



BlackBerry AtHoc

Integrated Weather Alerts

7.20

Contents

- What is Integrated Weather Alerts?.....4**
- Plan your AtHoc IWA system..... 5**
- How to use geo-targeting with IWA.....6**
- Configure the Integrated Weather Alerts Module..... 7**
 - Enable AtHoc IWA..... 7
 - Create weather alert templates.....7
 - Use placeholders for weather alerts..... 7
 - Define alert template content..... 8
 - Target users.....9
 - Select personal devices.....10
 - Create a weather alert rule.....10
 - Weather types..... 11
 - Enable geofence targeting.....13
 - Enable the feed poller and processor jobs..... 13
- Export weather feed information..... 15**
- Sample weather feed..... 16**
- BlackBerry AtHoc Customer Support Portal..... 18**
- Documentation feedback.....19**
- Legal notice..... 20**

What is Integrated Weather Alerts?

Organizations that require the latest information about severe weather events can enhance their BlackBerry® AtHoc® system by using AtHoc Integrated Weather Alerts (IWA). To stay informed about potential weather incidents such as tornadoes, floods, and dust storms, IWA subscribers receive critical warnings and forecasts from the National Weather Service (NWS.) All weather-related information can be incorporated into targeted alerts using a variety of delivery devices available in the BlackBerry AtHoc system.

- **Instant alerts of critical weather conditions to targeted personnel**

IWA can be configured to automatically send alerts to the appropriate personnel. IWA distributes emergency weather alerts to targeted personnel using network-connected devices including computers, SMS, and mobile phones. Emergency operators can decide if they want the system to alert their center first so they can qualify the situation before sending out an alert, or have the system automatically send alerts to predefined groups once threats are identified.

- **Flexible weather information sources**

IWA includes out-of-the-box integration with the NWS. It can also be configured to work with other standard GeoJSON-based weather data feeds.

- **Automatic monitoring of specific weather conditions**

Operators set criteria for the types of weather situations that qualify as emergencies. The system automatically monitors events and alerts personnel when the criteria are met. For example, the system can be configured to alert emergency operators only when hurricanes in the region reach a specific severity level. The qualifications of a threat differ for each installation and each site can customize the alerting preferences to meet its requirements. Automatic monitoring provides increased accuracy, quick delivery of alerts, and the ability to receive events during off-duty hours.

- **Pre-programmed actions for specific weather conditions**

Operators can pre-program specific alert templates that are activated automatically when a specific weather situation is identified.

- **Target users with geo-targeting**

Refine your alert targeting using geo-targeting. Select a location on a map to alert users in a specific location about weather events that are the most relevant to them.

- **Assured alert delivery and acknowledgment**

The BlackBerry AtHoc system tracks who has received the alert, and if relevant, acknowledges its receipt. This assures that the appropriate personnel received the notification.

How Integrated Weather Alerts works

BlackBerry AtHoc Integrated Weather Alerts polls weather feeds from the NWS and records them in the BlackBerry AtHoc database. IWA processes incoming feeds based on event location, type, and severity. When a feed matches the configured conditions, an alert is triggered and sent to end users.

Plan your AtHoc IWA system

All use cases for AtHoc IWA require some planning and use of different BlackBerry AtHoc features such as creating weather alert rules and alert templates.

Begin planning by answering the following questions and gathering the information required for configuration. Take into consideration that you will need to create weather alert templates and rules for each organization in your BlackBerry AtHoc system.

Define alert conditions

- **Locations to monitor**

What US states/territories and counties do you want to monitor weather events for? Enable geo-targeting to further refine the weather alerts received by targeted users.

IWA supports all territories covered by the NWS.

- **Weather events to monitor**

What types of weather events do you want to monitor? Examples include floods, thunderstorms, and hurricanes.

- **Event severity**

What is the severity of weather events that you want to monitor? You can select to monitor minor, moderate, severe, extreme, and unknown weather events. You can also select to monitor weather events of any severity, or any combination of levels of severity.

IWA supports all severity levels provided by the NWS.

- **Message type**

What type of messages do you want to monitor? You can select to monitor for advisory, alert, danger, outlook, statement, warning, and watch message types. You can monitor all message types, which is the default. You can select any combination of message types to monitor.

Select alert rule actions

What alert templates do you want to trigger when specific weather conditions are met? You can create weather alert rules that trigger sending predefined alert templates. The operator can then select the alert template, and then decide if they want the map in the alert template to be overridden by the map in the weather feed. For more information, see [Enable geofence targeting](#).

Incoming weather events that affect the selected counties are delivered to targeted recipients using selected delivery devices such as PCs, mobile phones, and sirens. You can create multiple rules. Each rule can be for a specific location or type of event. For example, you can create one rule for San Mateo county that monitors for tsunamis, and a separate rule for San Francisco county that monitors for earthquakes.

Configure AtHoc IWA

The general procedure to configure IWA is:

1. Enable IWA for each organization in your BlackBerry AtHoc system.
2. Create alert templates for each organization that has enabled weather alert rules.
3. Create alert rules for each organization that specify the weather event severity, type, message type, and location.
4. Enable the feed poller and feed processor jobs on your BlackBerry AtHoc system.

How to use geo-targeting with IWA

Weather feeds from the NWS contain geolocation information that can provide a more precise area for targeting weather related alerts than by county alone. When a weather alert feed contains a geolocation, depending on how you configure your weather alert template and alert rules, you can use the geolocation from the feed to define the targeting of users based on their location. You can enable geolocation targeting by selecting a location on the map in a weather alert template and selecting to target users in those locations.

Geo-targeting settings

The following matrix shows how the geotargeting settings in alert templates and alert rules impact the use of maps from the alert template and feed in triggered alerts. In the matrix, a 📍 means that the map from the weather feed is used in the triggered alert. A 🗺️ means that the map from the alert template is used.

If:												
Alert template	Has Map	✖	✖	✖	✖	✔	✔	✔	✔	✔	✔	✔
	Has Geo Targeting – Users	✖	✖	✖	✖	✖	✖	✔	✔	✔	✔	✔
	Has Geo Target – Organizatic	✖	✖	✖	✖	✖	✖	✔	✖	✔	✔	✔
Feed	Has Polygon	✖	✖	✔	✔	✖	✖	✖	✖	✖	✔	✔
Alert rule	Uses Geo Information from feed	✖	✔	✖	✔	✖	✔	✔	✖	✖	✖	✔
		↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓
Then:												
Triggered alert	Has Map	✖	✖	✖	📍	🗺️	✖	✖	🗺️	🗺️	🗺️	📍
	Geo Targeting – Users	✖	✖	✖	✖	✖	✖	✖	🗺️	🗺️	🗺️	📍
	Geo Targeting – Organizations	✖	✖	✖	✖	✖	✖	✖	✖	🗺️	🗺️	📍

Configure the Integrated Weather Alerts Module

This section explains how to configure BlackBerry AtHoc IWA.

Note: The BlackBerry AtHoc system must be installed and configured at your site before configuring AtHoc IWA.

Enable AtHoc IWA

AtHoc IWA is included in the BlackBerry AtHoc system, but is disabled by default.

You must enable IWA for each organization in your system.

1. Log in to the database server.
2. From the NGADDATA database, run the following script:

```
INSERT INTO PRV_CONFIG_TAB VALUES (providerId, 'Features  
Matrix', 'IsWAMSupported', 'true', 'key to enable disable wam weather feed')
```

Create weather alert templates

Note: You must create weather alert templates on each organization in your system that 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 Templates**.
3. On the **Alert Templates** screen, click **New**.
4. On the **New Alert Template** window, complete the required template sections to [define alert template content](#), [target users](#), and [select personal devices](#).

For complete instructions on how to create a new alert template, see the [BlackBerry AtHoc Alert Templates](#) guide.

Use placeholders for weather alerts

You can use weather alert placeholders to update the content in your weather alert template with the information from an incoming weather feed. When an alert is triggered by a weather feed, the alert is sent out with the title and body from the alert template, unless a weather alert placeholder is used. If the weather alert template includes placeholders and text in the title and body, the triggered alert contains the text from both the alert template and from the weather feed.

The following placeholders are available for weather alerts:

- \$FeedHeadline\$
- \$FeedEvent\$
- \$FeedDescription\$
- \$FeedInstruction\$
- \$FeedSenderName\$
- \$FeedEffective\$
- \$FeedExpires\$

For a sample weather feed that resolves these placeholders, see [Sample weather feed](#).

Your alert templates can include only placeholders, only text, or a combination of placeholders and text. The following is a sample alert template that includes both text and placeholders:

▼ Content

Severity Type

Title *

Body

You can also use the predefined Weather Feed Alert template, which includes all of the available weather alert placeholders.

Define alert template content

The Content section is used to define the key parts of an alert or alert template in the system: title, body, type, response options, website links, locations, and attachments.

1. To create an alert or alert template in a language other than the default language displayed on the screen, click the button beside the Type field and select a language. This does not change the language displayed on the screen. Instead, it changes the language that the message is delivered in. If text-to-speech is enabled, the audio portion of the sent alert will be in the language you selected.
2. In the **Severity** field, select the severity level from the list.

Important: High severity is reserved for extreme emergencies. On the mobile application, it overrides the device sound settings to emit any sounds associated with the alert template.
3. In the **Title** field, enter a one-line summary that communicates the purpose of the alert or alert template. The maximum number of characters is 100. The title is required. However, this title is over-written by the Headline field of an incoming NWS feed. For more information, see [Use placeholders for weather alerts](#).
4. In the **Body** field, enter up to 4000 characters of text that communicate why the alert has been sent and provide instructions to the target audience. Note that the content in the Body field is over-written by the Description field of an incoming NWS feed. For more information, see [Use placeholders for weather alerts](#).
5. In the **Type** field, select the type that fits with the alert template you are creating.
6. In the **Response Options** field, do one of the following:
 - Click **Custom Response Options** to view a list of preset responses.
 - Click **Add Response Option** to define one or more responses that alert recipients can send to let you know that they have received the message. If the response involves a call bridge, select the **Call Bridge** checkbox, then, in the two fields that appear below the checkbox, enter the call bridge number and passcode users need in order to respond.
7. Optionally, in the **More Info Link** field, enter a URL that opens a web page where users can go to get more details about the alert when it is sent out.
8. Optionally, if you entered a URL in the previous step, click **Test URL** to verify that the link works correctly.
9. Optionally, in the **Location** section, click **Add** to access a map where you can select a geographic area for the alert or alert template. This location can also be used to target users by location. For more information, see [Target users by location](#).
10. Configure the [Target Users](#) section.

Target users

The Target Users section allows you to identify the users you want to send an alert to or block from receiving the alert. As you create a weather alert template, users can be identified based on their names, attributes, roles, group memberships, distribution list memberships, or physical locations.

Target users by groups

Using the By Groups tab, you can target groups of users based on their memberships in organizational hierarchical nodes and in distribution lists. The alert is sent to users within the selected groups.

You can also block recipient groups (exclude them from alert delivery.)

The Group target categories displayed are:

- **Organizational Hierarchy:** If your system is set up for them
- **Distribution Lists:** Static and dynamic
- **Targetable Attributes:** Any attributes that have been selected as targeting criteria

Note: The administrator can restrict the contents of these categories for each publisher. For example, a publisher might have permission to view only one of four organizational hierarchies.

1. In the **Target Users** section, click the **By Groups** tab if it is not already selected.
2. In the **Groups** field, select the checkbox next each group or distribution list that you want to target.

If you select a group or distribution list that contains sub-groups or sub-distribution lists, those are also automatically selected. However, they can be manually deselected by clicking the checkbox next to its name. If you select all of the sub-groups or sub-distribution lists manually, the parent group or distribution list is not selected automatically.

Note: The presence of a black square (or a black hyphen if you are using Google Chrome) in a check box indicates that some of its subgroups or sub distribution lists have been selected and some have not.

Target users by location

You can target users by selecting locations on a map. Users with any geolocation attribute in the selected locations are targeted in the alert or event. In addition, any users with a Last Known Location attribute that was updated within the selected timeframe are also targeted by default.

You can also target users in a specific US county or counties by selecting those counties in a weather alert rule.

1. In the **Content** section of a weather alert or template, in the **Location** section, click **Add**. The publisher map opens.
2. On the map, do one of the following:
 - Click **Create Custom Locations** to display the drawing tools for creating shapes. Click a shape button and then click and drag on the map to select the location you want to use in the alert or event. You can add multiple custom locations.
 - Click **Select Predefined Locations**, and select any of the layers that have been created for you. When you select a layer, the map updates to display the layer location on the screen. Select one or more predefined locations in the layer by clicking them on the map or selecting them from the drop-down menu. As you make selections, the locations are highlighted on the map.

Tip: For a detailed description of how to select locations, see "[Select an alert or event location](#)" in the *BlackBerry AtHoc Create and Publish Alerts* guide.

3. Click **Apply**. The Targeting Summary section updates to display the total number of locations on the map that will be used to target recipients.

4. In the **Target Users** section, click **By Advanced Query**. By default, users who have a location attribute in the selected locations and who have a Last Known Location attribute updated within the last 4 hours are targeted.
5. Optionally, click **map selection(s)** to change the selected locations.
6. Optionally, enter a number and select **Minute(s)**, **Hour(s)**, or **Day(s)** to change the timeframe for the Last Known Location attribute.
7. Optionally, in the **Targeting Summary** section, click the number beside **By Location** to open a map that shows the targeted locations.
8. Optionally, to target users with geofence targeting, see [Enable geofence targeting](#).

Select personal devices

After selecting the users or groups you want to include in the alert template, you must select the personal and mass devices to use to contact the target group.

1. In the **Target Users** section, click the **Select Personal Devices** tab. A list of all available personal devices appears with information about the total number of selected users who can be reached by each device type.
2. Select the check box next to each personal device you want to include. As you select devices, the pie chart on the side of the screen updates to show the number of reachable and unreachable users based on your current selections.
3. Optionally, click the number beside the **Total Users** field to view a User Listing screen that displays the username and organizational hierarchy for each of the users in the target group.
4. Optionally, click the numbers in the **Reachable Users** and **Unreachable Users** fields to view separate pop-up screens that provide user details for those subgroups.

Note: If no users are reachable based on the targeted users and devices you select, the alert is not publishable.

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.

If the alert template that triggers the weather alert rule is edited and becomes not ready to publish, the weather alert rule is disabled until an alert template that is ready to publish is selected.

Weather types

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

- 911 Telephone Outage Emergency
- Administrative Message
- Air Quality Alert
- Air Stagnation Advisory
- Arroyo And Small Stream Flood Advisory
- Ashfall Advisory
- Ashfall Warning
- Avalanche Advisory
- Avalanche Warning
- Avalanche Watch
- Beach Hazards Statement
- Blizzard Warning
- Blizzard Watch
- Blowing Dust Advisory
- Blowing Dust Warning
- Brisk Wind Advisory
- Child Abduction Emergency
- Civil Danger Warning
- Civil Emergency Message
- Coastal Flood Advisory
- Coastal Flood Statement
- Coastal Flood Warning
- Coastal Flood Watch
- Dense Fog Advisory
- Dense Smoke Advisory
- Dust Advisory
- Dust Storm Warning
- Earthquake Warning
- Evacuation - Immediate
- Excessive Heat Warning
- Excessive Heat Watch
- Extreme Cold Warning
- Extreme Cold Watch
- Extreme Fire Danger
- Extreme Wind Warning
- Fire Warning
- Fire Weather Watch
- Flash Flood Statement
- Flash Flood Warning
- Flash Flood Watch
- Flood Advisory
- Flood Statement
- Flood Warning
- Flood Watch
- Freeze Warning
- Freeze Watch
- Freezing Fog Advisory
- Freezing Rain Advisory
- Freezing Spray Advisory
- Frost Advisory
- Gale Watch
- Gale Warning
- Hard Freeze Warning
- Hard Freeze Watch
- Hazardous Materials Warning
- Hazardous Seas Warning
- Hazardous Seas Watch
- Hazardous Weather Outlook
- Heat Advisory
- Heavy Freezing Spray Warning
- Heavy Freezing Spray Watch
- High Surf Advisory
- High Surf Warning
- High Wind Warning
- High Wind Watch
- Hurricane Force Wind Warning
- Hurricane Force Wind Watch
- Hurricane Local Statement
- Hurricane Warning
- Hurricane Watch
- Hydrologic Advisory
- Hydrologic Outlook
- Ice Storm Warning
- Lake Effect Snow Advisory
- Lake Effect Snow Watch
- Lake Effect Snow Warning
- Lakeshore Flood Advisory
- Lakeshore Flood Statement
- Lakeshore Flood Warning
- Lakeshore Flood Watch
- Lake Wind Advisory
- Law Enforcement Warning
- Local Area Emergency
- Low Water Advisory
- Marine Weather Statement
- Nuclear Power Plant Warning
- Radiological Hazard Warning
- Red Flag Warning
- Rip Current Statement
- Severe Thunderstorm Warning
- Severe Thunderstorm Watch
- Severe Weather Statement
- Shelter In Place Warning
- Short Term Forecast
- Small Craft Advisory
- Small Craft Advisory For Hazardous Seas
- Small Craft Advisory For Rough Bar
- Small Craft Advisory For Winds
- Small Stream Flood Advisory
- Snow Squall Warning
- Special Marine Warning
- Special Marine Statement
- Special Weather Statement
- Storm Surge Warning
- Storm Surge Watch
- Storm Warning
- Storm Watch
- Test
- Tornado Warning
- Tornado Watch
- Tropical Depression Local Statement
- Tropical Storm Local Statement
- Tropical Storm Warning
- Tropical Storm Watch
- Tsunami Advisory
- Tsunami Warning
- Tsunami Watch
- Typhoon Local Statement
- Typhoon Warning
- Typhoon Watch
- Urban And Small Stream Flood Advisory
- Volcano Warning
- Wind Advisory
- Wind Chill Advisory
- Wind Chill Watch
- Wind Chill Warning
- Winter Storm Watch
- Winter Storm Warning
- Winter Weather Advisory

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

Enable geofence targeting

Use the Location section of the weather alert template Content section to select a location on a map to target weather alerts and to enable geo-targeting.

Prerequisites

- The IsGeoFenceSupported feature must be enabled in **Settings > System Setup > Feature Enablement**.
- At least one predefined or custom perimeter must be selected on the map.
- The Location option must be selected on the Content tab of the alert template settings.
- The By Location option must be selected on the Target Users tab of the alert template settings.


1. Open the weather alert template you want to enable geofence targeting for.
2. In the **Content** section of an alert or alert template, in the **Location** section, click **Add** to access a map on which you can select a geographic area for the alert or alert template.
3. On the map, do one of the following:
 - Click **Create Custom Locations** to display the drawing tools for creating shapes. Click a shape button and then click and drag on the map to select the location you want to use in the alert or event. You can add multiple custom locations.
 - Click **Select Predefined Locations**, and select any of the layers that have been created for you. When you select a layer, the map updates to display the layer location on the screen. Select one or more predefined locations in the layer by clicking them on the map or selecting them from the drop-down menu. As you make selections, the locations are highlighted on the map.

Tip: For a detailed description of how to select locations, see "Select an alert or event location" in the *BlackBerry AtHoc Create and Publish Alerts* guide.

4. Click **Apply**. The Targeting Summary section updates to display the total number of locations on the map that will be used to target recipients.
5. In the **Location** section, select **Enable Geofence Targeting**.
6. In the **Target Users** section of the weather alert template, click **By Advanced Query**. By default, users who have a location attribute in the selected locations and who have a Last Known Location attribute updated within the last 4 hours are targeted.
7. Optionally, click **map selection(s)** to change the selected locations.
8. Optionally, enter a number and select **Minute(s)**, **Hour(s)**, or **Day(s)** to change the timeframe for the Last Known Location attribute.
9. Optionally, in the **Targeting Summary** section, click the number beside **By Location** to open a map that shows the targeted locations.
10. Click **Select Personal Devices** and select the check box beside each personal device you want to include.
11. Click **Review and Publish**.
12. Optionally, on the **Review and Publish** screen, click **Preview and Publish** to preview how the alert will appear to end users.
13. Click **Publish**.

Enable the feed poller and processor jobs


After configuring your weather alert templates and rules, you must enable the feed poller and feed processor jobs on your BlackBerry AtHoc system to start receiving weather feeds from the NWS.

1. Log in to the BlackBerry AtHoc management system.
2. Click the down arrow beside your log in name and select **Change Organization**.
3. On the **Change Organization** screen, click **Switch** in the row for the **System Setup** organization.
4. On the **Change Organization** confirmation window, click **OK**.
5. In the navigation bar, click .
6. In the **System Setup** section, click **System Jobs**.
7. Click the **Feed Poller** system task.
8. On the **Feed Poller** screen, in the **Task Details** section, click **Click to Enable**.
9. Click **Back** to return to the System Tasks screen.
10. Select the **Feed Processor** system task.
11. On the **Feed Processor details** screen, in the **Task Details** section, click **Click to Enable**.

Export weather feed information

Weather feed information is retained in the BlackBerry AtHoc system for 15 days. If you want to view weather feeds that were recorded in the last 15 days, you can export them to a .csv file. You can export weather feed information even if the Integrated Weather Alerts feature is not yet enabled for your specific organization.

You can also export all weather alert rules defined for your organization.

1. Log in to the BlackBerry AtHoc management system.
2. In the navigation bar, click .
3. In the **Basic** section, click **Alert Rules**.
4. On the **Alert Rules** page, select the **Weather** tab.
5. Select the check boxes beside the weather alert rules you want to export.
6. Click **Export CSV > Rules**.
7. In the Windows pop-up, choose to open or save the .csv file to your local system.
8. Select **Feeds** from the **Export CSV** list.
9. On the **Export Feeds** window, select the check boxes beside the counties you want to export weather feed information for. You can narrow the list by selecting a state from the All States list, or by searching by zip code.
10. Click **Export**.
11. On the Windows pop-up, choose to open or save the .csv file to your local system.

Sample weather feed

The following is a sample weather feed. The bolded fields are resolved by the weather placeholders listed in [Use placeholders for weather alerts](#).

```
{
  "@context": [
    "https://raw.githubusercontent.com/geojson/geojson-ld/master/contexts/geojson-
base.jsonld",
    {
      "wx": "https://api.weather.gov/ontology#",
      "@vocab": "https://api.weather.gov/ontology#"
    }
  ],
  "type": "FeatureCollection",
  "features": [
    {
      "id": "https://api.weather.gov/alerts/NWS-IDP-PROD-2358285-6219777",
      "type": "Feature",
      "geometry": {
        "type": "Polygon",
        "coordinates": [
          [
            [
              -156.29,
              20.68
            ],
            [
              -156.45,
              20.70
            ],
            [
              -156.47,
              20.79
            ],
            [
              -156.47,
              20.88
            ],
            [
              -156.27,
              20.92
            ],
            [
              -156.29,
              20.68
            ]
          ]
        ]
      },
      "properties": {
        "@id": "https://api.weather.gov/alerts/NWS-IDP-PROD-2358285-6219777",
        "@type": "wx:Alert",
        "id": "NWS-IDP-PROD-2358285-6219777",
        "areaDesc": "Maui",
        "geocode": {
          "UGC": [
            "HIZ018",
            "HIZ017"
          ]
        }
      }
    }
  ]
}
```



```

    ],
    "SAME": [
      "015009",
      "015009"
    ]
  },
  "references": [
    "https://api.weather.gov/alerts/NWS-IDP-PROD-2358285-6219776"
  ],
  "sent": "2017-07-26T17:39:56+00:00",
  "effective": "2017-07-26T17:39:56+00:00",
  "onset": "2017-07-11T17:39:00+00:00",
  "expires": "2017-07-28T19:15:00+00:00",
  "ends": "2017-07-28T19:15:00+00:00",
  "status": "Actual",
  "messageType": "Update",
  "category": "Met",
  "severity": "Moderate",
  "certainty": "Likely",
  "urgency": "Expected",
  "event": "Flood Advisory" "sender": "NWS Honolulu HI", "headline": "Flood
  advisory issued July 27 at 2:34AM HST expiring July 28 at 5:30PM HST by NWS
  Honolulu HI" "description" "instruction": "Stay away from streams, drainage
  ditches and low lying areas prone to flooding. Rainfall and runoff will also
  cause hazardous driving conditions due to ponding, reduced visibility and poor
  braking action.",
  "response": "Avoid",
  "parameters": {
    "VTEC": [
      "/O.EXT.KREV.FA.Y.0010.000000T0000Z-170516T1915Z/"
    ],
    "PIL": [
      "REVFLSREV"
    ],
    "BLOCKCHANNEL": [
      "CMAS",
      "EAS",
      "NWEM"
    ],
    "eventEndingTime": [
      "2017-07-16T19:15:00Z"
    ]
  }
}
}
},
"titles": "Current watches, warnings, and advisories"
}

```

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:

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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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