



BlackBerry AtHoc Geofencing Operator Guide

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What is the AtHoc Geofencing app?

The AtHoc Geofencing app is a standalone application that enables operators to accurately and easily track the location of users in the field. Using the AtHoc Geofencing app, operators can easily identify where a user currently is, where they've been, and how long they've been there. The AtHoc Geofencing app 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 the AtHoc Geofencing app

The AtHoc Geofencing app is not enabled by default.

The AtHoc Geofencing app is available only for AtHoc Cloud (hosted) customers. The AtHoc Geofencing app is not available for OnPrem installations.

Before you begin: You must be a System Administrator to enable the AtHoc Geofencing app

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 app is enabled and the Geofencing button appears on the home page of the BlackBerry AtHoc management system.

Access the AtHoc Geofencing app

Before you begin:

- You must be a Geofence Manager, Enterprise Administrator, Organization Administrator, or System Administrator to access the Geofencing app.
- [The AtHoc Geofencing app 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 Geofencing app opens in a new browser tab.

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

Geofence roles and permissions

Geofence Managers, Organization Administrators, Enterprise Administrators, and System Administrators have the following capabilities in the BlackBerry AtHoc Geofencing app:

- Access the AtHoc Geofencing application
- Create geofences
- Create geofence folders
- Delete geofences
- Delete geofence folders
- Edit geofences
- Edit geofence folders
- View geofences
- View geofence reports

For more information about additional capabilities and permissions of Geofence Managers, Organization Administrators, Enterprise Administrators, and System Administrators, see the [BlackBerry AtHoc Roles and Permissions Reference](#).

Geofence map settings and controls

Geofence map settings

Setting	Description
	Reset to the default geofence map view.
	Open the Imported Shape Layers manager to 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.
	Open the Geofence Audit Report. View details about actions associated with all geofences.
	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.

Geofence and shape context dialog controls

Control	Description
	Open the Edit Geofence panel.
	Delete the geofence.
	Open the dwelling report for the geofence.
	Zoom in on the geofence.
>	Go to the next geofence.
<	Go to the previous geofence.
	Select a specific geofence.
	Dock the geofence or shape context dialog.
	Undock the geofence or shape context dialog.
∨	Collapse the context dialog.
∧	Expand the context dialog.
×	Close the context dialog.

Manage access to geofence folders

If you are a Organization Administrator, Enterprise Administrator, or System Administrator, you can change an operator's access to view or manage specific geofences and their data by selecting to restrict their access to geofence folders. Geofence Managers and Organization Administrators who have access to the AtHoc Geofencing app can have their access to geofence folders restricted.

1. Log in to the management system.
2. In the navigation bar, click **Users** > **Users**.

3. On the **Users** screen, click the row containing the name of the operator.
4. On the user details screen, click **Edit Operator Permissions**.
5. On the **Operator Permissions** screen, scroll down to the **Geofence Folders** section.
6. Select the **Unrestricted** or **Restricted** option beside **Publish/Manage** to grant or block access to geofence folders in the organization. When **Restricted** is selected, the geofence folders list appears. Select the geofence folders to which you want to restrict operator access.
7. Click **Save**.

Set the number of location retry attempts

Note: This Geofence Settings section appears in the Map Settings only when Geofencing is enabled in Settings > Feature Enablement.

Use the **Location Retry Attempts** field in the Geofence Settings section in the Map Settings to configure a counter for BlackBerry AtHoc to tolerate a user in a geofence not sending a new location update due to losing power, losing connectivity, or turning off tracking while inside a geofence. If no new location update is received after the defined number of location retry attempts, BlackBerry AtHoc updates and closes the open dwelling report record and adds an automated exit time stamp to the system. The range is a numeric value between 2 and 99, with a default of 5.

BlackBerry AtHoc continues to monitor for new location updates and takes appropriate actions based on the user's location relative to the geofence.

1. Log in to the BlackBerry AtHoc management system.
2. In the navigation bar, click .
3. In the **Basic** section, click **Map Settings**.
4. On the **Map Settings** screen, in the **Geofence Settings** section, enter a number between 2 and 99.

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.
- [The AtHoc Geofencing app must be enabled.](#)

1. [Access the AtHoc Geofencing app.](#)

2. Do either of the following:

- In the side navigation bar, click  > **Create Geofence**. The Create Geofence panel opens.
- In the side navigation bar, click  > **Geofence Manager**. On the **Geofence Manager** panel click  > **+ Create Geofence**.

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  on the side navigation bar 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 for 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. Select a folder from the **Folder** pull-down list. To create a new folder, click **+ Create Folder** and then on the **Create Folder** dialog, enter a name for the folder and click **Create**.

8. 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 the users they have access to.

- Click the **Users** tab. Click **Add Users**. On the **Add Users** dialog, select 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.

9. Click **Save**.

Manage geofence folders

Create geofences folders to organize your geofences.

Before you begin:

- You must be a Geofence Manager, Enterprise Administrator, Organization Administrator, or System Administrator to create a geofence folder.
- [The AtHoc Geofencing app must be enabled.](#)

1. [Access the AtHoc Geofencing app.](#)
2. In the side navigation bar, click  > **Geofence Manager**.
3. At the top of the **Geofence Manager** panel, click .
4. Click **+ Create Folder**.
5. On the **Create Folder** dialog, enter a name for the folder.
6. Click **Create**.

The new folder appears on the Geofence Manager panel below the list of geofences.

7. Optionally, to rename a folder, click  >  **Rename Folder** beside the folder name. On the **Rename Folder** dialog, enter a new name for the folder. Click **Save**.
8. Optionally, to delete a folder, click  >  **Delete Folder** beside the folder name. On the **Delete Folder** dialog, click **Delete**. Any geofences in the deleted folder are retained and automatically moved to the System Default folder.

View all geofences

Before you begin:

The geofence details on the map and the active user count displayed in the Geofence Manager refresh automatically once a minute.

- You must be a Geofence Manager, Enterprise Administrator, Organization Administrator, or System Administrator to access the geofence manager.
 - [The AtHoc Geofencing app must be enabled.](#)
1. [Access the AtHoc Geofencing app.](#)
 2. In the side navigation bar, click  > **Geofence Manager**. The Geofence Manager panel opens. 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 the details of a geofence or shape layer

Before you begin:

The AtHoc Geofencing app must be enabled.

1. [Access the AtHoc Geofencing app](#).
2. If the geofence or shape layer you want to view is not visible on the map, do either of the following:
 - To view a geofence, in the side navigation bar, click  > **Geofence Manager**. On the **Geofences Manager** panel, click the name of a geofence to zoom to it on the map.
 - To view a shape layer, click . On the **Imported Shape Layers** panel, toggle the shape layer on and then click the name of the shape layer to zoom to it on the map.
3. Click the geofence or shape layer on the map to open the context dialog.
4. On the context dialog, do any of the following:
 - [Edit a geofence from the map](#)
 - [Delete a geofence from the map](#)
 - [View a geofence dwelling report](#)

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.
 - [The AtHoc Geofencing app must be enabled.](#)
1. [Access the AtHoc Geofencing app.](#)
 2. In the side navigation bar, click  > **Geofence Manager**. The Geofence Manager panel opens. The  indicates the number of active users in a geofence.
 3. On the **Geofence Manager** 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 from the geofence manager

Before you begin:

- You must be a Geofence Manager, Enterprise Administrator, Organization Administrator, or System Administrator to edit a geofence.
 - [The AtHoc Geofencing app must be enabled.](#)
1. [Access the AtHoc Geofencing app.](#)
 2. In the side navigation bar, click  > **Geofence Manager**.
 3. On the **Geofence Manager** 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: ` ! \$ % & ^ = . ; \ : ? " < > | [] .
 - Click  to remove a tag.
 - Select a folder from the **Folder** pull-down list. To create a new folder, click **+ Create Folder** and then on the **Create Folder** dialog, enter a name for the folder and click **Create**.
 5. On the geofence map, click a geofence shape to move it 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. 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 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. Optionally, to cancel editing the geofence and exit without saving your changes, click **Cancel**. On the **Leave Geofence editing?** dialog, click **Leave**.
 8. Click **Save**.

Edit a geofence from the map

Before you begin:

- You must be a Geofence Manager, Enterprise Administrator, Organization Administrator, or System Administrator to edit a geofence.
 - [The AtHoc Geofencing app must be enabled.](#)
1. [Access the AtHoc Geofencing app.](#)
 2. On the map, click a geofence.
 3. On the pop-up dialog that appears, click  **Edit**. If there is more than one geofence in the same area, click  and then select the geofence you want to 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: ` ! \$ % & ^ = . ; \ : ? " < > | [] .
 - Click  to remove a tag.
 - Select a folder from the **Folder** pull-down list. To create a new folder, click **+ Create Folder** and then on the **Create Folder** dialog, enter a name for the folder and click **Create**.
 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. 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 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. Optionally, to cancel editing the geofence and exit without saving your changes, click **Cancel**. On the **Leave Geofence editing?** dialog, click **Leave**.
 8. 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.
- [The AtHoc Geofencing app must be enabled.](#)

1. Access the AtHoc Geofencing app.

2. Do any 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  > **Geofence Manager**. On the **Geofence Manager** panel, on the row for a geofence, click  > **View Report**.
- Click a geofence on the map to open the geofence context dialog and then click  **View Report**.

3. Optionally, on the **Dwelling Report** screen, select an entry and exit time and date from the **Entry Timestamp** and **Exit Timestamp** calendar pickers. The last 24 hours are displayed by default.

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** to download the dwelling report to your local system as a CSV file.
- Refresh your browser window to update the data displayed on the **Dwelling Report** screen.

Export a geofence dwelling report

Before you begin:

- You must be a Geofence Manager, Enterprise Administrator, Organization Administrator, or System Administrator to export geofence dwelling reports.
 - [The AtHoc Geofencing app must be enabled.](#)
1. [Access the AtHoc Geofencing app.](#)
 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  > **Geofence Manager**. On the **Geofence Manager** panel, on the row for a geofence, click  > **View Report**.
 4. On the **Dwelling Report** screen, click  **Export** to download the dwelling report to your local system as a CSV file. If the report has more than 5000 records, select a batch from the pull-down menu.

View the geofence audit report

The geofence audit report includes an entry when a geofence is created, updated or deleted and when a geofence API call is made.

Before you begin:

- You must be a Geofence Manager, Enterprise Administrator, Organization Administrator, or System Administrator to view the geofence audit report.
- [The AtHoc Geofencing app must be enabled.](#)

1. [Access the AtHoc Geofencing app.](#)
2. On the side navigation bar, click .
3. On the **Geofence Audit Report** screen, select an entry and exit time and date from the **From** and **To** calendar pickers. The last 24 hours are displayed by default.
4. Optionally, on the **Geofence Audit 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 🔍 **Username** field to search for a user.
 - 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** to download the audit report to your local system as a CSV file.
 - Refresh your browser window to update the data displayed on the **Geofence Audit Report** screen.

Delete a geofence from the geofence manager

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 delete a geofence.
 - [The AtHoc Geofencing app must be enabled.](#)
1. [Access the AtHoc Geofencing app.](#)
 2. In the side navigation bar, click  > **Geofence Manager**.
 3. On the **Geofence Manager** panel, in the row for a geofence, click  > **Delete**.
 4. On the **Delete Geofence?** confirmation dialog, click **Delete**.

Delete a geofence from the map

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 delete a geofence.
 - [The AtHoc Geofencing app must be enabled.](#)
1. [Access the AtHoc Geofencing app.](#)
 2. On the map, click a geofence.
 3. On the context dialog that appears, click  **Delete**. If there is more than one geofence in the same area, click  and then select the geofence you want to delete.
 4. 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

The BlackBerry AtHoc documentation team strives to provide accurate, useful, and up-to-date technical documentation. If you have any feedback or comments about BlackBerry AtHoc documentation, email athocdocfeedback@blackberry.com. Please include the name and version number of the document in your email.

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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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BlackBerry Limited
2200 University Avenue East
Waterloo, Ontario
Canada N2K 0A7

BlackBerry UK Limited
Ground Floor, The Pearce Building, West Street,
Maidenhead, Berkshire SL6 1RL
United Kingdom

Published in Canada