



# **BlackBerry AtHoc**

## **Enterprise Features**

7.20



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# Manage enterprise features

This guide describes how to manage features for your super enterprise or enterprise organization in the BlackBerry® AtHoc® system.

# Enable enterprise features

You can manage user accounts from a super enterprise, enterprise, or suborganization if user uniqueness is enforced in your super enterprise or enterprise. When uniqueness is enforced, the system checks for uniqueness of usernames and mapping IDs in the super enterprise, enterprise, and suborganizations when a new user is created from the desktop app, Self Service, User Sync Client, or through the BlackBerry AtHoc management system. When user uniqueness is enforced, the following items are enabled:

- **A single desktop app:** Set up the desktop client to connect to the super enterprise or enterprise. The desktop client will then search for users across the super enterprise or enterprise and connect to the correct enterprise or suborganization. If the user is not found, a new user is created in the super enterprise or enterprise.
- **A single Self Service URL:** Users in any suborganization can log in using the same Self Service URL for the super enterprise organization, enterprise organization, or suborganization.
- **Mobile registration from a single organization code:** Users can register from their mobile device using the organization code for the super enterprise organization, enterprise organization, or for any suborganization.
- **User import and export:** Users can be imported into any suborganization directly from the super enterprise or enterprise organization. Users from suborganizations can be exported from the super enterprise or enterprise.
- **User move:** Users can be moved from one suborganization to another. You can move users between suborganizations through the Users page in the management system, or through the import process.
- **Subscribed organizations:** Users can subscribe to multiple suborganizations in a super enterprise or enterprise organization. Once subscribed, users can receive alerts and events targeted to them in both their home and subscribed organizations.

**Note:** Unique email addresses are not enforced in the BlackBerry AtHoc system when user uniqueness is enabled. However, it is a best practice to have a unique email address for each user in your super enterprise, enterprise organizations, and suborganizations.

# Enable user uniqueness

Before enabling user uniqueness at the super enterprise level, all sub enterprises must have user uniqueness enabled. Once user uniqueness is enabled on the super enterprise, enterprise features such as user move and organization subscription are automatically inherited to the sub enterprises and the options to enable them are disabled on the sub enterprises.

1. Log in to the BlackBerry AtHoc management system as an Enterprise Administrator.
2. Change to the super enterprise or enterprise organization.
3. In the navigation bar, click .
4. In the **Basic** section, click **General Settings**.
5. In the **Enterprise Features** section, click **Check Readiness** beside **Enterprise Features**. The system checks for user uniqueness (no users have the same username or mapping ID).

If the system finds duplicate users, the Duplicate Users Found window opens and provides a list of duplicate users, their usernames, mapping IDs, and organizations. You must modify any duplicate usernames or mapping IDs to proceed with enabling user uniqueness.

6. Click **Export to Excel** to download and save the list of duplicate users. After you update the duplicate users, run the duplicate user check again. If no duplicate users are found, a Check Passed message displays.
7. Click **Close** to return to the **General Settings** page. The Check Readiness button is replaced by an **Enable** check box.
8. Select the **Enable** check box.
9. Click **Save**.

# Move users in an enterprise organization

The Enterprise User Move feature enables operators in an enterprise organization to easily move users between the different organizations in their enterprise. Enterprise Administrators can move users from the enterprise organization to any suborganization, from one suborganization to another, or from a suborganization to the enterprise organization. Enterprise operators can import users at the enterprise level, and then move them into the appropriate suborganization.

Enterprise Administrators can move users between suborganizations from the enterprise organization. Operators who are End Users Managers, Organization Administrators, Alert Managers, or Advanced Alert Managers in a suborganization can move users from their suborganization to other suborganizations.

Enterprise Administrators who are logged in to a super enterprise organization can move users from a suborganization of one enterprise organization to a suborganization in a different enterprise organization within the super enterprise.

Select the User Move for End Users option in General Settings in a suborganization to enable users to move themselves to that suborganization in Self Service. This option is enabled by default.

Users must be unique across the super enterprise, enterprise, and all suborganizations to use the Enterprise User Move feature. See [Enable user uniqueness](#) for more information.

When a user is moved from an organization, any roles they had in their original organization are revoked. If a user is later moved back to their original organization, the user's roles are not reinstated. The one exception is for users in the enterprise organization with the Enterprise Administrator role.

When a user is moved, any subscriptions to other suborganizations are automatically cancelled.

When a user is moved, their dependents are also moved.

The history of moved users is preserved. Sent alert reports still display all targeted users that were in the organization at the time the alert was sent.

The status of a user in their original organization (enabled or disabled) is preserved after being moved.

The attribute values for users (for example, personal device addresses) are preserved after being moved, even if those devices or attributes are not enabled in the new organization.

Once a user is moved out of an organization, they can no longer be targeted in any alerts, including draft or scheduled alerts, from that organization.

When a user is moved, their position in the organizational hierarchy is removed. If the user is later moved back to their original organization, their place in the hierarchy is reinstated if the node still exists. However, if the node the user was associated with no longer exists in the original organization, the user is associated with the root node.

When a user is moved by an operator or moves themselves, information about the move is recorded in the User Activity section in the user's profile and in the operator audit trail.

To prevent users from being moved between organizations after you have manually moved them either through the management system or by using the CSV import process, set the Prevent User Move attribute for those users. This is useful if you want to prevent users from being moved by an external synchronization source such as LDAP or ADSync.

## Move users from the management system

Enterprise Administrators can move users between their enterprise and suborganizations using the BlackBerry AtHoc management system. Enterprise Administrators who are logged in to a super enterprise organization can move users between the suborganizations of any enterprise within the super enterprise.

You can move up to 1000 users at a time. Dependent users are moved with their sponsor users.

Operators who are End Users Managers, Organization Administrators, Alert Managers, or Advanced Alert Managers in a suborganization can move users from their suborganization to other suborganizations.

User uniqueness must be enabled before you can move users between organizations. For more information, see [Enable user uniqueness](#).

1. In the navigation bar, click **Users > Users**.
2. On the **Users** screen, select the check box beside all users you want to move.
3. Click **More Actions > Move**.
4. On the **Move Users** window, select an organization from the **Organization** drop-down list.

If any users you are moving have the Prevent User Move attribute enabled, the Move locked users check box appears and is selected by default. When selected, the Move locked users check box allows users to be moved regardless of whether the Prevent User Move attribute has been set.

The **Lock all users after move** check box is selected by default. When selected, the Lock all users after move check box adds the Prevent User Move attribute to all moved users. This is useful to prevent any external synchronization sources from moving the users.

5. Click **Move**.

The users are moved to the selected organization. Any roles that the users had in their original organization are revoked. Users in an enterprise organization with the Enterprise Administrator role retain this role. Any subscriptions to other suborganizations the users had are automatically cancelled.

## Move users with a CSV file

Enterprise Administrators can use the import and export process to move large groups of users between their enterprise and suborganizations. Enterprise Administrators who are logged in to a super enterprise organization can use the import and export process to move users between the suborganizations of any enterprise organization within the super enterprise.

Operators who are End Users Managers, Organization Administrators, Alert Managers, or Advanced Alert Managers in a suborganization can move users from their suborganization to other suborganizations.

User uniqueness must be enabled before you can move users between organizations. For more information, see [Enable user uniqueness](#).

1. In the navigation bar, click **Users > Users**.
2. Select the check boxes beside the users you want to move.
3. Click **More Actions > Export > Users**.
4. On the **Export Users** screen, use the **Add>** button to move the **Organization** and **Prevent User Move** columns to the Selected Columns section.
5. Use the **Add>** button to select any additional columns to include in the export file.
6. Click **Export CSV**.
7. Save the CSV file to your local system.
8. Open the CSV file on your local system.
9. Update the **Organization** column for any users you want to move. You can also add rows to include new users and specify the organization you want to add them to.
10. Update the **Prevent User Move** column. Enter **Yes** for all users to block them from being moved to another organization. Enter **No** to unblock users if they already have the **Prevent User Move** attribute set.

**Note:** When creating users, the Prevent User Move check box is set and the user is created. If a user is already in an organization, the Prevent User Move attribute is respected upon import. You cannot move and then prevent a future move in the same import action when moving users with the CSV import process.

**11.** Save the updated CSV file.

**12.** In the management system, click **Back** to return to the **Users** screen.

**13.** Click **More Actions > Import > Users**.

**14.** Click **Browse** and navigate to the updated CSV file on your local system.

**15.** On the **Import User Files** screen, verify that the **Organization** and **Prevent User Moves** columns are selected in the **Select the columns to import** section.

**16.** Click **Import**.

When the import process completes, you can select **Download Log** to view the results.

# Manage organization subscriptions

Use organization subscriptions to enable users in an enterprise organization to receive alerts and accountability events from other suborganizations in their enterprise organization. Users in a super enterprise organization can subscribe to the suborganizations of enterprises across the super enterprise.

This feature enables users to subscribe on a temporary basis to up to ten suborganizations. The subscribed user can then receive any alerts or events that are targeted to them in their home organization and in their subscribed organizations. The user's home organization is the organization where their profile is stored. A user's subscribed organization is an organization that they can be targeted in, but their profile does not get moved to.

Subscribed users can be targeted from their subscribed organization using email, SMS, phone, and mobile app devices and can be targeted using any targeting criteria such as location, groups, or attributes. Targeted devices must be enabled on both the home and subscribed organizations. When targeting subscribed users by attributes, those attributes must be enterprise-level attributes.

The organization subscription feature is disabled by default and must be enabled by a System Administrator. Enterprise Administrators select the suborganizations within their super enterprise or enterprise organizations that are available for subscription.

Once organization subscriptions are enabled, operators can subscribe users from the BlackBerry AtHoc management system or by using the CSV user import process. Users in suborganizations can subscribe themselves to enabled suborganizations from Self Service or the mobile app. The Organization Subscription for End Users option in the Customization > Self Service section in General Settings must be selected in a suborganization for it to appear for subscription in Self Service. This option is enabled by default.

If the organization subscription feature is disabled, any existing subscriptions are cancelled. Administrators and users can set start date and end dates, or cancel their subscriptions. Users can be subscribed to a maximum of ten available organizations.

The profiles of users who are subscribed to organizations remain in their home organization.

On the subscribed organization, subscribed users are visible in search results, can be added to distribution lists, and can be targeted in alerts or events. Their profiles can be viewed, but not edited or deleted, from the subscribed organization. Two new standard user attributes "Temporary work location" and "Subscribed Organizations" have been added to enable searching and targeting subscribed users.

Standalone users and sponsor users can subscribe to organizations. Dependents cannot be subscribed to other organizations.

User uniqueness must be enabled on the super enterprise or enterprise organization before organization subscriptions can be enabled. For more information, see [Enable user uniqueness](#).

## Enable organization subscription

1. Log in to the BlackBerry AtHoc management system as an Enterprise Administrator.
2. In the navigation bar, click .
3. In the **Basic** section, click **General Settings**.
4. On the **General Settings** screen, in the **Enterprise Features** section, click **Organization Available For Subscription** and select one or more suborganizations.
5. Click **Save**.

# Subscribe users to organizations

This section describes how to subscribe users to suborganizations using the BlackBerry AtHoc management system or the CSV user import process. For instructions on subscribing to organizations from Self Service, see the *BlackBerry AtHoc Self Service User Guide*.

**Before you begin:** Before users can be subscribed to organizations, the following conditions must be met:

- The Organization Subscriptions feature must be enabled on the super enterprise or enterprise organization.
- The Enterprise Administrator must select the organizations that are available for subscription.
- Select the Organization Subscription for End Users option in the Customization > Self Service section in General Settings in a suborganization to enable end users to subscribe to that organization from Self Service.

## Subscribe a single user

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** window, 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, click  to set an end date for the subscription.
10. Optionally, repeat Steps 5 to 9 to subscribe the user to additional organizations. You can subscribe the user to a maximum of 50 available organizations.
11. Click **Save**.

The user can now be targeted in alerts and events from the subscribed organizations.

## Subscribe multiple users

You can use the .csv user import process to delete or modify organization subscriptions for multiple users.

1. Log in to the BlackBerry AtHoc management system.
2. Click **Users > Users**.
3. On the **Users** screen, select the users you want to subscribe to organizations.
4. Click **More Actions > Export > Users**.
5. On the **Export Users** screen, in the **All Columns** list, select **Subscribed Organizations > Add >**.
6. Click **Export CSV**.
7. Save the .csv file to your local system.
8. Open the .csv file.
9. Update the **Subscribed Organizations** column to add, remove, or modify the organizations for each user. You can subscribe each user to a maximum of 50 available organizations.
10. Optionally, in the **Subscribed Organizations** column, add start and end dates for the subscription. Separate the start and end dates with a pipe (|) character. Use the date format of your current organization. For example:  
Sub-Org1: 4/5/2021|8/8/2021, Sub-Org3: 5/5/2021|, Sub-Org4: |7/7/2021.
11. Save the .csv file.
12. In the BlackBerry AtHoc management system, click **Back** to return to the Users screen.

13. Click **More Actions > Import > Users**.

14. On the **Import User File** screen, click **Browse** and select the .csv file on your local system.

15. Click **Open**.

16. In the **Select the columns to import** section, select **Subscribed Organizations**.

17. Click **Import**.

18. Optionally, on the **Import Details** window, click **Download Log** to view the results.

The updated users can now be targeted in alerts and events from their subscribed organizations.

# 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