



BlackBerry AtHoc

Release Notes

7.21 (Cloud)

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What's new in BlackBerry AtHoc 7.21 (Cloud)

These release notes contain information about new and changed functionality for BlackBerry® AtHoc® release 7.21 (Cloud). For more information about BlackBerry AtHoc or its related functionality, see the BlackBerry AtHoc documentation here: <https://docs.blackberry.com/en/id-comm-collab/blackberry-athoc>.

Alerting

- **Call bridge field validation update:** The validation rules for the Call Bridge and Passcode fields when creating alerts was updated. The Call Bridge and Passcode fields are now restricted to accept only numbers (digits), dashes, periods, parentheses, and commas. This is the same validation used for phone number fields, as the call bridge field is intended to be used for providing phone numbers and conference codes to allow users to connect to a conference call.

An alert is not publishable until the call bridge number and passcode are successfully filled out with the correct characters or removed from the response option. If invalid characters are input into the Call Bridge or Passcode fields, an error message appears in red, stating "Invalid Phone Number" for the number portion and "Invalid Number" for the passcode field.

This change is intended to prevent operators from attempting to input webinar links, URLs, or anything other than a phone number and passcode for a telephone conference as the Call Bridge and Passcode fields are designed to work only with phone numbers.

- **Locale search for delivery templates:** A new "Locale" search pull-down list was added to the Delivery Templates settings screen. This enables operators to search for delivery templates assigned to a specific locale. This new "Locale" search can be used in conjunction with the existing search capabilities on the Delivery Templates settings screen to enhance the ability to find and manage delivery templates.
- **Localized delivery templates:** BlackBerry AtHoc now supports desktop and email delivery templates for the following delivery locales:
 - Arabic
 - Chinese
 - Greek
 - Japanese
 - Korean
 - Polish
 - Portuguese (Brasil)
 - Portuguese (Portugal)
 - Russian
 - Swedish
 - Turkish

This update ensures that users can select any of the supported delivery locales and receive fully translated desktop and email notifications. The desktop and email delivery templates are available for the five severity levels (High, Moderate, Low, Informational, and Unknown) and match the associated delivery colors.

- **New delivery locales:** BlackBerry AtHoc now supports 5 new delivery locales: Malay, Vietnamese, Slovak, Hindi, and Indonesian. The 5 new locales are also available for bilingual alerting and can be selected from a pull-down menu in the BlackBerry AtHoc management system at General Settings > Customization > Delivery Locales.

BlackBerry AtHoc now supports a total of 24 delivery locales. Desktop and email templates to support all delivery locales were added. A new Locale search pull-down menu was added to the Delivery Template settings page.

Alert templates

Alert template history: A new "Version History" button was added to the Alert Template screen. When clicked, the "Version History" button opens a window that displays the history of changes made to the alert template, including:

- The specific fields that were changed (for example, Title, Body, Response Options, Targeted Users, and Devices)
- The original and updated values for each changed field
- The operator who made the change
- The date/time of the change

This feature is available to Organization Administrators, Enterprise Administrators, and System Administrators. If the alert template has "Inheritable" mode enabled, the Version History button is hidden for organizations that inherit the template.

API

New APIs

The following APIs were added:

- **POST /orgs/{orgCode}/template:** Creates a new alert template.
- **POST: /orgs/{orgCode}/Alerts?action=publish:** Publishes a new alert.

Modified APIs

The following APIs were modified:

- **OrgUsers API enhancement:** The OrgUsers API was updated to enable users to retrieve information about both sponsor and dependent users. Previously, the OrgUsers API did not pull dependent information into the user profile. The OrgUsers basic and advanced search endpoints now enable the retrieval of both sponsor and dependent user information and assign it to the user profile.
- **POST /orgs/{orgCode}/AccountEvent:** This API was updated to fix an issue where an accountability event fails to publish when the targeted users list includes either disabled or deleted users.

AtHoc Account

- **Account folders:** Account folders were introduced to help operators manage their accountability templates more efficiently before, during, and after accountability events. Key features include:
 - A System Default folder that all out-of-the-box and new accountability templates are assigned to.
 - A new Account Folders manager that can be accessed from the General Settings and Account sections of the BlackBerry AtHoc management system.
 - Operators with access to AtHoc Account can create, edit, and delete account folders.
 - Operators can assign accountability templates to account folders, with folders inherited from the enterprise and super-enterprise levels.

For more information, see "[Manage account folders](#)" in the *BlackBerry AtHoc Account* guide.

- **Account folder restrictions:** BlackBerry AtHoc now supports the ability to organize accountability events with account folders. This enables administrators to restrict groups or divisions to an account folder that contains their specific accountability templates. Account Managers, Enterprise Administrators, Plan Managers, and Plan Incident Managers can be assigned access to specific account folders. An Account Folder section was added above the Distribution Lists folder section on the Operator Permissions page, allowing for restricted or unrestricted access to accountability events. Folder restrictions limit operators to view only the accountability events assigned to the folders they have been granted access to.

- **Accountability Officer organization subscriptions:** When granting an existing operator the Accountability Officer role from the External Operator Permissions screen, the Organization Subscription section is displayed only if the operator account exists in the same enterprise organization. If the operator account is from a different enterprise, the Organization Subscription section is not displayed.
- **Accountability Officer initial email delivery template update:** The Accountability Officer initial email delivery template was updated to include a deep link that allows Accountability Officers to access Self Service and update user information for accountability events started at the enterprise or super enterprise levels. This deep link provides AOs with the ability to update user responses and add notes for accountability events that originate at the enterprise and super enterprise levels, based on their assigned AO roles, subscriptions, and restrictions. The Self Service page accessed through the deep link allows AOs to search for users by name and status, view User Status and Comment fields, and update the status and comments while the accountability event is still active. Once the accountability event ends, the edit functionality is longer available. This update ensures that AOs have the necessary access and tools to effectively manage user information for accountability events across all organizational levels.
- **Accountability Officer role enhancements:** In a super enterprise configuration, the Accountability Officer role can now be assigned at the suborganization level. Accountability officers can respond on behalf of users from accountability events started at all levels of the enterprise (suborganization, enterprise organization, and super enterprise) without needing additional roles to be assigned.

Operators granted the Accountability Officer external operator role and subscribed to a suborganization can be targeted in accountability events and can respond on behalf of users from accountability events at all organization levels in a super enterprise organization.

Accountability Officers can respond on behalf of users based on their roles in the suborganization, enterprise organization, or super enterprise organization. Any user base restrictions assigned to the operator with the Accountability Officer role are applied at the organization level where they were assigned and from the organizations above (enterprise and super enterprise organizations.)

If you assign an operator the Accountability Officer role in a suborganization, that operator can access the enterprise or super enterprise organization so that they can respond on behalf of other users during an accountability event. When the Account Officer role is assigned, the first time an operator logs in to the management system, they are taken automatically to the Change Organization page and must select an organization. On subsequent logins, the operator will automatically be logged in to the organization where they last logged out from.

Accountability Officers can log into the organization where the accountability event was started, access the Account and All Events tabs, view events, and update users from the BlackBerry AtHoc management system and from the mobile app during a live event. User base restrictions are applied, and only allowed users are visible to the Accountability Officer.

- **API support for placeholders for accountability templates:** Operators can now add placeholders to their accountability templates to customize the event name and details. The following JSON payload fields were added to support placeholders in accountability templates:
 - **<Placeholders>:** This field contains one or more Placeholder nodes. The Placeholder tag searches for placeholders added in the header, body, and response options fields and replaces them with the provided values.
 - **<Placeholders.Key>:** The name of the Placeholder.
 - **<Placeholders.Value>:** The replacement value for the placeholder. The placeholder value can be one of these types: Text, Date, Timer, DateTime, Single-selection, Multiple-selection.
- **Enhanced web API for Accountability Officers to respond on behalf of others:** Accountability Officers can now respond on behalf of users for accountability events published at the enterprise and super enterprise level using the BlackBerry AtHoc mobile app. Accountability Officers can update the User Status and Comment fields for accountability events at the enterprise or super enterprise level even if the Accountability Officer role is only assigned at the suborganization level. The user experience for Accountability Officers remains

the same when managing users through the mobile app, regardless of the organization context of the accountability event.

- **Placeholders for accountability event templates:** Operators can now add placeholders to Accountability Event templates. Using placeholders enables customizing the event name and details to the specific situation. Operators can select from existing alert placeholders and add them to the Event Name and Event Description fields. When publishing an Accountability Event, a new "Custom Fields" section enables operators to fill in the placeholder values, which are then resolved and included in the event messages.

BlackBerry feed service

New feed types: The following feed types were added to the BlackBerry Feed Service (V2):

- Transportation
 - Public Transit Delays
 - Road Closure
 - Traffic Advisory
 - Transportation Disruption
- Safety
 - Active Shooter
 - Carjacking
 - Evacuation
 - Police Activity
 - Robbery
 - Shooting
 - Stabbing

These feed types are supported in Virginia, Maryland, and Washington D.C. only.


Browser support


BlackBerry AtHoc release 7.21 supports the latest versions of the following browsers: Edge, Safari (Mac), Chrome, and Firefox.

Collaboration

Collaboration error: Customers who see a "[2005] Collaboration session could not be accessed. Please try again." error when attempting to start a Collaboration can work around this issue by whitelisting the following URL on their reverse proxy server: https://*.bbmenterprise.com.

Live map

Location pins on the Live Map: Alerts and accountability events can now be displayed on the Live Map with location pins. Location pins can be added when creating an alert or event template or when publishing an alert or event. A pin icon () was added to the Create Custom Locations toolbar on the publisher map to add location pins.

Location pins are indicated by a  on the Live Map and are displayed only for live alerts and events. Operators can add a brief description of up to 30 characters for each location pin and can click on a pin to move it to a different location. Multiple location pins can be added as part of a single alert or event.

Location pins cannot be used to target users or organizations.

Location pins displayed on the Live Map are visible at all zoom levels. At maximum zoom, location pins are consolidated and a circle indicates the number of pins in close proximity. When a location pin is clicked on the Live Map, the pin description is displayed with the alert or event details.

Management system

- **CSV Export for User Tracking Report - with Events:** BlackBerry AtHoc now enables operators to export the "User Tracking Report - with Events" advanced report to a CSV file. An "Export this Report" option has been added, which allows users with the appropriate permissions to download the full report contents to a CSV file named "UserTrackingwithEvents.csv". The exported CSV file includes all rows and columns from the report, with date fields displayed in date/time formats.
- **Distribution list folders:** The Distribution List Folders section is now available on the Users tab on the top navigation bar, making it more accessible for operators. This change ensures that operators with the appropriate roles (Enterprise Administrator, Organization Administrator, or System Administrator) can access and manage distribution list folders more easily. Operators without these roles will not see the Distribution List Folders section.
- **Mobile App Work and Personal devices**
 - **New Mobile App - Work device:** Two distinct device types are now available for the mobile app: Mobile App - Work and Mobile App. End users who register through MDM can automatically be assigned to the Mobile App - Work device type. Users who register manually are assigned to the Mobile App device type. This separation of devices types enables operators to send alerts to either work devices, personal devices, or both, ensuring that sensitive content can be sent only to users' work devices.
 - **Publishing and user response tracking for Mobile App - Work device:** Alerts and accountability events can be sent to the Mobile App - Work device. Operators can target the Mobile App - Work device and configure notification settings such as repeat notifications, pause between notifications, and sound delivery. Operators can also view and track alert responses from the Mobile App - Work device. The Mobile App - Work device is displayed in the Sent Alert Details, Delivery Distribution by Devices, and User Tracking reports.
 - **Advanced search support for Mobile App - Work device:** BlackBerry AtHoc now supports searching for the Mobile App - Work device. Users can target advanced queries based on the status (Active, Inactive, or Select all) of the new device. The Mobile App - Work device can be selected as a column in table views and displayed in user profiles, showing the status and details of the device.

The Mobile App - Work device is searchable in these advanced search areas:

- Alert template - user targeting
- New alert - user targeting
- Accountability template - user targeting
- Accountability template - Accountability Officer targeting
- New accountability event - user targeting
- Static Distribution Lists - user selection advanced queries

The Mobile App - Work device is also searchable in these areas:

- Accountability event summary
- Users manager
- Dynamic distribution lists (when selecting membership criteria)
- Auto disable and delete users
- User base restriction
- **API support for the Mobile App - Work device:** The following APIs support the Mobile App - Work device:
 - **GET /devices and GET /devices/{deviceId}:** Returns the details of the Mobile App - Work device.

- **GET /orgs/{orgcode}/devices:** Returns the details of the Mobile App - Work device if it is active.
- **POST /orgs/{orgCode}/users/search/advanced:** Supports user search for the Mobile App - Work device. Conditions include equals, not equals, is empty, and is not empty for the Active, Inactive, and Not Available values.
- **GET /orgs/{orgCode}/users/{loginId}/profile:** Returns the device status for the specified profile with values of Active, Inactive, or Not available.
- **POST /orgs/{orgCode}/alerts:** Supports the Mobile App - Work device as a targetable device by its common name in the request format of TargetUsers.PersonalDevices.Devices.DeviceCommonName and TargetUsers.PersonalDevices.DeviceGroupOptions.
- **GET & PUT /orgs/{orgCode}/alerts/{auld}:** Supports the Mobile App - Work device as a targetable device by its common name in the request format of TargetUsers.PersonalDevices.Devices.DeviceCommonName and TargetUsers.PersonalDevices.Devices.Options and TargetUsers.PersonalDevices.DeviceGroupOptions.
- **GET /orgs/{orgCode}/alerts/{auld}/reports/devicesummary:** Support for the Mobile App - Work device that displays its tracking summary for a specified alert.
- **GET /SelfService/{orgCode}/Devices:** Supports the Mobile App - Work device as a device that displays its details in this endpoint if it is enabled.
- **GET & PUT /SelfService/{orgCode}/{loginId}/Profile:** Supports the Mobile App - Work device as a device that displays in this endpoint if it is enabled.

- **More Info link field update:**

The automatic "http://" prefix was removed from the "More Info" link field when a placeholder (indicated by \$) is used as the first character. When an operator enters a standard URL in the "More Info" link field, the "http://" prefix will continue to be added automatically. When an operator uses a placeholder in the "More Info" link field, the "http://" prefix is no longer added automatically. Any placeholder entered in the "More Info" link field are saved as-is, without any additional prefixes or text. This ensures that when a receiving organization sets up an alert template with a placeholder in the "More Info" link field, it can correctly display the URL provided by the sending organization's alert template.

The "Test URL" button continues to function, but displays an error if a placeholder is used instead of a valid URL.

- **Organization contact information:**

- Administrators can now provide the name, email, and phone number of an organization's administrator or help desk to assist users with administrative tasks such as resetting or retrieving their passwords.
- Administrators can customize the Organization Contact Info section in the BlackBerry AtHoc management system at Settings > General Settings.
- Organization contact information is displayed on the login, username retrieval, and password retrieval pages to assist users in the BlackBerry AtHoc management system, Self Service, and on the mobile app.
- Organization contact information is also displayed at the bottom of the BlackBerry AtHoc management system homepage welcome message.

For more information, see "[Customization](#)" in the *BlackBerry AtHoc System Settings and Configuration* guide.

- **Organization hierarchy values for users in subscribed organizations:** An issue where stale organization hierarchy values were displayed in the user manager for users in subscribed organizations was resolved. Additionally, users in a subscribed organization could be incorrectly targeted using advanced queries that referenced the organization hierarchy node they previously belonged to.

Organization hierarchy values displayed in the user manager list view are now kept up-to-date and advanced queries in the subscribed organization only target users based on their current organization hierarchy assignment.

- **Operator audit trail logging for recovered deleted users:** When a deleted user is recovered, a "Deleted Users Recovered" entry is recorded in the operator audit trail.
- **Password reminder notification updates:**

- Operators and users can now receive email reminders prior to their password expiring.
- Administrators can configure the number of days before expiration that the reminders are sent (15, 10, 7, 5, 4, 3, 2, or 1 days.)
- By default, reminders are sent 7, 5, 3, 2, and 1 days before expiration.
- Enable the password expiration reminder in the BlackBerry AtHoc management system at Settings > Setup > Security Policy > Password Update Rules.

For more information, see "[Send a reminder before a password expires](#)" in the *BlackBerry AtHoc System Settings and Configuration* guide.

- **Prevent operators from deleting or disabling their own account:** BlackBerry AtHoc was updated to prevent operators with user manager permissions from deleting or disabling their own user accounts through the "Disable and Delete Users" settings page. Operators with any of these roles can no longer delete or disable their own account even if they have included it in a disable or delete rule: Alert Manager, Advanced Alert Manager, End Users Manager, Enterprise Administrator, Organization Administrator, and Basic Administrator. If an operator attempts to delete or disable their own account, a warning message is displayed informing them that they cannot perform this action on their own user account. The "Selected users" count excludes the operator's own account, and the "Deleted or Disabled users" count will be reduced by 1 to account for the operator's account being skipped. This change ensures operators cannot accidentally or intentionally remove their own access to the BlackBerry AtHoc system, improving security and preventing service disruptions.
- **Recover deleted users:** End Users Managers, Organization Administrators, and Enterprise Administrators can now recover deleted users for up to 7 days after deletion. The recovery period is dependent on the Purge Deleted Users setting in the Disable and Delete Users settings section. Deleted users cannot be recovered after they are purged from the system. Operators cannot delete their own user accounts. The operator audit trail captures the names of deleted users and the operator who performed the deletion.
- **Status attribute for deleting users:** The Status attribute is now available for selection in the Delete Users section on the Disable and Delete Users settings screen. This enables organizations to use the Disabled status as a criteria for deleting users. Users with a Disabled status can now be automatically deleted. The Status attribute is available with the following operations: equals and not equals. The available values for the Status attribute are: Select All, Disabled, and Enabled.

The Status attribute is not available in the Disable Users section.

Server platforms

Upgraded server platforms: BlackBerry AtHoc now supports SQL Server 2022 and Windows Server 2022. Upgrading to the latest server versions enables organizations to benefit from the latest security and performance improvements. The updated server platforms are fully supported for both BlackBerry AtHoc 7.21 OnPrem and cloud releases.

Behavior changes

Behavior changes are changes in existing functionality that you need to be aware of when upgrading to BlackBerry AtHoc release 7.21. These changes require that you re-learn existing functionality.

- **Accountability alert targeting validation:** BlackBerry AtHoc now validates the status of affected users before allowing an accountability alert to be published. If only blocked users are targeted as affected users, the accountability template is marked as not ready to publish, preventing the alert from being sent to zero recipients. Previously, the accountability template displayed as Ready to Publish even when all affected users were blocked.
- **Accountability event recurrence:** Accountability templates that are configured to recur and have a next occurrence date set must have affected users and devices selected for the scheduled accountability event to publish. If affected users or devices are removed from the accountability template, the scheduled accountability event does not start and has the recurrence setting removed. This prevents accountability events from being published without affected users or targeted devices. Previously, accountability events could be published without any affected users or targeted devices when an accountability template configured with recurrence was updated to remove the affected users or targeted devices.
- **Alerts API extension:** The following API was extended to return complete end dates: `/api/v2/orgs/{orgCode}/alerts/{auld}`
- **Alert Publisher role updates:** Operators with Alert Publisher permissions cannot access the Advanced Reports or User List on the Sent Details page of an alert. Operators with the Advanced Alert Publisher role can still access these features. The Advanced Reports button and User List button are now hidden or disabled for operators who have only the Alert Publisher role. A tooltip is displayed on hover, indicating that the operator does not have the necessary permissions and should contact their administrator. The Add Column button in the User Targeting panel is also hidden or disabled for operators with only Alert Publisher permissions, with a similar tooltip displayed on hover.
- **Attribute value length limit for response options:** A 64-character limit on attribute values used as response options was added. If an attribute value exceeds this limit, an error message is displayed, and the attribute is not saved until the value is shortened or the "Use as a Response Option" setting is unchecked. This helps ensure that response options fit within the character limit for alerts.
- **Bilingual alert enhancements:** BlackBerry AtHoc now supports delivering bilingual alerts using the preferred language templates for email and desktop notifications. When a bilingual alert is sent, the selected second language uses the corresponding email and desktop locale templates to ensure the message is fully displayed in the user's preferred language. The severity level also matches the delivery locales in both languages. If no delivery template exists for the selected language, the system defaults to the organization locale. Bilingual alerts do not support custom delivery templates. This enhancement ensures that users receive alerts in their preferred language.
- **Extended GetOperators API to filter by object ID:** The `/orgs/{orgCode}/operators` API endpoint was updated to return results based on a specified organization code and object ID. The updated API endpoint now returns operators based on object ID.
- **FIPS code validation and delivery for IPAWS alerts:** An issue where IPAWS alerts were rejected due to FIPS codes that fall outside of the customer's approved alerting jurisdiction was fixed. This update ensures that IPAWS alerts include all necessary FIPS codes without restrictive validations, IPAWS alerts are successfully delivered, and the risk of IPAWS rejections due to jurisdictional issues is reduced.
- **Improved alert response reporting:** BlackBerry AtHoc was updated to address delayed reporting of alert responses. When an operator refreshes the Alert Summary Report page, the system checks for new data in the database and recalculates the report data if necessary. A configurable backend timer was added with an initial setting of 5 seconds. If the user refreshes the page before the timer expires, the system pulls the available data instead of fully recalculating the summary. Upon each refresh, the alert summary charts are updated to provide more timely and accurate information.
- **Lithuania phone number format update:** BlackBerry AtHoc now supports the change in Lithuania's domestic dialing code from 8 to 0. BlackBerry AtHoc correctly displays Lithuanian phone numbers with a 0 prefix when

the +370 country code is selected. This change was applied across BlackBerry AtHoc, including in the User Manager, Self Service, user import, and API.

- **Status attribute for deleting users:** The Status attribute is now available for selection in the Delete Users section on the Disable and Delete Users settings screen. This enables organizations to use the Disabled status as a criteria for deleting users. Users with a Disabled status can now be automatically deleted. The Status attribute is available with the following operations: equals and not equals. The available values for the Status attribute are: Select All, Disabled, and Enabled.

The Status attribute is not available in the Disable Users section.

- **Stop calling options improvement:** When an operator creates an alert with no responses and selects Phone as a delivery device, the Stop Calling options now correctly override the Call Attempts and Retry Interval settings. If the Stop Calling options are met, such as delivering the alert as a voicemail, additional call attempts are not made. The Bilingual feature no longer impacts the Stop Calling functionality.

Breaking changes

Breaking changes are changes that will cause existing integrations and functionality to break unless you take remedial action.

Benin phone number format update: BlackBerry AtHoc now supports the change in Benin's phone number format from 8 to 10 numbers. Existing international phone number libraries were updated to support the new 01 phone prefix. The phone country code selector in the User Manager continues to show +229 beside the Benin flag.

Resolved issues

The following issues were resolved in BlackBerry AtHoc release 7.21 (Cloud).

Jira ID	Description
IWS-62371	When an initial attempt to send an SMS alert fails, but then is successful upon retry, the user tracking report continues to display an error message.
IWS-66879	When an operator clicks the Edit & Format button on the Email Preview window, the UI (color, font, and font size) of the alert's title and body changes to black color with a small font. When the operator clicks the Edit & Format button and chooses the alignment of the alert to right/middle and then clicks on Apply, the title does not move to the right/middle in the preview window. However, after the alert is published, the operator can see the alignment as right/middle, as selected.
IWS-70011	If all users are selected on the user manager page and then several users are deselected, clicking on the "Edit User" icon for a user causes the page to load continuously.

Known issues

This section lists known issues in BlackBerry AtHoc releases.

7.21

Jira ID	Description	Workaround
Mobile App publishing		
IWS-72872	Users cannot publish alerts that contain a pin location from the BlackBerry AtHoc mobile app even when the alert template is properly configured and marked for mobile publishing. The publish fails with the following error message: "Failed to publish alert." This issue occurs on both Android and iOS devices.	—

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Jira ID	Description	Workaround
Alerting		
IWS-58156	Alerts triggered from the mobile app do not display the icons on the map that are defined in the mobile event rules.	—
IWS-61074	Tabbing does not navigate correctly in alerts sent to the desktop app using the default template.	—
External event alert		
IWS-58065	Alerts are not triggered for external events when placeholders are added to the alert title in the out-of-the-box External Feeds Template. The External Feeds Template contains a [BFSTitle] placeholder by default. Adding additional placeholders to the title field can cause the title to have more than the maximum number of characters.	Do not add additional placeholders to the title field.
IPAWS		
IWS-58653	IPAWS COG to COG alerting does not function.	—
Reporting		
IWS-62851	The Alerts Usage report should not count silent ping alerts.	—

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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