



BlackBerry AtHoc Geofencing Operator Guide

1.0

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What is AtHoc Geofencing?


AtHoc Geofencing is a standalone application that enables operators to accurately and easily track the location of users in the field. Using AtHoc Geofencing, operators can easily identify where a user currently is, where they've been, and how long they've been there. AtHoc Geofencing provides automated entry, dwelling, and exit tracking, giving the operator greater situational awareness of their users.

End users must enable tracking on their BlackBerry AtHoc mobile app. For information about enabling tracking on the mobile app, see "[Tracking](#)" in the *BlackBerry AtHoc Mobile App User Guide*.

Enable geofence features

The AtHoc Geofence application is not enabled by default.

Before you begin: You must be a System Administrator to enable geofence features.

1. Log in to the BlackBerry AtHoc management system as a System Administrator.
2. Click .
3. On the **Settings** screen, in the **System Setup** section, click **Feature Enablement**.
4. On the **Feature Enablement** screen, click the **IsGeoFencingAppSupported** row.
5. On the **Edit Feature Enablement** dialog, select **True** from the **Enabled** drop-down list to enable geofencing.
6. Optionally, if you are logged in to an enterprise or super enterprise organization, select the **Force all children to inherit** option.
7. Click **Save**.

The AtHoc Geofencing features are enabled and the Geofencing button appears on the home page of the BlackBerry AtHoc management system.

Access the Geofence application

Before you begin:

- You must be a Geofence Manager, Enterprise Administrator, Organization Administrator, or System Administrator to access the Geofence application.
- [Geofence features must be enabled](#).







1. Do either of the following:
 - Log in to the BlackBerry AtHoc management system as a Geofence Manager, Enterprise Administrator, Organization Administrator, or System Administrator and then click **Geofencing** on the home page.
 - Open a browser window and enter the following URL: `https://<<domain>>/geofence`.

The AtHoc Geofence application opens in a new browser tab.





2. Optionally, from the AtHoc Geofence application, manage [Geofence map settings and controls](#).













Geofence map settings and controls

Geofence map settings

Setting	Description
	Reset to the default Geofence map view.
	Open the Imported Shape Layers manager. View and enable imported shape layers. For more information about adding and validating shape layers, see Shape layers in the <i>BlackBerry AtHoc Live Map</i> guide.
	Open the Geofence manager. Create and manage geofences. View dwelling reports.
	Access the Help & Support page. This page provides information about the product version, terms of service, and a link to the documentation.
	Open the Map Settings screen in the BlackBerry AtHoc management system.
	View your profile information.

Geofence map controls

Control	Description
	Enter an address and press Enter on your keyboard to move the map view to that location.
	Select the type of map you want to view.
	Open the drawing tools panel.
	Draw a polygon on the map.

Control	Description
	Draw a rectangle on the map.
	Draw a circle on the map.
	Select or deselect a shape on the map.
	Delete a drawn shape from the map.
	Open the measurement tools tray.
	Measure the distance between points on the map.
	Measure the area of a drawn shape on the map.
	Clear a measurement from the map.
	Close a tool tray or panel.
	Move to the default view.
	Zoom in.
	Zoom out.

Create a geofence

Create geofences to track the location of your users. The entry and exit times of users who enter or leave the geofence are tracked.




Before you begin:

- You must be a Geofence Manager, Enterprise Administrator, Organization Administrator, or System Administrator to create a geofence.
- [Geofence features must be enabled.](#)

1. [Access the Geofence application.](#)

2. In the side navigation bar, click  > **Create Geofence**. The Create Geofence panel opens.

3. On the map, do any of the following:

- Click  to search for a location on the map.
- Click  to open the drawing tools panel and then draw a shape on the map.
- Select an existing shape on the map.
- Select an imported shape layer on the map. To display an imported shape layer, click  to open the Imported Shape Layers panel. Toggle the switch for the shape layer to display it on the map.

4. On the **Create Geofence** panel, in the **Basic** section, select the **Active** or **Inactive** status option. Active is selected by default. Inactive geofences do not appear on the map. User entries and exits are tracked only in active geofences.

5. In the **Basic** section, enter a name and description for the geofence. The Name field has a 100 character limit. The Description field has a 300 character limit. The following special characters are not allowed: ` ! \$ % & ^ = . ; \ : ? " < > | [] .

6. In the **Tags** field, add up to 5 tags. Select a predefined tag, or type to create a new tag. Press **Enter** on your keyboard to save the tag. The following special characters are not allowed: ` ! \$ % & ^ = . ; \ : ? " < > | [] .

7. In the **Tracked Users** section, do either of the following to add tracked users to the geofence. At least one active user must be selected. Operators with userbase restrictions see only users they have access to.

- Click the **USERS** tab. Click **ADD USERS**. On the **Add Users** dialog, select the users to track. Click **APPLY**. You can select up to 50 users.
- Click the **DISTRIBUTION LISTS** tab. Click inside the **Distribution Lists** field and then select the distribution lists to include from the pull-down menu. Click anywhere outside of the **Distribution Lists** field to exit the distribution list selector.






The number of tracked users is displayed in the Tracked Users section. Click the number of tracked users to open the **Tracked Users** dialog and view information about the tracked users.

8. Click **Save**.

View all geofences








Before you begin:

The geofence details on the map and the active user count displayed on the Geofences panel refresh automatically once a minute.

- You must be a Geofence Manager, Enterprise Administrator, Organization Administrator, or System Administrator to access the geofence manager.
 - [Geofence features must be enabled.](#)
1. [Access the Geofence application.](#)
 2. In the side navigation bar, click  > **Geofences**. The Geofences panel opens. A  indicates an active geofence. A  indicates an inactive geofence. The  indicates the number of active users in a geofence. Any tags associated with a geofence are displayed below the name of the geofence.
 3. Optionally, click the name of a geofence to zoom to it on the map.
 4. Optionally, in the row for a geofence, click  to do any of the following:
 - [Edit the geofence](#)
 - [View the dwelling report](#)
 - [Delete the geofence](#)




View tracked users for a geofence

Before you begin:

- You must be a Geofence Manager, Enterprise Administrator, Organization Administrator, or System Administrator to view the tracked users for a geofence.
 - [Geofence features must be enabled.](#)
1. [Access the Geofence application.](#)
 2. In the side navigation bar, click  > **Geofences**. The Geofences panel opens. The  indicates the number of active users in a geofence.
 3. On the **Geofences** panel, in the row for a geofence, click  > **Edit**.
 4. On the **Edit Geofence** panel, click the link that displays the number of users in the **Tracked Users** section. The Tracked Users dialog appears, displaying all tracked users in the geofence.
 5. Optionally, on the **Tracked Users** dialog, do any of the following:
 - Click any column header to sort the display alphabetically by that column's values.
 - Enter a name in the  **Search names** field to search for a tracked user by display name, username, first name, or last name.
 - Click  **COLUMNS** to toggle the display of any column on or off. Each column represents a user attribute. Organization hierarchy and dynamic hierarchy type attributes are not supported.
 - Click  **FILTERS** to narrow the display of tracked users by display name, username, first name, or last name.
 - Click  **DENSITY** to adjust the height of rows in the display.

Edit a geofence

Before you begin:

- You must be a Geofence Manager, Enterprise Administrator, Organization Administrator, or System Administrator to create a geofence.
 - [Geofence features must be enabled.](#)
1. [Access the Geofence application.](#)
 2. In the side navigation bar, click  > **Geofences**.
 3. On the **Geofences** panel, in the row for a geofence, click  > **Edit**.
 4. On the **Edit Geofence** panel, in the **Basic** section, do any of the following:
 - Select the **Active** or **Inactive** status option.
 - Update the name and description for the geofence. The Name field has a 100 character limit. The Description field has a 300 character limit. The following special characters are not allowed: ` ! \$ % & ^ = . ; \ : ? " < > | []
 - In the **Tags** section, add up to 5 tags. Select a predefined tag, or type to create a new tag. Press **Enter** on your keyboard to save the tag. The following special characters are not allowed: ` ! \$ % & ^ = . ; \ : ? " < > | []
 5. On the geofence map, click to move the location of the geofence or change its shape. This option is available only for geofences created by drawing a shape on the map. The shapes of geofences created from imported shape layers cannot be modified.
 6. On the **Edit Geofence** panel, in the **Tracked Users** section, do any of the following:
 - Click the link that displays the number of users in the **Tracked Users** section. The Tracked Users dialog appears, displaying all tracked users in the geofence.
 - Click the **USERS** tab. Click **ADD USERS** to add additional tracked users to the geofence. On the **Add Users** dialog, select the users to track. Click **APPLY**.
 - Click the **DISTRIBUTION LISTS** tab. Click inside the **Distribution Lists** field and then select the distribution lists to include from the pull-down menu. Click anywhere outside of the **Distribution Lists** field to exit the distribution list selector.
 - Click  to remove a tracked user.
 7. Click **Save**.

View geofence dwelling reports




The geofence dwelling report provides information about the entry, exit, and dwelling times of your users for one or more geofences.

Before you begin:

- You must be a Geofence Manager, Enterprise Administrator, Organization Administrator, or System Administrator to view geofence dwelling reports.
- [Geofence features must be enabled.](#)





1. [Access the Geofence application.](#)

2. Do either of the following:

- To view a dwelling report for all geofences in your organization, in the side navigation bar, click  > **Reports**. The Dwelling Report screen opens. The dwelling report for the last day is displayed by default.
- To view a dwelling report for a specific geofence, click  > **Geofences**. On the **Geofences** panel, on the row for a geofence, click  > **View Report**.





3. Optionally, on the **Dwelling Report** screen, select a entry and exit time and date from the **Entry Time** and **Exit Time** calendar pickers.

4. Optionally, on the **Dwelling Report** screen, do any of the following:

- Click any column header to sort the display alphabetically by that column's values.
- Enter a name in the  **Search geofence** field to search for a geofence.
- Click  **COLUMNS** to toggle the display of any column on or off.
- Click  **DENSITY** to adjust the height of rows in the display.
- Click  **EXPORT** > **Download as CSV** to save the dwelling report to your local system.
- Refresh your browser window to update the data displayed on the **Dwelling Report** screen.

Export geofence dwelling reports



Before you begin:

- You must be a Geofence Manager, Enterprise Administrator, Organization Administrator, or System Administrator to export geofence dwelling reports.
 - [Geofence features must be enabled.](#)
1. [Access the Geofence application.](#)
 2. To export a dwelling report for all geofences in your organization, in the side navigation bar, click  > **Reports**.
 3. To export a dwelling report for a specific geofence, click  > **Geofences**. On the **Geofences** panel, on the row for a geofence, click  > **View Report**.
 4. On the **Dwelling Report** screen, click  **EXPORT** > **Download as CSV** to save the dwelling report to your local system.

Delete a geofence

Deleting a geofence cannot be undone. Deleting a geofence also deletes all data related to the geofence.

Before you begin:

- You must be a Geofence Manager, Enterprise Administrator, Organization Administrator, or System Administrator to export geofence dwelling reports.
 - [Geofence features must be enabled.](#)
1. In the side navigation bar, click  > **Manage**.
 2. On the **Geofence Manager** panel, in the row for a geofence, click  > **Delete**.
 3. On the **Delete geofence?** confirmation dialog, click **DELETE**.

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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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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