



BlackBerry AtHoc

Operator Quick Start

7.20

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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 Reference](#).

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

- [Create and publish an AtHoc alert](#)
- [Send an alert with fill count](#)
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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
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 **Switch**.

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 50 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. 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](#).

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

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

Navigation bar item	Description	For more information, see...
Users	<ul style="list-style-type: none"> • Create, disable, deactivate, or delete users. • Manage user profiles and roles. • Create and manage distribution lists. • Access settings for user attributes. • Translate custom attributes. 	<i>Manage Users</i>
Organizations	<ul style="list-style-type: none"> • Manage existing connections with other organizations. • Add new connections with other organizations. • View sent invitations and related messages. 	<i>AtHoc Connect</i>
Reports	<ul style="list-style-type: none"> • Generate and modify user tracking reports. • View a history of alert data activity by organization. • View a summary of the number of enabled users for each organization. 	<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"> • Organization name • Organization hierarchy (for enterprise or super enterprise organizations only) • Organization current time • Organization time zone • Organization code • Organization ID 	—
	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"> • Change organization. • View your profile settings. • Update your password. • View the release version. • View links to product training and support information. • Log out from the BlackBerry AtHoc management system. 	View your account details

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

This 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

This section 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

To view complete details about any of the alerts in the list, click the alert name in the Alert Title column.

The Live Alerts section also provides links to view scheduled alerts and alerts that require approval.

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

This section displays all alert templates that have the "Available for quick publish" option enabled on the alert template details screen. An alert 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 requires approval before it can be published, click **Edit** to select alert approvers and send the alert for approval.

- 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.

Geofencing: Provides access to the BlackBerry AtHoc Geofencing application. This button appears only when Geofencing is enabled for your organization and you have an operator role with permissions to access the Geofencing application.

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

Glossary

Glossary of useful BlackBerry AtHoc terms and concepts.

BlackBerry AtHoc components and concepts

- **Application Server:** The server on which the BlackBerry AtHoc management system and related tools are installed. Also known as the AtHoc application server. Formerly known as IWS Server or IWS.
- **AtHoc Account:** An automated personnel accountability feature that gives organizations real-time visibility into the status of their people and teams during a critical event.
- **AtHoc Connect:** A secure cross-organization information sharing feature. AtHoc® Connect brings together organizations from government, industry, commercial, and healthcare sectors to improve communication during an emergency. You can send and receive alerts with other BlackBerry AtHoc customers that are Connect organizations in BlackBerry AtHoc. A Connect organization is a BlackBerry AtHoc customer that has signed up for AtHoc Connect to participate in cross-organization communication.
- **Accountability event:** (Also known as an event.) A configurable automated workflow that uses pre-defined templates and includes alerts and reminders sent to affected users. Responses are tracked automatically and additional alerts are sent to users who have not responded.
- **Accountability officer:** An operator who can provide status on behalf of other users during an accountability event.
- **Accountability template:** Predefined alerts and reminders that are provided out-of-the-box as part of AtHoc Account. Administrators can also create custom accountability templates.
- **Activity log:** An advanced feature in the BlackBerry AtHoc management system that captures details of events in the AtHoc system such as alerts and accountability events. Operators who are Activity Log Managers or Activity Log Viewers can view and create activity log entries. Entries in the activity log can be forwarded as alerts.
- **Alert:** A secure two-way communication mass notification. AtHoc alerts enable operators to quickly and securely notify personnel, partner organizations, and the public of a critical event using multiple delivery devices.
- **Alert content:** The content section of an alert is used to define the key parts of an alert in the BlackBerry AtHoc system, including: title, body, type, response options, website links, locations, and attachments.
- **Alert folder:** An alert folder, also known as an alert category, typically corresponds to the type of alerts or source of alerts that are published. For example, folder types can include Weather Alerts, IT Alerts, Commander/CEO Alerts, and Daily News Alerts. Every alert must be associated with an alert folder. Grouping alerts by folder has many benefits, including the ability to use templates to establish a common appearance for all alerts within a folder, facilitate end user subscriptions by folder, and restrict operator publishing privileges to specific folders.
- **Alert Manager:** A role for operators who need to create and manage users and alerts but do not need to have access to all settings. Alert Managers have the maximum publishing privileges.
- **Alert placeholder:** Alert placeholders provide a way to customize text such as date or time, a building number, or group name in an alert template. When an operator publishes the alert template, the placeholder value is inserted automatically.
- **Alert rule:** Alert rules are used to determine which alert template to use when an alert arrives in the Inbox. Operators can create alert rules to associate a condition and an action with an incoming alert. Each rule has one or more conditions specifying an alert attribute value, an operation, and the value of the attribute.
- **Alert Usage Summary report:** A report type that includes data about how many alerts and message were sent out over a specified amount of time. The Alert Usage Summary report includes data from the organization you are logged in to. If you are logged in to an Enterprise or Super Enterprise organization, alert and message data for sub enterprises and suborganizations is also displayed.

- **BBM Enterprise alerts:** A plug-in that enables sending AtHoc alerts through BBM Enterprise. BBM Enterprise provides secure text, voice, video, and group chat on any device including smartphones and desktops.
- **Bilingual alert:** An alert sent in two languages. End users can choose their preferred language in which to receive BlackBerry AtHoc alerts.
- **Check-In / Check-Out:** A feature of the BlackBerry AtHoc mobile app that lets end users send their current location with a timestamp to the AtHoc server.
- **Collect:** A secure mobile app feature for location tracking and field reporting. Users can securely send geo-tagged media from their mobile devices.
- **Collaborate:** Collaborate provides a real-time chat-based collaboration session that can be associated with plans and incidents as part of Situation Response. Collaborate facilitates cross-organization collaboration through the BlackBerry AtHoc management system and the BlackBerry AtHoc mobile app.
- **Collaboration:** A chat session within Collaborate, which is a feature of Situation Response.
- **Connect:** A secure geo-based cross-organization information sharing feature. AtHoc Connect brings together organizations from government, industry, commercial, and healthcare sectors to improve communication during an emergency. You can send and receive alerts with other BlackBerry AtHoc customers that are Connect organizations in BlackBerry AtHoc. A Connect organization is a BlackBerry AtHoc customer that has signed up for AtHoc Connect to participate in cross-organization communication.
- **Connected organization:** An organization in AtHoc Connect that can publish alerts to and receive alerts from another connected organization.
- **Delivery locale:** A locale is a specific dialect of a language spoken in a region such as Canadian French, Mexican Spanish, and American English. Localization is the process of customizing an application for a given language and region. Within the BlackBerry AtHoc system, delivery locales define the way BlackBerry AtHoc alerts appear to alert recipients.
- **Delivery template:** Templates used by delivery devices that define the look and default content that is included in an alert. BlackBerry AtHoc provides system default delivery templates for delivery devices such as email and desktop pop-ups. Administrators can create custom delivery templates.
- **Dependent user:** A dependent user is a user account for a family member or other person who should receive alerts when another user does. Users with dependents are referred to as sponsors. A dependent is a sub account of a sponsor user. The sponsor user has full control to create, edit, and delete their dependents from Self Service.
- **Desktop app:** The BlackBerry AtHoc desktop app is a small desktop application that continuously runs on an end user's computer. When a new alert targeted at user desktops is published in the BlackBerry AtHoc system, a notification screen pops up on their desktop, accompanied by an audio notification. The end user can then close the pop-up or click a link to obtain additional information about the alert. For emergency alerts, the pop-up screen may contain response options that must be selected from to acknowledge receipt of the alert.
- **Device:** Applications or hardware used to deliver alerts and events to end users. Personal devices include email, phones, the mobile app, and the desktop app. Mass devices include digital signs, fire panels, public address systems, giant voice systems, and social media platforms.
- **Device delivery preference:** A configurable setting that determines the order of devices that a user targeted in an alert receives the alert on.
- **Distribution list:** A targetable grouping of users. Distribution lists can be static or dynamic. In a static distribution list, an operator selects specific users to include in the list. In a dynamic distribution list, the membership in the list is determined by meeting specified attributes such as organization subscription or user role.
- **Draft alert:** Alerts are sometimes created in advance or created by operators who do not have the necessary permissions to publish them. BlackBerry AtHoc allows the alert creator to set the alert to Draft mode, which retains the details of the alert. The draft alert is saved in the Sent Alerts screen as a draft.
- **Emergency (mobile app):** An advanced feature of the BlackBerry AtHoc mobile app that sends a duress message and device location to an end user's organization.

- **Enterprise organization:** An enterprise is a set of BlackBerry AtHoc organizations in one system that are managed by a single parent organization called the enterprise organization. Enterprise organizations are generally for large, complex implementations with multiple locations that need to segment end users.
- **Escalation:** A setting in an alert used to control the order in which groups or individuals are contacted. For example, when there is a need for a high priority group of users to be contacted before another group of users. To control the order, an attribute is used to target groups or users.
- **Event:** (Also known as an Accountability Event.) An alert or series of alerts, responses, reminders, and reports that are part of AtHoc Account.
- **External event:** BlackBerry AtHoc monitors external feeds and creates events that appear in the Inbox and on the live map. 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. BlackBerry AtHoc supports many external event categories including Earthquake, Fire, Hurricane, and Flood.
- **External layer:** Customizable external map layers that can display data from external sources on the BlackBerry AtHoc live map.
- **Feature enablement:** The process of enabling or disabling features in BlackBerry AtHoc. Feature enablement is performed by System Administrators. Feature enablement is inheritable from the system level and from super enterprise and enterprise organizations down their organizational hierarchies.
- **Field Report (mobile app):** An advanced feature of the BlackBerry AtHoc mobile app that sends information and application level location information to the central operations center of an organization from an end user. The organization can configure a report type so that when a user activates any report type, the content gets forwarded to the targeted users. That way, organizations can build work flows around the reports. The report list is configured in the BlackBerry AtHoc management system.
- **Fill count:** An option in an alert that is used to specify a certain number of responses that must be received before the alert can end.
- **Geofence alert:** Geofence targeting enables operators to target users who are part of a defined geo perimeter on the map. When geofence targeting is enabled, BlackBerry AtHoc looks for updates made to users' locations that match the geo perimeter selected in the alert.
- **Inbox (management system):** The Inbox in Self Service displays the alert and events that have been sent to an end user.
- **Inbox (Self Service):** The Inbox in the BlackBerry AtHoc management system displays information about live and expired alerts from mobile users, Connect organizations, other agencies, and the Integrated Public Alert and Warning System (IPAWS.) Alerts from mobile users and outside organizations are called incoming alerts. The Inbox provides organizations with a means of managing incoming alerts and monitoring what is happening in their system.
- **Incident:** Part of Situation Response. During a crisis an incident can be quickly created based on a previously configured and reviewed plan.
- **Incident manager:** Part of Situation Response. The user interface in the BlackBerry AtHoc management system where incidents can be created and managed.
- **Inheritance:** Common content and configuration settings that are created in a super enterprise or enterprise organization that are then available in the sub enterprises and suborganizations. Content and settings that are inheritable include: user attributes, organization codes, alert folders, alert templates, alert placeholders, security policies, device settings, audio files, delivery templates, feature enablement, organization subscriptions and user move settings.
- **Integrated Weather Alert:** Critical warnings and forecasts from the National Weather Service (NWS) sent from the BlackBerry AtHoc system to keep customers informed about potential weather incidents such as tornadoes, floods, and dust storms.
- **Live map:** BlackBerry AtHoc provides two types of maps; the publisher map and the live map. The live map displays live alerts and events, incoming alerts, users, external feeds, and external layers. Operators can select an imported shape or draw a shape on the live map and send a quick alert to users in the shape.

- **Management system:** The web-based interface and its required components used for configuring and managing alerts, users, devices, and settings for BlackBerry AtHoc alerting. Formerly known as IWSAlerts or the IWS management system.
- **Map layers:** Areas that control what is displayed on the live map. The Basemap Layers provide a way to select the visual style of the live map. The BlackBerry AtHoc Layers display information about live accountability events, live sent alerts, and live incoming alerts (including check-ins, check-outs, field reports and emergencies from the mobile app.) The External Layers display information about events derived from feeds. Imported Shape Layers (also known as predefined zones) display information about users on the live map within the specified area. Distribution List layers displays users from specific distribution lists.
- **Mass device:** Mass devices broadcast alerts rather than sending them to specific people or organizations. Mass devices include social media platforms, RSS feeds, pagers, sirens, fire panels, and giant voice systems.
- **Message termination:** (Also known as call termination.) The BlackBerry AtHoc management system performs message termination on hosted telephone devices for users who have multiple targeted phones. This prevents users from receiving an alert on more than one phone device once they have responded to the alert from one targeted phone device.
- **Mobile app:** The BlackBerry AtHoc mobile app leverages the latest mobile technologies for rapid mass notification and personnel accountability. The BlackBerry AtHoc mobile app activates mass alerts and personnel tracking. The BlackBerry AtHoc mobile app is available on Android and iOS smart phones and tablets. The BlackBerry AtHoc mobile app can be downloaded from the Apple App and Google Play stores.
- **Operator:** Users who can access the BlackBerry AtHoc management system.
- **Operator permission:** Operator permissions are granted by the roles the operator is assigned to in the BlackBerry AtHoc management system. The roles an operator is assigned to determine the features they can access.
- **Organization code:** A short name for an organization within the BlackBerry AtHoc management system. The organization code is used to register for Self Service and for the mobile app. The organization code must also be used in the URLs used to access Self Service and Single Sign-On (SSO.)
- **Organization Locale:** A locale is a specific dialect of a language spoken in a region such as Canadian French, Mexican Spanish, and American English. Localization is the process of customizing an application for a given language and region. Within the BlackBerry AtHoc system, organization locales define the way the user interface appears to operators.
- **Organization manager:** The area within the BlackBerry AtHoc management system settings where organizations are created and managed.
- **Organization subscription:** A feature that enables users in an enterprise organization to receive alerts and accountability events from other suborganizations within their enterprise organization. This feature enables users to subscribe on a temporary basis to up to 10 suborganizations. The subscribed user can then receive any alerts or events that are targeted to them in their home organization as well as in their subscribed organizations.
- **Permissions:** Permissions are granted in the BlackBerry AtHoc management system by assigning a role to an operator. The assigned roles grant access to BlackBerry AtHoc features and capabilities.
- **Personnel report:** Personnel reports are used to determine specific information that could be important to know about groups of people during an emergency. The exact list of reports varies depending on the organization. Examples of personnel reports include Duty Status, Building Number, Transport Needs, Commanders, Police and Fire Teams, and Work Availability.
- **Plan:** A key component of Situation Response. Use plans within Situation Response before a crisis to prepare for a quick response when an incident occurs. Plans can be reviewed and approved before a crisis so that when a crisis occurs, the plan can be used to create an incident.
- **Plan Approver:** A role in Situation Response. When a Plan Manager creates a plan, they assign plan reviewers and a plan approver. Plan reviewers review each step in a plan. After any change requests are resolved by the plan manager and all plan reviewers review the plan, the plan approver can approve the plan, making it available for use in creating incidents.

- **Plan Manager:** A role in Situation Response. The Plan Manager can create, edit, delete, duplicate, enable, disable, or approve a plan within Situation Response. The Plan Manager assigns plan reviewers and plan approvers. Plan Managers can also create incidents and collaborations.
- **Publisher map:** BlackBerry AtHoc provides two types of maps; the publisher map and the live map. The publisher map is the map that appears when creating alerts or events to target users based on geographical location.
- **Report (management system):** The BlackBerry AtHoc management system provides three types of basic reports: Personnel, Alerts Usage, and User Summary reports. Personnel reports are used to determine specific information that could be important to know about groups of people during an emergency. Alerts Usage reports provide a history of alert data by organization. User Summary reports provide the number of enabled users for each organization.
- **Report (mobile app):** (Also known as a Field Report.) An advanced feature of the BlackBerry AtHoc mobile app that sends information and application level location information to the central operations center of an organization from an end user. The organization can configure a report type so that when a user activates any report type, the content gets forwarded to the targeted users. That way, organizations can build work flows around the reports. The report list is configured in the BlackBerry AtHoc management system.
- **Response option:** A section in an alert where a targeted user can quickly select their response to the alert. Response options can be pre-configured in an alert template, or created and edited at the time of alert publishing by an operator.
- **Role:** Administrators in BlackBerry AtHoc assign roles to operators. The roles assigned to an operator determine the permissions the operator has to access BlackBerry AtHoc features and capabilities.
- **Security policy settings:** Security policy settings enable administrators to manage password update rules, enable automatic revocation of operator permissions, enable smart card authentication, and configure Captcha Settings.
- **Self Service:** Self Service is a web application that allows end users to receive and respond to critical alerts and accountability events targeted to them. Using Self Service, users can view and manage their profile, update their password, manage their dependents, move to another organization, and subscribe to other organizations.
- **Scheduled location access:** The scheduled location access feature enables operators to actively track a group of users for a selected interval. Scheduled location access enables operators to more accurately track where mobile personnel are without relying on end users performing manual check-ins from the mobile app. When location access is enabled, the last known location for all users in the selected distribution lists are updated at the configured interval. Operators can then target alerts and events by geolocation based on users' locations.
- **Single Sign-On (SSO):** When SSO is enabled for an organization, if the organization's users are already authenticated and signed in using the organization's identity provider (IDP), they do not need to sign in again to access the BlackBerry AtHoc management system or Self Service.
- **Situation Response:** Plan, respond, and collaborate for incident lifecycle management. Prepare for events by predefining step-by-step incident plans with assignees and review cycles. When an incident occurs, operators can execute an existing plan or create a new one and collaborate in real time using the web or the BlackBerry AtHoc mobile app.
- **Smart card authentication:** When smart card authentication is enabled in addition to regular username/password authentication, users can log in to BlackBerry AtHoc by inserting their smart card into a card reader and then entering a PIN, or by selecting a valid certificate on the mobile app.
- **SMS Opt-In:** SMS Opt-In enables operators to allow community members, visitors, event participants, or other users outside of their organization to subscribe to receive alerts by SMS. These outside users can subscribe to receive alerts by sending a text event code via SMS.
- **Sponsor:** Users with dependents are referred to as sponsors. Sponsors and administrators can add a dependent account for anyone who should receive alerts but does not have an account in the BlackBerry AtHoc system. The sponsor user has full control to create, edit, and delete their dependents from Self Service. Operators can add dependent accounts for users with family members or others that should receive alerts when they do.

- **Suborganization:** A suborganization is an organization within an enterprise or super enterprise. An enterprise or super enterprise configuration is a set of BlackBerry AtHoc organizations that are managed by a single parent organization called the enterprise or super enterprise organization. The enterprise organization centralizes the user, content, and policy management of its suborganizations.
- **Super enterprise organization:** A super enterprise organization centralizes the user, content, and policy management of its sub enterprise organizations and their suborganizations.
- **Targeted user:** End users that are intended recipients of an alert.
- **Tracking (mobile app):** An advanced feature of the BlackBerry AtHoc mobile app. The tracking feature periodically sends an end user's location to their organization for the duration specified by the end user.
- **User attribute:** User attributes provide powerful ways to organize, filter, and manage users. For example, an operator can create user attributes to describe characteristics of end users, and then use the attributes to target users for alerts through dynamic distributions lists.
- **User move:** A feature in BlackBerry AtHoc that enables administrators to move users between the suborganizations of an enterprise organization.
- **User Summary report:** A report in the BlackBerry AtHoc management system that displays a summary of the number of enabled users in each organization.
- **User Sync Client:** The BlackBerry AtHoc User Sync Client is a command line tool that enables administrators to synchronize user information from an LDAP data source or CSV file to the BlackBerry AtHoc system.

Delivery services

Delivery services are plug-ins that work with the BlackBerry AtHoc Notification Delivery Service (NDS) to process and deliver alert messages.

- **NDS:** Notification Delivery Service. The delivery service that processes and delivers alert messages from the hosted services (plug-ins) and mobile alerting.
- **NDS application server:** A server that hosts the delivery plug-ins, such as TAS, OPM, and SMS.
- **NDS console:** The user interface for configuring and managing the NDS plug-ins, accounts, and settings.
- **NDS database server:** A server on which the NDS databases are located.
- **NDS farm:** The set of application servers managed by NDS.

IPAWS

- **Common Alerting Protocol (CAP):** An XML-based data format for exchanging public warnings and emergencies between alerting technologies.
- **COG:** A Collaborative Operating Group as defined by FEMA. A COG can have members from multiple organizations that act as a mutual aid organization. Examples of organizations include local, territorial, tribal, state, or federal governmental organizations of the United States. COG ID: The six-digit identifier for a COG provided by FEMA.
- **EAS:** Emergency Alerting Service as defined by FEMA.
- **FEMA:** Federal Emergency Management Administration. FEMA created the IPAWS system to communicate and mobilize organizations during emergencies.
- **IPAWS:** The Integrated Public Alert and Warning System developed by FEMA. This system provides a process for emergency communities to communicate with each other through alerts. Federal, State, territorial, tribal, and local alerting authorities can use IPAWS and integrate local systems that use Common Alerting Protocol standards with the IPAWS infrastructure.
- **NWEM:** Non-Weather Emergency Messages as defined by FEMA.
- **Peer COG:** Any COG from which you receive alerts, or to which you send alerts.
- **Public Alert Device:** One of the devices IPAWS uses to send alerts to the general public. BlackBerry AtHoc supports several public alert devices, including NWEM, EAS, WEA, and WEA 3.0.
- **Sender COG:** The COG sending an alert to other organizations. Typically your own COG.

- **Target COG:** The COG to which you are sending a message. Typically, another COG with whom you need to communicate about situations that affect both organizations.
- **UAP:** Unified Alerting Protocol. Protocol to exchange data between the BlackBerry AtHoc server and the NDS application server.
- **WEA:** Wireless Emergency Alerts as defined by FEMA. Formerly known as Commercial Mobile Alert System (CMAS).

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. 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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