



# **BlackBerry AtHoc**

## **External Events**

7.20



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# What are external events?

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


BlackBerry AtHoc monitors external feeds and creates events that appear in the Inbox and on the live map. System Administrators can enable the External Events feature in **Settings > Feature Enablement** in the BlackBerry AtHoc management system. For more information, see [Enable external events](#).

When external events are enabled, operators can select the locations and external events they want to monitor. When an event occurs that impacts a selected location, it appears in the Inbox in the BlackBerry AtHoc management system and on the live map. 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. For more information, see [Set up external events for your organization](#).

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

# Enable external events

External Events settings do not appear on the Settings page in the BlackBerry AtHoc management system until the External Events feature is enabled.



1. Log in to the BlackBerry AtHoc management system as a System Administrator.
2. In the navigation bar, click .
3. In the **System Setup** section, click **Feature Enablement**.
4. On the **Feature Enablement** screen, click **IsExternalEventSupported**.
5. On the **Edit Feature Enablement** dialog, select **True** from the **Enabled** pull-down menu.
6. Click **Save**.

# Set up external events for your organization

When external events are enabled, Organization Administrators can define the locations and external events they want to monitor. When an external event occurs that impacts a selected location, it appears in the Inbox in the BlackBerry AtHoc management system and on the live map. 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.

## Before you begin:

- IsExternalEventSupported must be enabled by a System Administrator in **Settings > Feature Enablement**.

1. In the navigation bar, click .
2. In the **Basic** section, click **External Events**.
3. On the **External Events** screen, in the **Your Organizational Area** section, click .
4. On the map, do any of the following:
  - Click **Create Custom Locations**, and then select a shape. Click and drag on the map to draw a shape.
  - Click **Select Predefined Locations**, and then select a location from the pull-down menu.

You can create multiple custom locations and select multiple predefined locations. You can select a combination of custom and predefined locations.
5. Click **Apply**.
6. In the **External Event Types** section, select the types of external events to receive in the Inbox.
7. Optionally, in the **Setup Admin Notifications** section, click **Select Targets**.
8. On the **Users** dialog, select the operators to notify when an external event occurs in the selected organizational areas. All external events that impact the organizational area appear in the Inbox in the BlackBerry AtHoc management system. The operators you select will receive an alert about the event on the selected devices.
9. Click **Apply**.
10. From the **Devices** pull-down menu, select the devices (email, SMS, and mobile app) that the targeted operators will receive notifications on. You can select more than one device.
11. From the **Frequency** pull-down menu, select the interval to send the event notifications at. Choose **24 Hrs** or **48 Hrs**. One notification is sent for each event category. For example, Earthquake.
12. Click **Save**.

# Add an external layer




The External Layers section of the Map Settings screen displays details about the external layers that appear on the live map.

The following types of external layers can be added: Feature, Image, and KML.

External layers update automatically on the live map when data from the source feed are updated.

**Note:** Data for external layers are obtained from the layer source. BlackBerry AtHoc does not modify or verify the accuracy of this data. If there is no source data for a selected external layer, no data appears on the live map. Go to the data source to verify that the feed has data.

You can add up to 30 external layers.

1. In the navigation bar, click .
2. In the **Basic** section, click **Map Settings**.
3. On the **Map Settings** screen, in the **External Layers** section, click **Add External Layer**.
4. On the **Add External Layer** dialog, in the **URL** field, enter a URL for the external layer. The read-only Layer Type field is populated automatically.
5. In the **Name** field, enter a name for the external layer. The name must be unique.
6. Click **Add**. You are returned to the Map Settings screen.
7. Optionally, click and drag  to change the order of the external layers. This order determines the display order of the external layers on the External Layers panel on the live map.
8. Optionally, click  to remove an external layer.
9. Click **Save**.

The following external layers are available out of the box:


External layer name	URL
Floods – NDFD Rainfall Total Forecast	<a href="https://services9.arcgis.com/RHVPKKiFTONKtxq3/ArcGIS/rest/services/NDFD_Precipitation_v1/FeatureServer/2">https://services9.arcgis.com/RHVPKKiFTONKtxq3/ArcGIS/rest/services/NDFD_Precipitation_v1/FeatureServer/2</a>
Floods – Live Stream Gauges	<a href="https://services9.arcgis.com/RHVPKKiFTONKtxq3/ArcGIS/rest/services/Live_Stream_Gauges_v1/FeatureServer/0">https://services9.arcgis.com/RHVPKKiFTONKtxq3/ArcGIS/rest/services/Live_Stream_Gauges_v1/FeatureServer/0</a>
Floods – USA Flood Hazard Area	<a href="https://services.arcgis.com/P3ePLMYs2RVChkJx/ArcGIS/rest/services/USA_Flood_Hazard_Reduced_Set_gdb/FeatureServer/0">https://services.arcgis.com/P3ePLMYs2RVChkJx/ArcGIS/rest/services/USA_Flood_Hazard_Reduced_Set_gdb/FeatureServer/0</a>
Hurricanes - Forecast Position	<a href="https://services9.arcgis.com/RHVPKKiFTONKtxq3/ArcGIS/rest/services/Active_Hurricanes_v1/FeatureServer/0">https://services9.arcgis.com/RHVPKKiFTONKtxq3/ArcGIS/rest/services/Active_Hurricanes_v1/FeatureServer/0</a>
Hurricanes – Observed Position	<a href="https://services9.arcgis.com/RHVPKKiFTONKtxq3/ArcGIS/rest/services/Active_Hurricanes_v1/FeatureServer/1">https://services9.arcgis.com/RHVPKKiFTONKtxq3/ArcGIS/rest/services/Active_Hurricanes_v1/FeatureServer/1</a>

External layer name	URL
Hurricanes – Forecast Track	<a href="https://services9.arcgis.com/RHVPKKiFTONKtxq3/ArcGIS/rest/services/Active_Hurricanes_v1/FeatureServer/2">https://services9.arcgis.com/RHVPKKiFTONKtxq3/ArcGIS/rest/services/Active_Hurricanes_v1/FeatureServer/2</a>
Hurricanes – Observed Track	<a href="https://services9.arcgis.com/RHVPKKiFTONKtxq3/ArcGIS/rest/services/Active_Hurricanes_v1/FeatureServer/3">https://services9.arcgis.com/RHVPKKiFTONKtxq3/ArcGIS/rest/services/Active_Hurricanes_v1/FeatureServer/3</a>
Hurricanes – Forecast Error Cone	<a href="https://services9.arcgis.com/RHVPKKiFTONKtxq3/ArcGIS/rest/services/Active_Hurricanes_v1/FeatureServer/4">https://services9.arcgis.com/RHVPKKiFTONKtxq3/ArcGIS/rest/services/Active_Hurricanes_v1/FeatureServer/4</a>
Hurricanes – Watches and Warnings	<a href="https://services9.arcgis.com/RHVPKKiFTONKtxq3/ArcGIS/rest/services/Active_Hurricanes_v1/FeatureServer/5">https://services9.arcgis.com/RHVPKKiFTONKtxq3/ArcGIS/rest/services/Active_Hurricanes_v1/FeatureServer/5</a>
Hurricanes – Hurricane Force	<a href="https://services9.arcgis.com/RHVPKKiFTONKtxq3/ArcGIS/rest/services/Active_Hurricanes_v1/FeatureServer/9">https://services9.arcgis.com/RHVPKKiFTONKtxq3/ArcGIS/rest/services/Active_Hurricanes_v1/FeatureServer/9</a>



# 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 you want 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. On the **Review and Publish** screen, 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**.

# View external layers on the live map

External layers are layers from public sources such as FEMA, weather maps, or ArcGIS.

The External Layers section in the External Layers panel on the live map displays the external layers that are configured in Map Settings. For more information, see [Add an external layer](#).







**Note:** The data displayed for external layers are obtained from external sources. BlackBerry AtHoc does not modify or validate this data. If a selected external layer has no data from the external feed, no icons or shapes appear on the live map.


1. Log in to the BlackBerry AtHoc management system.
2. Click **View Live Map**. The live map opens in a new browser tab.
3. Click  in the top navigation bar to open the External Layers panel.
4. On the **External Layers** panel, click  to expand the **External Layers** section.
5. Select the check box beside a layer to display it on the map.
6. Optionally, click  >  **Transparency** to open the Layer Transparency slider and change the transparency of the layer.
7. Optionally, click  >  **Source** to view the feed source. For KML layer types, a feed source file downloads to your computer. For other types of feeds, the feed source opens in a new tab on your browser.
8. Optionally, in the middle pane, click  to display a legend that provides graphical information about the layer. The displayed legend information is obtained from the source of the layer. If a layer has no legend information, clicking the  opens the Legend panel, but no data is displayed. You can display multiple legends. If multiple legends are selected, click  to switch between them on the Legend panel. Click  to close the Legend panel. Legends are supported only for Feature and Image layer types. KML type layers do not support displaying a legend.
9. Optionally, click the name of a selected external layer to zoom the map to display it.
10. Optionally, click the icon or shape for an external layer item on the map to open a details pop-up.
11. Optionally, on an external layer shape details pop-up, click **Zoom to** to move the map focus to the external layer shape location.
12. Optionally, click  to dock the external layer shape pop-up to the right side of the map.

# View external events on the live map

The External Events section of the External Layers panel on the live map displays the external events that are configured in the External Events settings. For more information, see [Set up external events for your organization](#).

**Note:** IsExternalEventSupported must be enabled by a System Administrator in **Settings > Feature Enablement** for external events to be visible on the live map.

1. Log in to the BlackBerry AtHoc management system.
2. Click **View Live Map**. The live map opens in a new browser tab.
3. Click  in the top navigation bar to open the External Layers panel.
4. On the **External Layers** panel, click  to expand the **External Events** section.
5. In the **Event Types** section, select the event types to display from the pull-down list.
6. Optionally, in the **Time Filter** section, from the pull-down list, select the time period to display on the map. You can select from 30 minutes to 72 hours. The default is 2 hours. External events that occur in the selected time period are displayed under the Time Filter pull-down list and appear on the map. The severity and the time elapsed since the event occurred are displayed.
7. Optionally, in the **External Events** section, do any of the following:
  - Click an external event to highlight it in the panel. The shape associated with the event is highlighted on the map.
  - Click  to hide an event on the map.
  - Click  to display a hidden event.
  - Click  to zoom the map to an event.
  - Select or deselect the **Show All** option to display or hide all events on the map. All events are displayed on the map by default.
8. Optionally, click an event on the map to display a pop-up with details about the event. The details pop-up includes the following information about the event:
  - Title
  - Source
  - Severity
  - Event Type
  - The date and time the event was published.
  - Description. This description is from the original feed source and is not modified by BlackBerry AtHoc.
  - The number of users who are impacted by the event, based on their geolocation.
9. Optionally, click  to dock the external event pop-up to the right side of the map.

External events data are refreshed on the live map every 5 minutes. Click  to refresh external events data manually.

# 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

# Request a new external event type

If the external event type you need is not listed on the External Events settings page, you can submit a request to add it. Go to the BlackBerry AtHoc support portal at: <https://www.blackberry.com/us/en/support/enterpriseapps/athoc/support-request>.

RSS, Geo-JSON, CAP, and ATOM formats are supported.

The requested feed should:

- Include geolocation information for events. For example, earthquakes in San Jose, California, or winter storms in Toronto, Canada.
- Provide consistent location data and event type information.
- Be applicable to a regional (for example U.S. West Coast), national, or international area.

Include the following information in the support request form:

- Event Type keyword. For example, Weather, Fire, Geological, Protest, civil unrest, or bomb threat.
- Region. For example, United States (Country), UK, or Global.
- Feed source URL. For example, <https://tools.cdc.gov/api/v2/resources/media/404952.rss>
- Customer details, including name and contact information.
- Justification for the use case.

# 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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