



BlackBerry AtHoc

SMS Opt-In

7.21

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What is 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.

Organization Administrators create event codes, and then share the event code and the short code with users. When a user opts-in by sending an SMS with the event code, they are added to the BlackBerry® AtHoc® management system. Administrators can then target them in alerts.

Activate SMS Opt-In

Entries are added to the operator audit log when SMS Opt-in is enabled or disabled.

Before you begin:

- You must be an Organization Administrator, Enterprise Administrator, or System Administrator to enable and activate SMS Opt-In.
 - SMS Opt-In is disabled by default. To enable it, log in as a System Administrator and go to **Settings > Setup > Feature Enablement** and set the IsSMSOptInEnabled feature to True.
 - To activate SMS Opt-In, the text messaging device must have the Common Name "sms". Verify the device's Common Name in **Settings > Devices > Device**. If a second text messaging device is required, select that device when targeting SMS Opt-In users in alerts or accountability events.
 - A text messaging device with the Common Name "sms" must be enabled for SMS Opt-In to work. To enable a text messaging device, or to verify that your enabled device has the Common name "sms" go to **Settings > Devices > Device**. If you need to add a second text messaging device in order to have one with the Common Name "sms" you must select that device when targeting SMS Opt-In users in alerts or accountability events.
1. Log in to the BlackBerry AtHoc management system as an administrator.
 2. Click .
 3. In the **Users** section, click **SMS Opt-In**.
 4. On the **SMS Opt-In** page, click **Activate**.
- A success message and details about the SMS Opt-In service are displayed on the **SMS Opt-In** page.
 - A multi-select picklist attribute is automatically created that can be used to target users in alerts.

Settings > SMS Opt-In

Manage Event Codes

Success

- SMS Opt-In service has been activated.
- Click on "Manage Event Codes" button to create or modify SMS Opt-In event codes.

The BlackBerry AtHoc SMS Opt-In service has been activated. This means users can send SMS text to subscribe to Event Codes. Once subscribed, publisher will be able to send alerts to Event Code subscribers.

Deactivate SMS Opt-In Service for this Organization

Deactivate

SMS Opt-In Service Account svc_optin-f3f3a0bf-e160-414a-ab29-4a53473a1a6f


Client ID cid_optin-01675d38-d354-4768-b0c1-ead6501b48c6-b9b5d0872b05

Attribute Name Opt-In 15145

Status Active


Make the Opt-In user attribute available for targeting and user management

When you enable SMS Opt-In, an Opt-In user attribute is automatically created. In order to target users in alerts and events using this SMS opt-in user attribute, you must make it available for targeting.

1. Log in to the BlackBerry AtHoc management system as an administrator.
2. Click .
3. In the **Basic** section, click **General Settings**.
4. On the **General Settings** screen, in the **Layouts** section, click **View/Edit** beside **Targeting Settings**.
5. On the **Group Targeting Definition** window, in the **Available Fields** column, click the **Opt-In** *<opt-in-number>* attribute.
6. Click **Add**.
7. Optionally, use the control buttons on the right to move the Opt-In attribute higher or lower in the **Selected Fields** list.
8. Click **Save**.
9. On the **General Settings** screen, click **Save**.
10. In the navigation bar, click **Users > User Attributes**.
11. On the **User Attributes** screen, click the **Opt-In** *<opt-in-number>* attribute.
12. On the user attribute details page, in the **Page Layout** section, select a value from the **User Details - Full Page** pull-down menu. Do not leave this option set to **Do Not show**.
13. Click **Save**.

Create an event code

Create an event code so that you can target users outside your organization with SMS alerts.

1. Click .
2. In the **Users** section, click **SMS Opt-In**.
3. On the **SMS Opt-In** screen, click **Manage Event Codes**.
4. On the **Manage Event Codes** page that opens in a new tab on your browser, click **New**.
5. On the **Create New Event code** window, enter an event code name. Spaces and the following characters are not allowed: `!\$%&^()=_{},\:"'<>|\`
6. In the **Event Code** field, enter an event code. This is the code that you will provide to your end users. They send this event code in an SMS to subscribe to alerts.
7. Optionally, in the **Expiration** field, select a date for the event code to expire. When an event code expires, users can no longer use the event code.
8. Click **Save**.

After you finish: When you promote your event code, include the following text: `Text [event-code] to [sms-number]`. If you do not know the SMS number, see [SMS numbers for U.S. hosted systems](#) and [SMS numbers for European hosted systems](#).

SMS numbers for U.S. hosted systems

Country	Primary SMS number	Backup SMS number
Canada	73101	73102
Japan	81502	80447
New Zealand	2316	2575
United Arab Emirates	3775	6991
United States	28462	73101




SMS numbers for European hosted systems

Country	Primary SMS number	Backup SMS number
Canada	555666	333666
Croatia	815517	815518
Japan	85136	80447
New Zealand	4840	8434


Country	Primary SMS number	Backup SMS number
United Arab Emirates	1727	2496
United Kingdom	65165	65465
United States	333666	444666

Edit an event code

Event codes can be edited until they expire. Event codes cannot be deleted.

1. Click .
2. In the **Users** section, click **SMS Opt-In**.
3. On the **SMS Opt-In** screen, click **Manage Event codes**.
4. Optionally, on the **Manage Event Codes** window, enter an event code in the **Search** field and click  to narrow the list of event codes.
5. On the **Manage Event Codes** window, click  on the row for the event code you want to edit.
6. Optionally, update the **Event Description**, **Event Code**, and **Expiration** fields.
7. Click **Save**.

Deactivate SMS Opt-In

1. Click .
2. In the **Users** section, click **SMS Opt-In**.
3. Click **Deactivate**.

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

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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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