "System is Unhealthy" with a **More** link. Click the link to view information about the warnings.
- If errors have been reported, the field displays a red circle and the message, "System is Unhealthy" with a **More** link. Click the link to view information about the errors.

**Note:** If warnings and errors occur at the same time, the red icon displays and the errors appear first in the list when the **More** link is clicked.

**Situation response:** Displays any Plans that are waiting for your review or approval. Click the link to go to the Plan Manager, filtered to display only the Plans that require your review or approval.

**Organizations and users:** Displays the total number of organizations and enabled users. This section displays how many of the total users are currently online with a desktop or mobile device and how many users do not have an active device. If you have been invited to join an organization, a **View** link appears below the Organizations title, taking you to a screen where you can respond. If dependents are enabled for your organization, the number of dependents is displayed.

**Login and password information:** Displays the date and time you last logged in and the date and time you last changed your password. The **Last Login** field also lists the number of failed attempts and provides a link to the **My Profile** screen where you can change your password if necessary.



# View your account details

When you are logged in to an organization, you can view detailed information about your account such as your login information, contact information, memberships, and subscriptions.

1. In the navigation bar, click your username.
2. Click **My Profile**.

Your user details screen opens, displaying all of your profile information divided into the following sections:

- **Basic Information:** Username, first name, last name, display name, creation date, organizational hierarchy, temporary work location, and user ID
- **Numbers:** Home and mobile numbers
- **Online Addresses:** Personal email, work email, and text messaging number
- **Physical Addresses:** Home and work addresses
- **Subscriptions:** Any distribution list
- **Password:** Displays black dots to represent your password in the system and the date your password was last changed. Click the **Edit** link to change your password.

**Note:** This is the only field on the screen that is editable by all operators.

- **Organization Subscriptions:** This section appears only if organization subscriptions are enabled for your organization and if your administrator has configured organizations for subscription. This section displays your organization subscriptions, the start and end date, and the assigner for each subscription.
- **BlackBerry AtHoc Apps:** This section shows whether any desktop or mobile apps are connected using your account.
  - Desktop App:
    - Active: The desktop client for this user is currently connected.
    - Inactive: The desktop client has not been seen for at least 30 days.
    - Not Available: No desktop client for this user has ever been connected.
  - Mobile App:
    - If any mobile clients are connected, the number of users logged in with your ID for each mobile client is displayed.
    - Not Available: No mobile clients are logged in.

**Tip:** Click **Active** (x) beside **Mobile App** to delete an unused mobile device. On the **User Mobile Devices** window, click **X** beside the mobile device you want to delete.

- **Permissions:** Displays your login history and the roles you have been granted in BlackBerry AtHoc. This field also displays the permissions you have been given for each of the following items:
  - Folder management and publishing
  - Distribution list management and publishing
  - User base access
  - Dependents management and publishing
- **Advanced Information:** Any user attributes defined by your system administrator

# BlackBerry AtHoc Customer Support Portal

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

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

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

# Documentation feedback

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

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

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

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