



BlackBerry AtHoc

Live Map

7.21

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Overview


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. Use the publisher map to target users in a defined location and to define and communicate the affected area for an alert or event. Use the live map to view live alerts and events, incoming alerts, users, and external feeds. You can select an imported shape or draw a shape on the live map and send a quick alert to users in the shape.

For more information about the publisher map, see "[Manage the publisher map](#)" in the *BlackBerry AtHoc Create and Publish Alerts* guide.

Manage map settings

As an administrator, you can use the Map Settings screen to set up and configure map defaults, shape layers, external layers, and distribution list layers.

1. In the navigation bar, click .
2. In the **Basic** section, click **Map Settings**.

Tip: On the live map, you can also click  to access the map settings.

Shape layers

Important: You must be familiar with Geo Information System tools and know how to create map shapes before attempting to add a shape layer. Contact BlackBerry AtHoc customer support for help with using GIS to add a shape layer.

The Shape Layers section of the Map Settings screen displays details about each of the shape layers that have been configured for maps. Shape layers enable you to:

- View the boundaries of shapes and polygons on the map.
- View users and connected organizations that are in defined shape boundaries by their location attributes.
- Target users and connected organizations that are in shape boundaries in alerts and events based on their last known location, location attribute, or selected geographical area of interest.
- Create custom user attributes.

The locations in the shape file are called Imported Shape Layers on the live map and Predefined Locations on the publisher map.

Only shape files that contain polygons and multipolygons can be imported. If your shape file contains any of the following items, the file cannot be imported:

- Point data
- Polylines (linestrings)
- Polygons and polylines (linestrings)
- Self-intersecting polygons

If you need to display points on a map, you should use an external third party tool to create a polygon buffer around each point, and then import the buffer polygons.

The imported shape file should not exceed 100 Mb and should be saved as a .zip file containing one of each of the following file types: .prj, .dbf, and .shp. BlackBerry AtHoc supports the GCS_WGS_1984 Geographical Coordinate System, with the following data:



- Well-known ID: 4326
- Name: GCS_WGS_1984
- GCS Data

```
GEOGCS[ "GCS_WGS_1984", DATUM[ "D_WGS_1984", SPHEROID[ "WGS_1984", 6378137.0, 298.257223563 ] ], PRIMEM[ "Greenwich", 0.0 ], UNIT[ "Degree", 0.0174532925199433 ] ]
```

Tip: Before adding a shape layer, [Validate your shape file using QGIS](#).

Add a shape layer

1. On the **Map Settings** screen, in the **Shape Layers** section, click **Add Shape Layer**.

2. On the **Add Shape Layer** window, click **Select**.
3. Browse to select the shape file on your system.
If your shape file cannot be loaded, [Validate your shape file using QGIS](#).
4. Select a shape layer name from the **Shape Display Name** pull-down menu. The values in this menu are attributes in the shape file that can be used as the shape display name when the shape layer is displayed on the map.
5. In the **Name** field, enter a name for the shape layer.
6. Optionally, select the check box to make the new shape selectable.
When creating an alert or alert template, a shape layer that is marked as selectable appears in the Select Predefined Locations list and in the Show Layers panel on the publisher map. If the layer is not selectable, it appears in the Show Layers pop-up, but does not appear in the Select Predefined Locations. Shapes that are not selectable cannot be selected on the map or used for targeting.
7. Select a color from the list. The default is red.
8. Optionally, select to enable the **Create User Attribute** option. When this option is selected, the **Name** field appears. This field is prepopulated with the name of the shape layer, but can be edited. By default, the new attribute is a multi-select picklist. The values of the attribute match the names of the shapes in the shape file. The name for the attribute must be unique in the organization.
Once a user attribute is created from a shape layer, it cannot be deleted and no other user attributes can be associated with the shape layer.
Go to **Settings > User Attributes > Page Layout** to update the new attribute so that it is visible in user profiles. When the attribute is visible, users can subscribe to it as a location of interest from Self Service or in their user profile in the BlackBerry AtHoc management system. Users who subscribe to a location can be targeted in alerts impacting that location on the live and publisher maps.
9. Click **Add**. You are returned to the Map Settings screen.
10. Optionally, to edit an existing shape layer, click . The Update Shape Layer dialog opens. You can update the shape layer name, display color, and selectability status. Click **Save** to save your changes and return to the Map Settings screen.
11. Optionally, click and drag  to define the order in which the shape layers are listed on the live and publisher maps.
12. Click **Save**.

Validate your shape file using QGIS

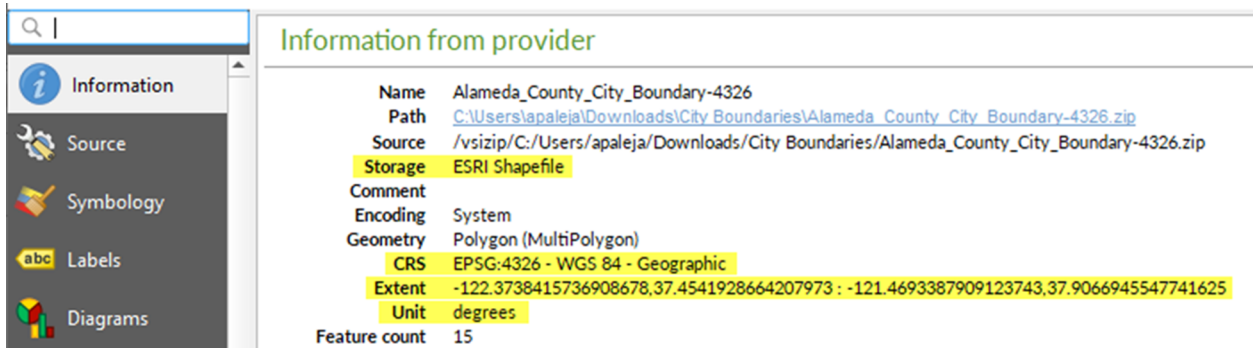
To ensure your shape file is correctly formatted to meet all requirements, you can validate it using desktop software such as ArcGIS, or open source software such as QGIS.

1. Open QGIS.
2. Click **Layers > Add Layer > Add Vector Layer**.
3. Click **Source** and select the shape file or zipped shape file. The shape .zip file must contain the .shp, .dbf, and .prj files. The shape .zip file can also contain a .shx file that is used to increase the performance of the shape file, but it is not required. If the shape .zip file does not include the required files, the import stops and an error is displayed.
4. Select **file** for Source Type.
5. Select **UTF-8** for encoding.
6. Click **Add**.
7. Click **Layers**.
8. Right-click the new layer.
9. In the menu that appears, click **Properties**.

10. Click **Information**.

11. In the **Information from provider** section, verify the following values:


- Storage: ESRI Shapefile
- CRS: EPSG:4326 - WGS 84 - Geographic
- Extent: should be within the range of -180.00, -90.00, 180.00, 90.00
- Unit: degrees

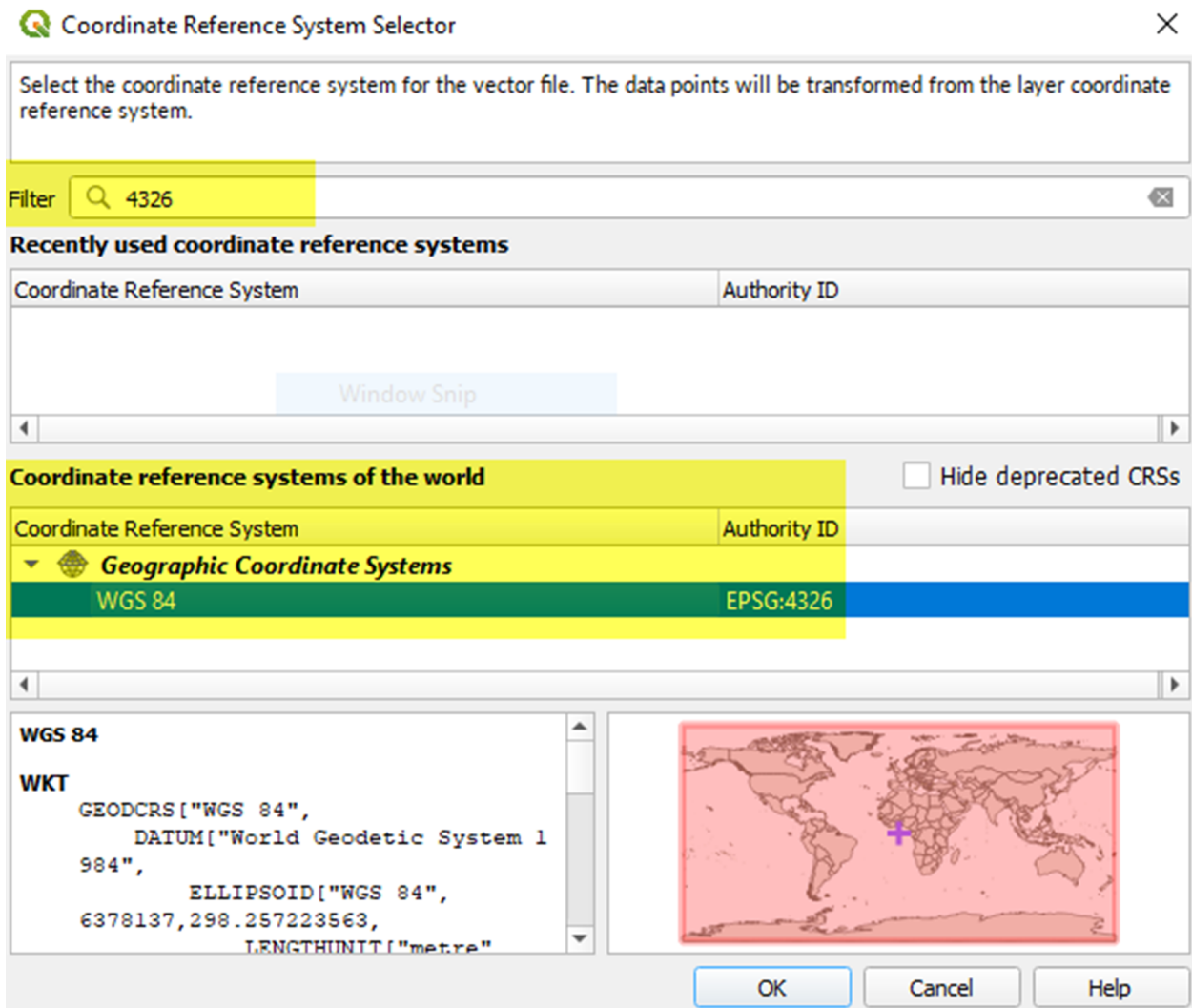


After you finish: If your shape file does not display the correct values in the Information from provider section, [Convert projection of shape file using QGIS](#).

Convert projection of shape file using QGIS

If your shape file is not valid, you can convert a projection of it using QGIS.

1. Open QGIS.
2. Click **Layers > Add Layer > Add Vector Layer**.
3. Click **Source** and select the shape file or zipped shape file. The shape .zip file must contain the .shp, .dbf, and .prj files. The shape .zip file can also contain a .shx file that is used to increase the performance of the shape file. The .shx file is not required. If the shape .zip file does not include the required files, the import stops and an error is displayed.
4. Select **file** for Source Type.
5. Select **UTF-8** for encoding.
6. Click **Add**.
7. Click **Layers**.
8. Right-click the new layer.
9. Click **Export > Save Features As...**
10. On the **Save Vector Layer as...** window, click **Browse**.
11. Navigate to the correct folder and specify the name of the new layer.
12. In the **Coordinate Reference System** section, click .
13. In the **CRS Selector** window, in the **Filter** field, enter **3426**.
14. From the search results list, select **WGS 84**. The Authority ID is **EPSG:4326**.
15. Click **OK**.
16. Compare the old and new projections of the layer and verify that they are in two different CRS but still overlap.



External layers

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. On the **Map Settings** screen, in the **External Layers** section, click **Add External Layer**.
2. 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.
3. In the **Name** field, enter a name for the external layer. The name must be unique.
4. Click **Add**. You are returned to the Map Settings screen.

5. 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.
6. Optionally, click  to remove an external layer.
7. Click **Save**.




The following external layers are available out of the box:

External layer name	URL
Floods – NDFD Rainfall Total Forecast	https://services9.arcgis.com/RHVPKKiFTONKtxq3/arcgis/rest/services/NDFD_Precipitation_v1/FeatureServer/2
Floods – Live Stream Gauges	https://services9.arcgis.com/RHVPKKiFTONKtxq3/ArcGIS/rest/services/Live_Stream_Gauges_v1/FeatureServer/0
Floods – USA Flood Hazard Area	https://services.arcgis.com/P3ePLMYs2RVChkJx/ArcGIS/rest/services/USA_Flood_Hazard_Reduced_Set_gdb/FeatureServer/0
Hurricanes - Forecast Position	https://services9.arcgis.com/RHVPKKiFTONKtxq3/ArcGIS/rest/services/Active_Hurricanes_v1/FeatureServer/0
Hurricanes – Observed Position	https://services9.arcgis.com/RHVPKKiFTONKtxq3/ArcGIS/rest/services/Active_Hurricanes_v1/FeatureServer/1
Hurricanes – Forecast Track	https://services9.arcgis.com/RHVPKKiFTONKtxq3/ArcGIS/rest/services/Active_Hurricanes_v1/FeatureServer/2
Hurricanes – Observed Track	https://services9.arcgis.com/RHVPKKiFTONKtxq3/ArcGIS/rest/services/Active_Hurricanes_v1/FeatureServer/3
Hurricanes – Forecast Error Cone	https://services9.arcgis.com/RHVPKKiFTONKtxq3/ArcGIS/rest/services/Active_Hurricanes_v1/FeatureServer/4
Hurricanes – Watches and Warnings	https://services9.arcgis.com/RHVPKKiFTONKtxq3/ArcGIS/rest/services/Active_Hurricanes_v1/FeatureServer/5
Hurricanes – Hurricane Force	https://services9.arcgis.com/RHVPKKiFTONKtxq3/ArcGIS/rest/services/Active_Hurricanes_v1/FeatureServer/9

Distribution list layers

The Distribution List Layers section of the Map Settings screen displays details about each of the distribution list layers that have been configured for maps.

Note: You can create up to ten distribution lists. Each distribution list can include a maximum of 500 users.

1. On the **Map Settings** screen, in the **Distribution List Layers** section, click **Add Distribution List**.
2. On the **Distribution Lists** screen, on the **All Distribution Lists** tab, select the check boxes to display static or dynamic distribution lists. You can also use the search field to narrow the distribution lists that are displayed.
3. Select the check boxes beside the distribution lists you want to add. You can add up to ten distribution lists.
4. Optionally, click the **Selected Distribution Lists** tab and click  to remove a distribution list from the distribution list layers.
5. Click **Apply**. You are returned to the Map Settings screen.
6. Select a color from the palette for each new distribution list. The default color is blue.
7. Optionally, click and drag  to change the order of distribution lists.
8. Optionally, click  to remove a distribution list from the distribution list layer.
9. Click **Save**.





Configuration and Setup

You can set up the default map view and select your areas of interest for external events in the Configuration and Setup section.

The default map view is the view a user sees when they open the live or publisher map.

Select locations on the map to specify the areas of interest to receive notifications about when external events occur.


Draw shapes or select locations on the map to define your organizational area (areas of interest) to monitor for external events. When an external event impacts a defined organizational area, a notification of the event is sent to the Inbox in the BlackBerry AtHoc management system.

1. On the **Map Settings** screen, in the **Configuration and Setup** section, click  in the **Default Map View and Organizational Areas** section. An editable map screen opens.
2. Optionally, do any of the following:
 - Click  to select the type of map to display by default.
 - Click  to display users from distribution lists on the map. You can select to display up to ten distribution lists.
 - Click  to choose the layers to display on the map. You can select whether to view:
 - Live accountability events
 - Accountability events from suborganizations
 - Live sent alerts
 - Live incoming alerts
 - Shape layers
 - Organizations
 - In the **Find a place** field, enter an address and press **Enter** on your keyboard to zoom to that location on the map.

Note: The location on the map you zoom to is configured as the default map view and organizational area. The default map view is displayed on the live and publisher maps and in the Recently Received Alerts section on the BlackBerry AtHoc management system home page.

3. Optionally, to select your organizational area for external events, do the following:
 - Click **Create Custom Locations**, and then select a shape from the shapes panel. Click and drag on the map to draw the shape.
 - Click **Select Predefined Locations**, and then select a location from the pull-down menu.

Note: You can create multiple custom locations and select multiple predefined locations. You can select a combination of custom and predefined locations.

4. Click  to refresh the map and review your changes.
5. Click **Apply**.
6. Optionally, on the **Map Settings** screen, in the **Unit of Measure** section, select **Imperial (miles)** or **Metric (kilometers)**. Imperial (miles) is selected by default. The selected unit of measure will display on the live and publisher maps. This setting is applied only to the current organization.
7. Click **Save**.

Live map

The live map displays live alerts and events, incoming alerts, external feeds, and users. You can select an imported shape layer or draw a shape on the live map and send a quick alert to users found in the shape.

Note: The live map is not supported on the Internet Explorer browser.

To view the live map, do any of the following:

- Click **View Live Map** on the BlackBerry AtHoc homepage:

The screenshot shows the BlackBerry AtHoc homepage. At the top, there's a header with the BlackBerry AtHoc logo and a description: "Unified crisis communication connecting people, devices, and external organizations, giving leaders the information they need to make critical safety decisions." Below this, there's a section for "Live Alerts (1)" with a "Sent Alerts" link. A table lists alerts with columns for Alert Title, Published Time, Targeted, Sent, and Responded. To the right, there's a "Quick Links" section with buttons for "Publish Alert", "Start Accountability Event", "Manage Users", "Connect to Organizations", and "Request Support". A "View Live Map" button is highlighted with a red box, and it shows "(0) Live Alerts (0) Live Accountability Events".

- Click  in the **Recently Received Alerts** section on the BlackBerry AtHoc homepage:


The screenshot shows the "Recently Received Alerts" section of the BlackBerry AtHoc homepage. It features a list of alerts with icons, titles, and timestamps. To the right, there's a map of the San Francisco Bay Area. A red box highlights a map icon in the top right corner of the map area.

- Click **More Actions > Live Map** on the **Sent Alerts** screen.
- Click **More Actions > Live Map** on the **Accountability Events** screen.
- Click the **View the Live Map** link after selecting an alert or event in the **Inbox**.

Map controls





























The following control options are available on the live map:

-  Basemap Layers panel: Select the type of map you want to view.

-  BlackBerry AtHoc Layers panel: BlackBerry AtHoc layers include accountability events from super enterprise, enterprise, and suborganizations, live sent alerts, live incoming alerts, and connected organizations. Live incoming alerts include Connect alerts and the following alerts from the mobile app:


- Emergency
- Check-in
- Check-out
- Report

Select the check box beside an item to display it on the map. Click the name of a displayed item in the panel to zoom the map to its location.

-  Imported Shape Layers panel: Imported shape layers are also known as predefined zones. Select the check box beside an imported layer or shape file to display it on the map. Click the name of a displayed item in the panel to zoom the map to its location.
-  External Layers panel: Displays alerts from public external feeds.
 -  and : Expand or collapse the External Layers and External Events sections in the External Layers panel.
 - : Adjust the transparency of an event layer on the live map.
 - : View the source of an external layer. Depending on the type of layer, the source will open in a new tab on your browser or will download a file to your computer.
 - External Events section:
 -  and : Hide or show an external event on the live map.
 - : Zoom to a specific external event.
-  Distribution List Layers panel: Displays users from distribution lists. Click a selected distribution list to zoom the map out to display all users in the distribution list.
- **Find address or place** : Enter an address and press **Enter** on your keyboard to move the map view to that location. Click the **Find address or place** field to open the  **Use current location** field. Click this field to move the map to your current location.
- : Close an open panel.
- : Dock an open details pop-up to the right side of the screen.
- : Undock an open details pop-up.
- : Open the User Action panel.
- : Open the Map Settings screen in the BlackBerry AtHoc management system.
- **Shape Toolbox:**
 - : Draw a polygon on the map.
 - : Draw a rectangle on the map.
 - : Draw a circle on the map.
 - : Draw a freehand polygon on the map.
 - : Select or deselect an imported shape layer on the map.
 - : Delete a drawn shape from the map.
- : Zoom in.
- : Move to the default view.
- : Zoom out.
- : Refresh the map. The map updates automatically every 5 minutes.
- : Display a legend for a selected external layer.

- ●○○: Switch to view the legend of another selected external layer.
- ⏪: Close the Legend panel.

Change the map type

To change the map style displayed on the live map, click  in the top navigation bar. In the Basemap Layers panel, click to select the map you want to use. The following map types are available:

- **Bing Road:** Microsoft's standard drawing map with streets and major landmarks labeled.
- **Bing Aerial:** Microsoft's standard aerial photograph of the map area.
- **Imagery:** Aerial photograph of the map area.
- **Imagery Hybrid:** Aerial photograph of the map area with major landmarks labeled.
- **Streets:** Traditional drawing map with streets labeled.
- **Navigation:** Custom drawing map with streets and major landmarks labeled.
- **Dark Gray Canvas:** Dark drawing map with bodies of water, cities, and roads labeled.
- **Light Gray Canvas:** Light drawing map with bodies of water, cities, and roads labeled.
- **National Geographic Style:** Traditional drawing map with topographical features displayed and streets and major landmarks labeled.
- **Navigation (Dark Mode):** Custom drawing map in dark mode with streets and major landmarks labeled.
- **Oceans:** Traditional drawing map with topographical land features displayed and underwater topography labeled.
- **OpenStreetMap:** Traditional drawing map with streets and major landmarks labeled.
- **Streets (Night):** Traditional drawing map in night mode with streets labeled.
- **Terrain with Labels:** Traditional drawing map with topographical features displayed and cities and major roads labeled.
- **Topographic:** Traditional drawing map with topographical features displayed and streets and major landmarks labeled.



Note: OpenStreetMap is provided by OpenStreetMap (www.openstreetmap.org.) All other map types, except for Bing maps, are provided by ESRI (www.esri.com.)

Select external event types

When external events are enabled, you can define the locations and select the types of external events to monitor. When an external event occurs that impacts a selected location, it appears on the live map.

Before you begin:

- IsExternalEventSupported must be enabled by a System Administrator in **Settings > Feature Enablement**.
- You must be an Organization Administrator to select external event types.

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 .
If a default location has been set in the Map Settings, this location is displayed.
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 view on the live map.
If the external event type you need is not listed, 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>. Include the Event Type keyword and region in the support request form. If available, provide the external event feed source. For example: COVID-19, United States, <https://tools.cdc.gov/api/v2/resources/media/404952.rss>.
7. Optionally, to send notifications to an operator when an external event occurs in the selected organizational area:
 - a) In the **Setup Admin Notifications** section, click **Select Targets**.
 - b) 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 on the live map. The operators you select will receive an alert about the event on the selected devices.
 - c) Click **Apply**.
 - d) 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.
 - e) 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.
8. Click **Save**.







View layers on the live map

To view layers on the live map, click the layer icons on the top navigation bar to open the layer panels.

In a layer panel, select the check box beside a layer to display it on the map. When a check box is selected, the name of the selected layer updates to include the number of items that are displayed on the map for the layer. Double-click the name of a selected layer to zoom the map to display the items in the layer.

You can view multiple layers at the same time. Layers on the live map are read-only.


The live map contains the following layer panels:

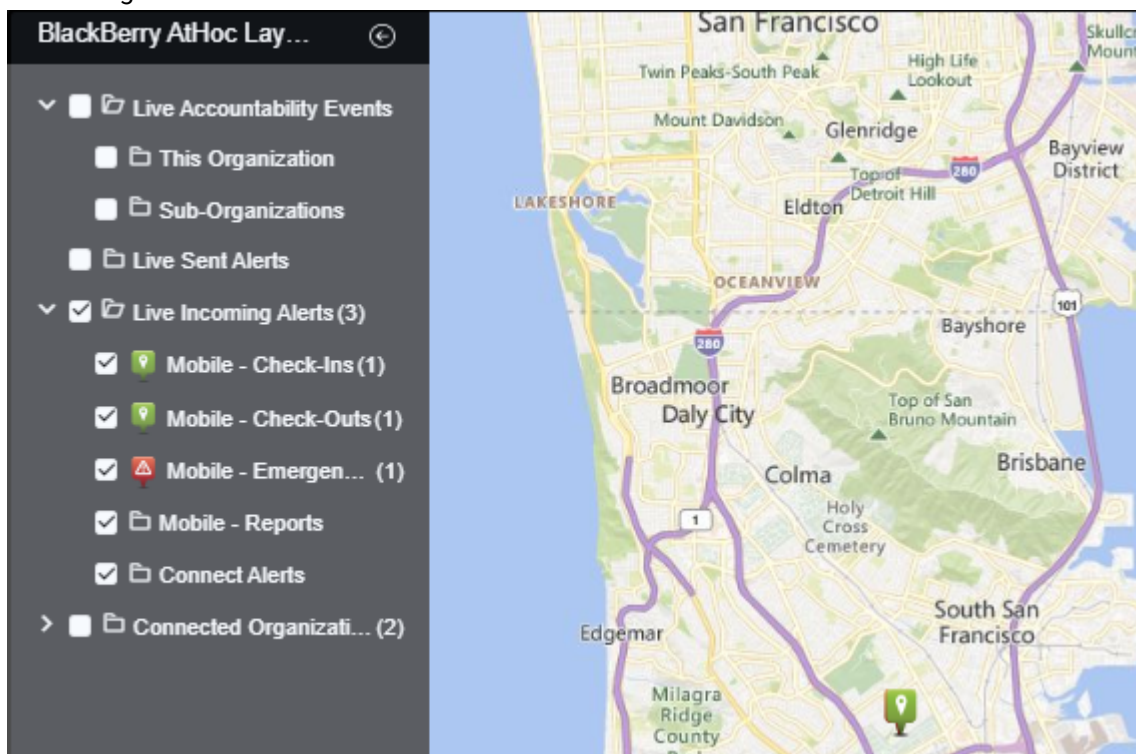
-  **Basemap Layers**. Select the type of map to display. For more information, see [Change the map type](#).
-  **BlackBerry AtHoc Layers**.
 - **Live Accountability Events**: For more information, see [View live alerts and events on the live map](#).
 - **Live Sent Alerts**: For more information, see [View live alerts and events on the live map](#).
 - **Live Incoming Alerts**: This layer displays alerts from the mobile app and Connect alerts. For more information, see [View incoming alerts on the live map](#).
 - **Connected Organizations**: This layer appears only when the Connect feature is enabled and there are connected organizations. To view the details for a connected organization, click the  icon on the map.
-  **Imported Shape Layers**. Imported shape layers are added in the Map Settings page in the BlackBerry AtHoc management system. For more information, see [Add a shape layer](#). Imported shape layers can be selected for alert targeting on the live map.
-  **External Layers**. External layers are layers from public feeds such as FEMA weather maps or ArcGIS. For more information, see [View external layers on the live map](#).
-  **Distribution List Layers**. For more information, see [View users on the live map](#).

View incoming alerts on the live map

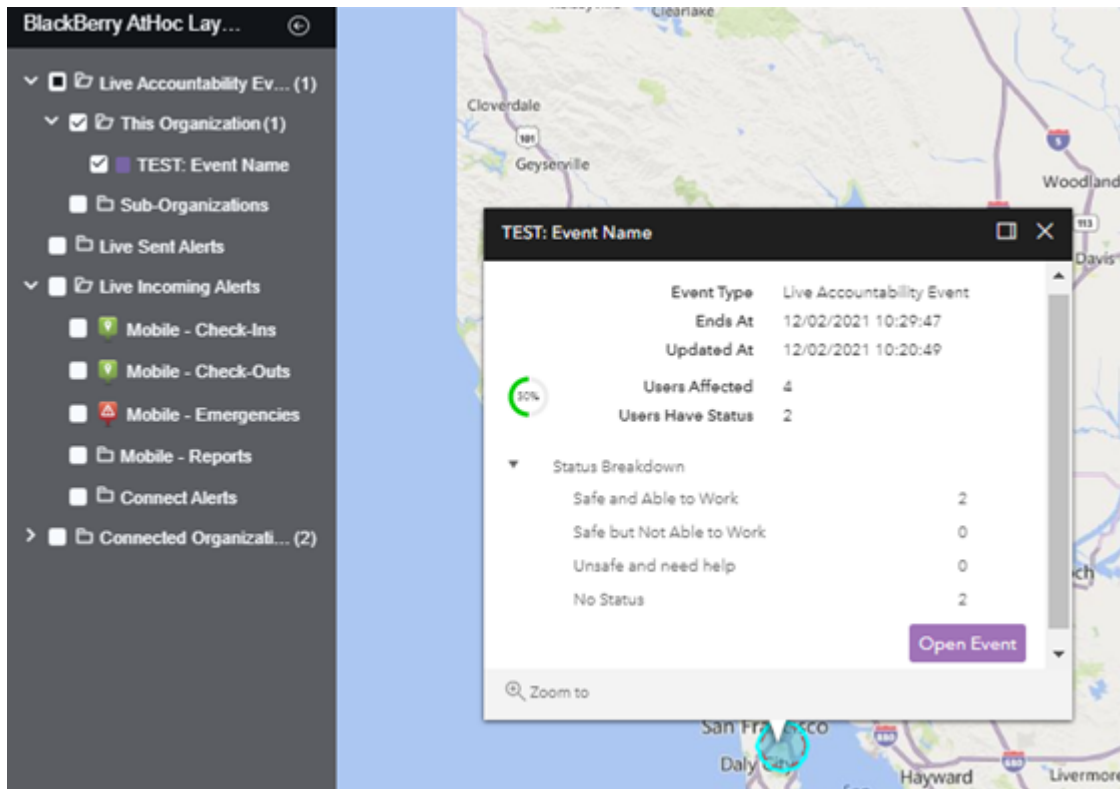
Incoming alerts are alerts from the mobile app (check-ins, check-outs, emergencies, and reports) and from connected organizations. Location pins that are included as part of an incoming alert from a connected organization are also displayed on the live map. To view details about an incoming alert, click the corresponding alert icon on the map.


Note: Alert icons on the map can be customized in BlackBerry AtHoc on the Mobile Alert Settings page. The mobile app Emergency, Check In, and Check Out icons cannot be customized. Location pin icons cannot be customized. For more information, see [Location pins](#).

1. Click  in the top navigation bar to open the BlackBerry AtHoc Layers panel.
2. On the **BlackBerry AtHoc Layers** panel, select the check box beside **Live Incoming Alerts** to display all incoming alerts on the map. You can also select individual alerts. When a check box is selected, the name of the selected incoming alert updates to include the number of alerts displayed on the map. You can select multiple incoming alerts.



3. Optionally, click the name of a selected incoming alert to zoom the map to display it.
4. Click the icon of the alert you want to view. The following information is displayed in the alert details pop-up:
 - Severity icon
 - Alert type
 - User display name
 - Date and timestamp
 - Sent location in latitude,longitude
5. Optionally, on the alert details pop-up, click **Zoom to** to move the map focus to the alert location.




6. Optionally, click  to dock the alert or event pop-up to the right side of the map.

View live alerts and events on the live map

You can view live accountability events and alerts on the live map.



The live map displays all live accountability events, alerts, and location pins for your organization. If you are logged in to an enterprise or super enterprise organization, it also displays live events from your sub enterprises and suborganizations.

When you zoom out on the live map, location pins for live alerts and events are clustered into a single grey circle with a number inside that indicates the number of items in that location. As you zoom in closer location pins for live alerts and events are displayed separately and are indicated by different color pins on the live map. For more information, see [Location pins](#).


1. Click  in the top navigation bar to open the BlackBerry AtHoc Layers panel.
2. On the **BlackBerry AtHoc Layers** panel, select the check box beside **Live Accountability Events** or **Live Sent Alerts** to display live alerts and events on the map. You can also select individual events and alerts. You can select multiple live events and alerts. If you are logged in to an enterprise organization or super enterprise, you can select to view live sent alerts or accountability events for suborganizations. If you are logged in to a super enterprise organization, selecting the **Sub-Organizations** check box displays alerts and events from both sub enterprises and suborganizations.
3. Click an event or alert on the map to open a pop-up window that displays detailed information for the live event or alert.

The following information is displayed:

- Name of the event or alert
- Severity icon
- Type of item: accountability event or alert

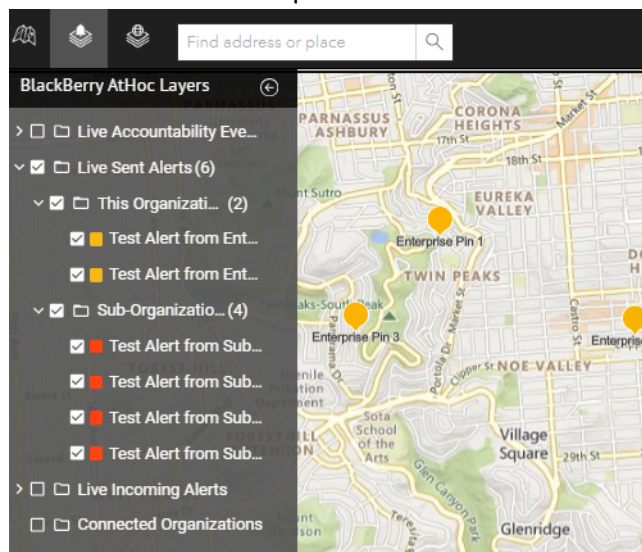
- Organization name (for events from suborganizations)
 - Time the live alert or event ends
 - Last updated date and time
 - GPS coordinates in latitude,longitude (for incoming mobile alerts only)
 - Number of affected users
 - Number and percentage of users with a status
 - Summary of user statuses by response option
4. Click a location pin on the map to open a pop-up window that displays the pin name and description. For more information, see [Location pins](#).
 5. Optionally, in an event pop-up, click **Open Event** to go to the Summary tab of the event in the event manager.
 6. Optionally, in an alert pop-up, click **Open Alert** to go to the Users tab of the alert in the Sent Alerts screen.
 7. Optionally, in an alert pop-up, click to expand **Response Breakdown** to view the number of responses.
 8. Optionally, in an event pop-up, click to expand **Status Breakdown** to view the number of responses.
 9. Optionally, click  to dock the alert or event pop-up to the right side of the map.
 10. Optionally, on the pop-up, click **Zoom to** to move the map focus to the alert or event location.
 11. If there are multiple events or alerts in the same location on the map, click  to scroll through the details for each alert or event.

Location pins

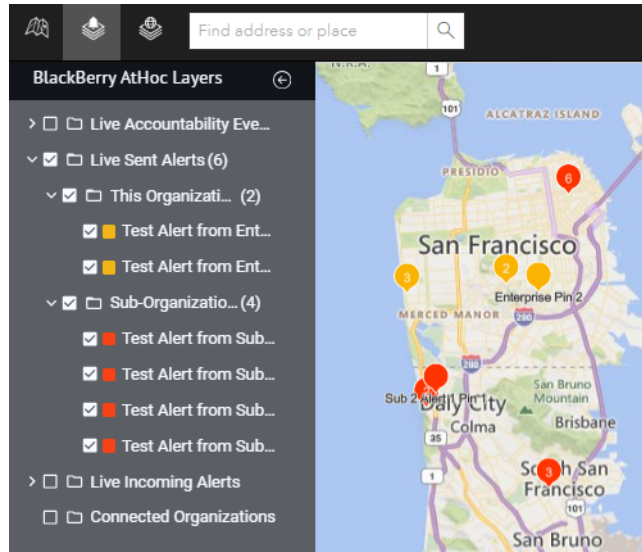
Location pins can be added to an alert or accountability event template or added to an alert or event at the time of publishing. Location pins appear on the publisher map as . Location pins appear on the live map in different colors depending on whether they are included as part of an alert or accountability event and on the organizational level they are added in and viewed from. See the table below for more details.

When zooming out on the live map, multiple location pins are displayed as a single pin with a number that indicates that there are more than one pin in the location. On zoom out, location pins are also clustered with pins from live alerts, accountability events, incoming alerts, and connect alerts.

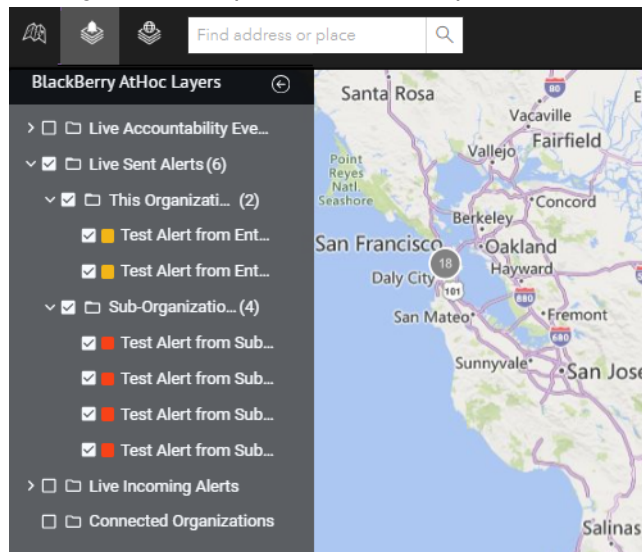
Zoomed-in view of location pins shown on the live map:





Medium-level zoom showing clustered location pins on the live map:














Zoomed-out view showing clustering of location pins on the live map:




Location pins as displayed on the live map for different organization levels and alert types:

Current organization level	Pin	Description
Suborganization		
		Indicates a live alert sent from the current suborganization.
		Indicates a live accountability event sent from the current suborganization.
Enterprise organization		

Current organization level	Pin	Description
		Indicates a live alert sent from the current enterprise organization.
		Indicates a live accountability event sent from the current enterprise organization.
		Indicates a live alert sent from a suborganization of the current enterprise organization.
		Indicates a live accountability event sent from a suborganization of the current enterprise organization.
Super enterprise organization		
		Indicates a live alert sent from the current super enterprise organization.
		Indicates a live accountability event sent from the current super enterprise organization.
		Indicates a live alert sent from a sub enterprise organization of the current super enterprise organization.
		Indicates a live accountability event sent from a sub enterprise organization of the current super enterprise organization.
		Indicates a live alert sent from a suborganization of the current super enterprise organization.
		Indicates a live accountability event sent from a suborganization of the current super enterprise organization.
Connected organization		Indicates a live accountability event or alert sent from a connected organization.

View imported shape layers on the live map

Imported shape layers are also known as predefined zones. For more information, see [Shape layers](#).












1. Click  in the top navigation bar to open the Imported Shape Layers panel.
2. On the **Imported Shape Layers** panel, select the check box beside an imported shape layer to display it on the map.
3. Optionally, double-click the name of a selected imported shape layer to zoom the map to display it.

View external layers on the live map

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

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



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. Click  in the top navigation bar to open the External Layers panel.
2. On the **External Layers** panel, click  to expand the **External Layers** section.
3. Select the check box beside a layer to display it on the map.
4. Optionally, click  >  **Transparency** to open the Layer Transparency slider and change the transparency of the layer.
5. 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.
6. 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.
7. Optionally, click the name of a selected external layer to zoom the map to display it.
8. Optionally, click the icon or shape for an external layer item on the map to open a details pop-up.
9. Optionally, on an external layer shape details pop-up, click **Zoom to** to move the map focus to the external layer shape location.
10. 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 [Select external event types](#).

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


1. Click  in the top navigation bar to open the External Events panel.
2. On the **Event Layers** panel, click  to expand the **Event Events** section.

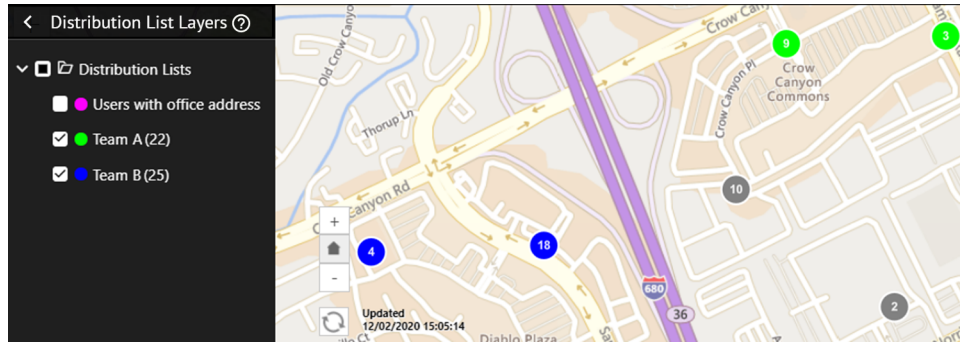
3. In the **Event Types** section, select the event types to display from the pull-down list.
4. Optionally, from the **Time Filter** pull-down list, select the time period to display on the map. You can select from 30 minutes to 72 hours. The default is 2 hours. External events that occur in the selected 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.
5. Optionally, in the **Event 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.
6. 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.
7. 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 manually refresh external events data.

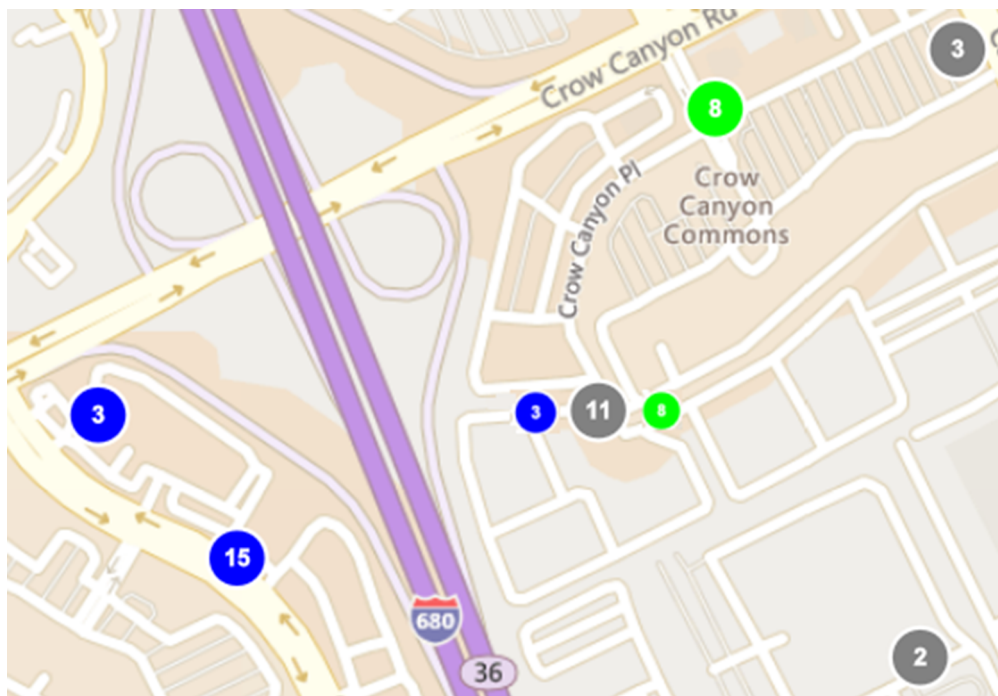
View users on the live map




Users last known locations can be displayed on the live map. A user's last known location is updated when they do any of the following from the BlackBerry AtHoc mobile app:

- Check-in
 - Check-out
 - Send a report
 - Send an emergency
 - Enable the tracking feature
 - Enable scheduled location access
1. Click  in the top navigation bar to open the Distribution List Layers panel. Distribution lists that are selected in the BlackBerry AtHoc management system under **Settings > Map Settings** appear on the panel. For more information, see [Distribution list layers](#).
 2. On the **Distribution List Layers** panel, select the check box beside a distribution list layer to display it on the map. When a check box is selected, the name of the selected distribution list updates to include the number of users that are displayed on the map for the distribution list. You can select multiple distribution lists.
 3. Optionally, click the name of a selected distribution list to zoom the map to display the users in the distribution list on the map. The number of users is displayed in a circle with a color that matches the color designated for the distribution list.



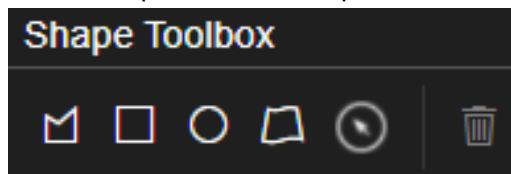
4. When users from different selected distribution lists are in the same location, they are displayed in a grey circle. Only unique users are displayed in the count. If the same user is a member of multiple distribution lists, they are counted as one user in the grey circle. Click a grey circle to display separate circles that have users from the selected distribution lists:



5. Optionally, click a circle to open the user details pop-up. The user details pop-up displays the last known location and distribution list membership for a user. The last known location includes a timestamp of when the user's location was last updated.
 6. Optionally, click **Show More Info** to display the attributes, groups, and devices for the user. The details of the user pop-up can be configured in **Settings > General Settings > Layouts > User Details - Popup View**.
 7. Optionally, click  to dock the user details pop-up to the right side of the map.
 8. Optionally, click **Zoom to** to move the map view to the user.
 9. Optionally, click  to display the details for the next user.
- The  icon appears only when more than one user is displayed in the selected location.
10. Optionally, select the **Dynamic Map Zoom** option to keep the map focus on selected groups or individual users.


View users in drawn shapes



Operators with alert publishing permissions can use Shape Toolbox on the live map to draw shapes, view the number of users in the shape, and target them in alerts. Click a shape button on the Shape Toolbox panel and click and drag on the screen to draw a shape on the live map.



As you create shapes on the live map, the number of unique users in that area are displayed in the center of the shape. If you move the shape to another location on the map, the number of users is recalculated. If you are accessing the live map from an enterprise or super enterprise organization, the number of users displayed in the shape includes users in the enterprise and its suborganizations.

You can draw multiple shapes on the live map.

Click and drag a shape to move it. To edit a shape, click the shape and then click and drag on any of the circles that appear around the edge of the shape. To delete a shape, select it and click  or press **Delete** on your keyboard.

When you draw a shape on the map, the User Action panel opens. The Users tab of the User Action panel displays the number of unique users found in the shapes drawn on the map. The number of available users () and blocked users () that are available for alert targeting are displayed. Organizations with users in the drawn shapes are displayed in the Organization Filters section. If there is an enterprise organization and suborganizations, the enterprise organization is listed first. If there is a super enterprise organization, it is listed first with its sub enterprises and suborganizations listed beneath it.

Select filters in the Organization Filters, Attribute Filters, and Shape Selection by Layer sections to filter the targeted users in the drawn shapes by organization or geolocation attribute. All geolocation attributes for an organization are available as filters. You can filter users by a timeframe of when their Last Known Location attribute was last updated. Select the number of minutes, hours, or days.

As you select filters, the number of targetable users updates automatically. Click the *x* **Users** link to view the list of targeted and blocked users. On the **User Selections** dialog you can:

- Use the **Search** field to find specific users.
- Select **Blocked users** or **Targeted users** from the **All users** pull-down list to filter the targeted users.
- Block or unblock individual users.

Click **Apply** to save and view the updated user selections.



After you have selected your targeted and blocked users, you can [Export users from the User Action panel](#) or [Publish a quick alert from the live map](#).

Publish a quick alert from the live map

Operators with alert publishing permissions can target users and send them alerts from the live map by drawing a shape or selecting an imported shape layer.

1. In the **Shape Toolbox**, do either of the following:


- Click a shape and then draw a shape on the map.

- Click  in the top navigation bar to open the Imported Shape Layers panel and then select the check box beside an imported shape layer to display it on the map. Click  and then click the imported shape layer on the map.

Note: You can select multiple custom shapes and imported shape layers on the map.

When you create a custom shape or select an imported shape layer, the **User Action Panel** opens.

2. On the **User Action Panel**, on the **Users** tab, select or deselect organization, attribute, and shape selection by layer filters. For more information, see [View users in drawn shapes](#) and [View imported shape layers on the live map](#).
3. Optionally, click the *x* **Users** link to open the **User Selections** dialog to view and select blocked and unblocked users. Click **Apply**.
4. Click the **Quick Alert** tab.
5. From the **Select Alert Template** list, select a template. Alert templates must have location enabled in alert template settings and must have the "Available for quick publish" option enabled to be available for publishing.
6. Optionally, update the **Title** and **Body** fields.

Tip: Click  to open the Alert Content dialog where you can edit the Title and Body fields. Click **Apply** to save your changes.

7. In the **Personal Devices** section, select all or select individual devices to use to send the alert to the targeted users.
8. Optionally, click the *x* **Users** link to view and update the list of targeted and blocked users. For more information, see [View users in drawn shapes](#).
9. Optionally, click the *x* **Reachable Users** link to open the **Reachable Users** dialog and view the reachable users.
10. Click **Refresh** to update the list of targeted users.
11. Click **Publish**.
12. Optionally, click **View Report** to view the details of the sent alert.


The sent alert includes a map that displays the targeted location. For alerts delivered to email and the desktop app, the map is an image. For alerts delivered to the BlackBerry AtHoc mobile app, an interactive map is included. If the alert template used to send the alert includes a map, it is overwritten with the map of the targeted location.


The published alert appears in Live Sent Alerts in the BlackBerry AtHoc Layers panel on the live map. Details about the quick alert can be viewed in the Sent Alerts page in the BlackBerry AtHoc management system.

Export users from the User Action panel

1. Click a shape in the **Shape Toolbox** and draw a shape on the map.
2. On the **User Action** panel, click the **Users** tab.
3. Optionally, click the *x* **Users** link to open the **User Selections** panel and do any of the following:
 - Use the **Search** field to find specific users.
 - Select **Blocked users** or **Targeted users** from the **All users** pull-down list to filter the targeted users.
 - Block or unblock specific users.

Click **Apply**.

4. Optionally, in the **Organization Filters** section, click  to remove users belonging to specific organization from the export CSV file.
5. Optionally, in the **Attribute Filters** section, deselect any of the attribute filters to exclude users targeted by that attribute from the export CSV file.

6. Optionally, in the **Attribute Filters** section, filter users based on when their Last Known Location attribute was last updated. Enter a number and then select **Minutes**, **Hours**, or **Days** from the pull-down menu.
 7. Click **Export CSV**.
- A .csv file with the selected targeted users downloads to your local system. The columns included in the .csv are defined in the user details pop-up view layout. To view or modify the user details pop-up view layout click  > **General Settings > Layouts > User Details - Popup View**.

BlackBerry AtHoc Customer Support Portal

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

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

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

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