



BlackBerry AtHoc

Mobile App Administrator Guide

4.11

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What is the BlackBerry AtHoc mobile app?

The BlackBerry® AtHoc® mobile app leverages the latest mobile technologies for rapid mass notification and personnel accountability. The BlackBerry AtHoc mobile app provides significant advantages to mobile operators, first responders, and alert recipients. This innovative application activates mass alerts and personnel tracking. The BlackBerry AtHoc mobile app is available on most popular devices, including Android and iOS smart phones and tablets. The BlackBerry AtHoc mobile app can be downloaded from the Apple App and Google Play stores.

Combined with the BlackBerry AtHoc management system, BlackBerry AtHoc's award-winning, unified, netcentric technology, the BlackBerry AtHoc mobile app enhances an organization's ability to reach key personnel during the most extreme conditions, extending situational awareness and the reach of the BlackBerry AtHoc management system.

Product requirements

The BlackBerry AtHoc mobile app has the following software requirements and supported OS versions.

Supported OS versions

- Android: 13.0, 12.0, 11.0, 10.0, and 9.0
- iOS: iOS 16, iOS 15, iOS 14
- iPadOS: with iOS 14

App version support


The following BlackBerry AtHoc mobile app versions are no longer supported:

- 3.5.x
- 4.0
- 4.1.x

Software requirements

- BlackBerry AtHoc release 7.5 or later release
- BlackBerry AtHoc release 7.10 or later release to enable biometric authentication

Set up the BlackBerry AtHoc mobile app

The BlackBerry AtHoc mobile app is available as a download from Apple App and Google Play stores. When the BlackBerry AtHoc mobile app is installed, a  appears on your device home screen.

When new alert content is published, the BlackBerry AtHoc mobile app displays an audio/visual alert notification on a mobile phone. The end-user can choose a response option (if response options are sent) and click a link to view complete Alert Inbox information on active alerts.

Personal Safety System (PSS) set up

For detailed information about PSS and how to connect the BlackBerry AtHoc management system with the mobile app, contact the BlackBerry AtHoc Customer Support team.

Register the Mobile app


Prerequisites

- Download and install the BlackBerry AtHoc mobile app from the Google Play or Apple App stores.
- Before you register the BlackBerry AtHoc mobile app on your device, you may need the organization code provided by your BlackBerry AtHoc administrator. If your organization has a mapped email domain, you can register using your work email address without providing an organization code.
- If the BlackBerry AtHoc mobile app is pushed by UEM/MDM and you belong to the same organization configured in the UEM/MDM, then you only have to verify your email address when registering for the first time and are directed to the home screen. In this case, you do not have to enter the organization code. You must enter the organization code if you switch organizations after registering for the first time. You may have to enter the organization code when registering for the first time if the organization you belong to is not configured in UEM/MDM, or there is no organization code configured in UEM/MDM.

1. Tap the BlackBerry AtHoc app icon on your device.
2. Tap **Continue**.
3. On the **Registration** screen, if it is not displayed, enter the email address that is associated with your BlackBerry AtHoc user profile. If you do not already have a BlackBerry AtHoc user profile, one will be created for you automatically.
4. Tap **Submit**. A verification page with a confirmation message is displayed.
5. Tap **Continue**.
6. Check your email for a welcome email from BlackBerry AtHoc with a link to activate your account to your registered email address.
7. On the welcome email, click **Verify Email Address**.
8. On the **Allow "AtHoc" to use your location?** pop-up, tap **Allow While Using the App**.

Note: If you are using an Apple iPhone running iOS 14 or later, turn on the Precise Location setting.

9. After the email address is verified, do one of the following:
 - If your email address domain maps to a domain in the BlackBerry AtHoc system, the name of your organization appears on the Registration screen. You can tap **Enter Org Code** to register with a different organization. Tap **Continue** to register with the displayed organization. The My Profile page opens. Add additional contact information to your user profile, then tap **Save**. On the **Changes have been saved** pop-up, click **OK**. The Inbox opens.


- If the email you entered does not match a mapped domain in the BlackBerry AtHoc system, the Add Organization screen opens on your device. Enter the organization code provided by your BlackBerry AtHoc administrator and tap **Send** or . The Inbox opens.

Add BlackBerry AtHoc to the app list in BlackBerry UEM

Before you can manage BlackBerry AtHoc, you must add it to the app list in BlackBerry UEM. The app list contains apps that you can assign to users, user groups, and device groups. This section explains how to add BlackBerry AtHoc to BlackBerry UEM. For complete information on how to manage apps in BlackBerry UEM, see the *BlackBerry UEM Managing Apps Administration* guide.

Add BlackBerry AtHoc for iOS to the app list

If your organization is using a proxy server, you must ensure that no SSL interception occurs. For more information on ports that must be open, visit support.blackberry.com/ to read article 52777.

1. On the menu bar, click **Apps**.
2. Click .
3. Click **App Store**.
4. In the search field, enter **BlackBerry AtHoc**.
5. In the drop-down list, select the country of the store that you want to search in.
6. Click **Search**.
7. In the search results, click **Add** beside the BlackBerry AtHoc app.
8. To filter apps in the app list by category and to organize the apps into categories in the work apps list on users' devices, you can select a category for the app. In the **Category** drop-down list, do one of the following:

Tasks	Steps
Select a category for the app	<ol style="list-style-type: none">a. In the drop-down list, select a category.
Create a category for the app	<ol style="list-style-type: none">a. Type a name for the category. The new category will appear in the drop-down list with the "new category" label beside it.b. Press Enter.c. Press Enter.

9. In the **App rating and review** drop-down list, perform one of the following actions. When multiple versions of the app exist, the setting specified applies to all versions of the app.
 - If you want users to rate and provide reviews of apps and see all reviews submitted by other users in your environment, select **Public mode**.
 - If you want users to only rate and provide reviews of apps, select **Private mode**. Users cannot see reviews provided by other users. You can see reviews in the BlackBerry UEM management console.
 - If you don't want users to rate or provide reviews of apps or see reviews provided by other users, select **Disabled**.
10. In the **Supported device form factor** drop-down list, select the form factors that the app can be installed on.

For example, you can prevent the app from being available in the Work Apps app for iPad.
11. If you want the app to be deleted from the device when the device is removed from BlackBerry UEM, select **Remove the app from the device when the device is removed from BlackBerry UEM**. This option applies only to apps with a disposition marked as required and the default installation for required apps is set to prompt once.
12. If you want to prevent apps on iOS devices from being backed up to the iCloud online service, select **Disable iCloud backup for the app**. This option applies only to apps with a disposition marked as required. You set the disposition of the app when you assign the app to a user or group.
13. In the **Default installation for required apps** drop-down list, perform one of the following actions:

- If you want users to receive one prompt to install the app on their iOS devices, select **Prompt once**. If users dismiss the prompt, they can install the app later using the Work Apps screen in the BlackBerry UEM Client app or the Work Apps icon on the device.
- If you don't want users to receive a prompt, select **No prompt**.

The default installation method applies only to apps with a disposition marked as required. You set the disposition of the app when you assign the app to a user or group.

14. In the app configuration table, complete one of the following tasks:

Create the app configuration from an XML template	<ol style="list-style-type: none"> Click > Create from a template. Click Browse and select the template that you want to add. Click Upload. Type a name for the app configuration and specify the following values: <ol style="list-style-type: none"> App Config Version: Enter the version of the app configuration. The default is 1. Organization Code: Enter your organization code for user registration. User registration email: Enter the email address for user registration. Click Save. 										
Create the app configuration manually	<ol style="list-style-type: none"> Click > Configure manually. Enter a name for the app configuration. Add the following settings: <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: left;">Key</th> <th style="text-align: left;">Value</th> </tr> </thead> <tbody> <tr> <td>appconfigversion</td> <td>Enter the version of the app configuration.</td> </tr> <tr> <td>firsttime_orgcode</td> <td>Enter your organization code for user registration.</td> </tr> <tr> <td>firsttime_pssurl</td> <td>Enter the PSS that the Mobile App communicates with, either US PSS or UK PSS.</td> </tr> <tr> <td>firsttime_email</td> <td>Enter the email address of a user for registration.</td> </tr> </tbody> </table> Click Save. 	Key	Value	appconfigversion	Enter the version of the app configuration.	firsttime_orgcode	Enter your organization code for user registration.	firsttime_pssurl	Enter the PSS that the Mobile App communicates with, either US PSS or UK PSS.	firsttime_email	Enter the email address of a user for registration.
Key	Value										
appconfigversion	Enter the version of the app configuration.										
firsttime_orgcode	Enter your organization code for user registration.										
firsttime_pssurl	Enter the PSS that the Mobile App communicates with, either US PSS or UK PSS.										
firsttime_email	Enter the email address of a user for registration.										


15. Click **Add**.

After you finish

- Assign BlackBerry AtHoc to a [user](#) or [user group](#).

Add BlackBerry AtHoc for Android to the app list if BlackBerry UEM is not configured for Android Enterprise devices

If BlackBerry UEM is configured to support Android Enterprise devices, see [Add an Android app to the app list if BlackBerry UEM is configured for Android Enterprise devices](#).

1. On the menu bar, click **Apps**.
2. Click .
3. Click **Google Play**.
4. In the **App name** field, type **BlackBerry AtHoc**.
5. In the **App description** field, type a description for the app.
6. To filter apps in the app list by category and to organize the apps into categories in the work apps list on users' devices, you can select a category for the app. In the **Category** drop-down list, do one of the following:

Tasks	Steps
Select a category for the app	<ol style="list-style-type: none"> a. In the drop-down list, select a category.
Create a category for the app	<ol style="list-style-type: none"> a. Type a name for the category. The new category will appear in the drop-down list with the "new category" label beside it. b. Press Enter. c. Press Enter.

7. In the **App rating and review** drop-down list, perform one of the following actions. When multiple versions of the app exist, the setting specified applies to all versions of the app.
 - If you want users to rate and provide reviews of apps and see all reviews submitted by other users in your environment, select **Public mode**.
 - If you want users to only rate and provide reviews of apps, select **Private mode**. Users cannot see reviews provided by other users. You can see reviews in the BlackBerry UEM management console.
 - If you don't want users to rate or provide reviews of apps or see reviews provided by other users, select **Disabled**.
8. In the **Vendor** field, type **BlackBerry**.
9. In the **App icon** field, click **Browse**. Locate and select an icon for the app. The supported formats are .png, .jpg, .jpeg, or .gif. Do not use Google Chrome to download the icon because an incompatible .webp image is downloaded.
10. In the **App web address from Google Play** field, type <https://play.google.com/store/apps/details?id=com.athoc.panic> or open Google Play, search for BlackBerry AtHoc and paste the URL.
11. To add screen shots of the app, click **Add** and browse to the screen shots. The supported image types are .jpg, .jpeg, .png, or .gif.
12. In the **Send to** drop-down list, perform one of the following actions:
 - If you want the app to be sent to all Android devices, select **All Android devices**.
 - If you want the app to be sent to only Android devices that use Samsung KNOX Workspace, select **Only KNOX Workspace devices**.
13. Click **Add**.

After you finish

- Assign BlackBerry AtHoc to a [user](#) or [user group](#).


Add BlackBerry AtHoc for Android to the app list if BlackBerry UEM is configured for Android Enterprise devices

If you have configured support for Android Enterprise devices, the connection to Google allows BlackBerry UEM to get app information from Google Play. The connection to Google Play is made directly from the computer that is running the BlackBerry UEM console. If your organization is using a proxy server, you must ensure that no SSL interception occurs. For more information on ports that must be open, visit support.blackberry.com/community to read article 52777. For more information about configuring BlackBerry UEM to support Android Enterprise devices, see [Configuring BlackBerry UEM to support Android Enterprise devices](#) in the *BlackBerry UEM Configuration Guide*.

If BlackBerry UEM is not configured to support Android Enterprise devices, see [Add BlackBerry AtHoc for Android to the app list if BlackBerry UEM is not configured for Android Enterprise devices](#).

To use Google Play to manage apps in the Samsung KNOX Workspace, devices must have Samsung KNOX 2.7.1 or later installed and you must allow Google Play app management for Samsung KNOX Workspace devices in the activation profile.

Note: In an upcoming release of BlackBerry UEM, the settings applicable to BlackBerry Hub+ and Divide Productivity will be removed from the email profile and will be available only in an app configuration in the app settings. In this release, if you configure app settings in the email profile and in an app configuration, the app configuration takes precedence if both are assigned.

1. On the menu bar, click **Apps**.
2. Click .
3. Click **Google Play**.
4. Search for and select **BlackBerry AtHoc**.
5. Click **Approve**.
6. To accept app permissions on behalf of users, click **Approve**. You must accept the app permissions to allow required apps to be automatically installed on Android Enterprise devices or in KNOX Workspace. If you don't accept the app permissions on behalf of users, the app can't be managed in BlackBerry UEM.
7. On the **Approval Settings** tab, choose how you would like to handle new app permission requests when there is an updated app.
 - To automatically accept the new permissions added by the app vendor, select **Keep approved when app requests new permissions**.
 - To manually re-accept the new app permissions added by the app vendor before the app can be sent to new devices, select **Revoke app approval when this app requests new permissions**.
8. If you selected the **Revoke app approval when this app requests new permissions** option on the Notifications tab, add a subscriber to be notified when the app permission changes. The administrator will have to re-approve the app before users can access it.
9. Click **Save**.
10. In the **App description** field, type a description for the app.
11. To add screen shots of the app, click **Add** and browse to the screen shots. The supported image types are .jpg, .jpeg, .png, or .gif.
12. In the **Send to** drop-down list, perform one of the following actions:
 - If you want the app to be sent to all Android devices, select **All Android devices**.
 - If you want the app to be sent to only Android devices that use Samsung KNOX Workspace, select **Samsung KNOX Workspace** devices.
 - If you want the app to be sent only to Android Enterprise devices, select **Android devices with a work profile**.

13. To filter apps in the app list by category and to organize the apps into categories in the work apps list on users' devices, you can select a category for the app. In the **Category** drop-down list, do one of the following:

Tasks	Steps
Select a category for the app	a. In the drop-down list, select a category.
Create a category for the app	a. Type a name for the category. The new category will appear in the drop-down list with the "new category" label beside it. b. Press Enter . c. Press Enter .

14. In the **App configuration** table, click **+** to add an app configuration.

15. Type a name for the app configuration and specify the following values:

- **App Config Version:** Enter the version of the app configuration. The default is 1.
- **Organization Code:** Enter your Organization Code for User registration.
- **User registration email:** Enter the email address of a user for registration.

16. Click **Save**.

17. In the **App rating and review** drop-down list, perform one of the following actions. When multiple versions of the app exist, the setting specified applies to all versions of the app.

- If you want users to rate and provide reviews of apps and see all reviews submitted by other users in your environment, select **Public mode**.
- If you want users to only rate and provide reviews of apps, select **Private mode**. Users cannot see reviews provided by other users. You can see reviews in the BlackBerry UEM management console.
- If you don't want users to rate or provide reviews of apps or see reviews provided by other users, select **Disabled**.

18. Click **Add**.

After you finish

- Assign BlackBerry AtHoc to a [user](#) or [user group](#).

Configure the Mobile App device in BlackBerry AtHoc

Configure the mobile gateway in the Settings section of the BlackBerry AtHoc management system to enable the BlackBerry AtHoc management system to publish alerts through the mobile app.

Configure the Mobile App device on the BlackBerry AtHoc application server


Log in to the BlackBerry AtHoc management system and check the Delivery Gateways section to verify that the Mobile device has been installed. If the device is installed, skip this section.

1. Log in to the BlackBerry AtHoc application server as an administrator.
2. Navigate to the following folder <IWSAlerts Install Path>\ServerObjects\Tools and run the `AtHoc.Applications.Tools.InstallPackage.exe` file.
3. On the **Configure Device Support** screen, select **Mobile App**.
4. Click **Enable**.
5. On the **Installation Complete** pop-up window, click **OK**.
6. Click **Close**.

Configure the Mobile App gateway settings

Configure the Mobile App gateway settings to deliver alerts to and receive alerts from the mobile device.

Note: Contact the BlackBerry AtHoc customer support for assistance in setting up the mobile app for BlackBerry AtHoc. Before you begin this process, you should also contact your system administrator to get the NDS address used for the notification delivery server.

1. In the navigation bar, click .
2. In the **Devices** section, click **Mobile App**. The Mobile App gateway configuration screen opens with the default settings that are listed in the following table.

Option	Description
Notification Delivery Server Settings	
Notification Delivery Server Address	<code>https://mobile.athoc.com</code>
Username	Must be between 3 and 100 characters long
Password	Must be between 3 and 100 characters long
Debug Trace	Default: No Yes Avoid performance degradation by enabling debug tracing for the mobile delivery gateway only while actively debugging the mobile notifications for the Mobile application.

Option	Description
Features	
Alerts	Selected. Available for all users.
Collaboration	Selected. Available for all users and operators.
Map	Not selected. Available for all users.
Alert Publishing	Selected. Available for operators only.
Advanced Features	<p>Selected. When selected, advanced features display. Select a distribution list to give access to advanced features to a group of users. Options include:</p> <ul style="list-style-type: none"> • Emergencies • Check In/Check Out • Reports • Tracking: When this option is selected, the "Tracking Interval" option displays. Select a tracking interval. <p>For more information about the advanced features, see Role-based permissions for the mobile app.</p>
My Profile Page	Selected. Available for all users and operators. When this option is selected, the "Show Preferred language selection to support bilingual alerts" option displays. When this option is selected, the "Preferred Alert Language" option appears on the My Profile page on the mobile app.
Settings	
Photo Quality	Default: Low High
Video Quality	Default: Low High
Emergency Contact Number	Designate the emergency contact telephone number. If no phone number is entered in the field, the Mobile App will not have an emergency contact number button.
Support Email Address	athocsupport@blackberry.com
Enable Mobile Analytics	Collects mobile app usage analytics. No personal, private, or sensitive information is collected. Default: No Yes

Option	Description
Enable Personal Alert Button	Enables sending an emergency using a paired personal alert button. Emergencies must be enabled in Advanced Features. Default: Yes No
Enable Jail-Break/Root Detection	Enables the mobile app check if the device OS security has been compromised Default: Yes No
Send Location with Response	Sends user location information with alert or event responses. Default: Yes No
User Choice	Enables each mobile user to choose whether to send location information with alert or event responses. Default: No Yes This option is visible only when "Yes" is selected for Send Location with Response.

Note: You should use the default values to set up and configure the BlackBerry AtHoc mobile app.

3. Click **Copy Default Settings**.

4. In the **Notification Delivery Server Address** field, enter the NDS address you received from your system administrator.

By default, the URL points to `mobile.athoc.com`.

5. Add the user name and password provided by BlackBerry AtHoc.

6. In the **Features** section, select the options that can be available to users when they are using their mobile device:

- **Alerts:** Users can receive alerts.
- **Map:** Operators can view alerts and users on the map.
- **Collaboration:** Operators and users can participate in collaborations.
- **Alert Publishing:** Operators can publish alerts.
- **Advanced Features:** Advanced features available to a selected group of users. When you select this option, advanced features are displayed. Each mobile feature in the Advanced Features section includes its own menu to select a distribution list. To learn about the advanced features, see [Role-based permissions for the mobile app](#).

7. In the **Settings** section, select the photo and video quality.

8. In the **Emergency Contact Number** field, enter the phone number of the operations center where emergencies are sent from mobile devices.



9. In the **Support Email Address** field, enter an email address where logs are sent for error debugging.

10. In the **Enable Mobile Analytics** section, select whether to enable the mobile app to collect usage analytics.

11. In the **Enable Personal Alert Button** section, select whether to enable users to send an emergency duress message using a paired personal alert button.
12. In the **Enable Jail-Break/Root Detection** section, select whether to enable the mobile app to check if the device OS security has been compromised.
13. In the **Send Location with Response** section, select whether to send location information with alert or event responses. When **No** is selected, location information is prevented from being returned with alert or event responses even if mobile location services are active on the mobile device.
14. In the **User Choice** section, select whether to enable mobile users to choose to send location information with alert or event responses. This option is only available when **Yes** is selected for the **Send Location with Response** option.
15. Click **Save**.

Enable the mobile device

After BlackBerry AtHoc Technical Support has set up the correct Notification Delivery Server (NDS) address, you can assign an AtHoc Mobile Gateway to the phone.


1. Log in to the BlackBerry AtHoc management system as an administrator.
2. In the navigation bar, click .
3. In the **Devices** section, click **Devices**.
4. On the **Device Manager** screen, click **Mobile App**.
5. On the **Mobile App** page, click **Edit**.
6. In the **Delivery Gateways** section, click **Add a Delivery Gateway > Mobile App**.
7. In the **Mobile App** row, click .
8. By default, the configuration value appears in the **Configuration XML** text-entry field. If the text-entry field is empty, copy the following text into the field:

```
<Configuration>  
  <DeviceType>mobileNotification</DeviceType>  
</Configuration>
```

9. Click **Submit**.
10. Click **Save**.
11. Click **More Actions > Enable**.

Role-based permissions for the mobile app

As a System Administrator, you can specify what controls a user can see on the mobile device depending on their roles and responsibilities (also known as role-based permissions). For example, you might want an emergency team to be able to send field reports, start tracking, and send emergency duress alerts. However, you might want a student on a campus or non-emergency personnel to only be able to receive notifications and to send duress (emergency) alerts to security without accessing tracking or field reports.


1. For users who need advanced features, create a distribution list.
Note: Only one distribution list can be used for the organization.
2. In the navigation bar, click .
3. In the **Devices** section, click **Mobile App**.
4. On the **Mobile app** screen, in the **Features** section, select **Alerts** to grant permission to receive alerts on mobile devices.

5. Select **Map** to enable access to the live map.
6. Select **Alert Publishing** to provide publishing permission to operators.
7. Select **Advanced Features** to provide advanced features to a selected group of users. When selected, the **Select advanced features** section appears.
8. In the **Select advanced features** section, select the features that the user can access from the mobile app:
 - **Emergencies**: Send duress messages.
 - **Check In / Check Out**: Perform user check-ins and check-outs on the map.
 - **Reports**: Send field reports.
 - **Tracking**: Track mobile device location for a specified amount of time.
9. After selecting an advanced feature, choose a distribution list that can use the selected feature.
10. Make any other needed changes for the mobile app settings.
11. Click **Save**.

Configure mobile alert settings

Configure mobile alert settings to configure the response to alerts. From the **Event Rules** tab of the Mobile Alert Settings page, you can edit incoming alert types, manage report categories, and associate alert templates with incoming mobile alerts. From the **Scheduled Location Access** tab you can configure location access rules.

Note: For information about how to create a new incoming alert report that users can access through their mobile devices, see [Create a field report for the mobile app](#). For information about how to create location access, see [Configure scheduled location access](#).

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


The Mobile Alert Settings screen opens with the **Event Rules** tab open. The Event Rules tab displays information about incoming alert types, any alert templates associated with incoming alert types.

3. Optionally, select an event rule to open it and view or edit the rule defaults.

The following characteristics apply to the Edit screens for incoming alert categories:


- **Emergency, Checked In, and Checked Out** event rule titles and icons are preset and cannot be changed.
- Report titles and icons are configurable and can be edited by any authorized user. Report event categories also contain a **Message** field.
- For all types of event categories, the following are true:
 - The **Default Severity** option is preset and can be changed as needed. Options include High, Moderate, Low, Informational, or Unknown.
 - The **Run Alert Template** option is sometimes preset and can be changed as needed. Select None to avoid running an alert template.

4. Enter or select values in each of the fields on the screen.
5. Click **Save**.

Note: When an administrator creates, deletes, or updates the mobile alert settings, it is captured in the operator audit trail. To view these entries in the operator audit trail, click . In the **System Settings** section, click **Operator Audit Trail**. Select **Mobile Event Rules** from the **Entity** list. Select the **Search by Specific Action(s)** option and then select specific actions from the **Action(s)** list.

Create a field report for the mobile app

When a mobile user sends a field report, they can choose from a list of report types. These field reports types can trigger an alert template.

1. In the navigation bar, click .
2. In the **Basic** section, click **Mobile Alert Settings**.
3. On the **Mobile Alerts Settings** screen, on the **Event Rules** tab, click **New**.
4. On the **Event Rule details** screen, add or select values in the following fields:
 - **Title:** Enter a descriptive label that identifies the field report.
 - **Message:** Optionally, enter the default message you want to appear in the message field. This text can be edited by end users prior to them sending the field report.
 - **Icon:** Select the specific icon you want to use on maps to represent the event report.
 - **Default Severity:** Select the default severity of the field report. Severity options include High, Moderate, Low, Informational, or Unknown. End users can change the severity prior to sending the report.
 - **Run Alert Template:** Select an alert template to be published when a user sends the field report. Only alert templates that are ready to be published are displayed.
5. Click **Save**.
6. Optionally, repeat steps 3 through 5 to add additional report types that end users can access when preparing to send an event report.

Mobile alert types

The following event types are available in the system:

- Mobile Standard
 - Emergency (Duress)
 - Check in
 - Check out
 - Report: Send a Message


Configure scheduled location access

The scheduled location access feature enables operators to actively track a group of users for a selected interval. Scheduled location access enables operators to more accurately track where mobile personnel are without relying on end users performing manual check-ins from the mobile app. When location access is enabled, the last known location for all users in the selected distribution lists are updated at the configured interval. Operators can then target alerts and events by geolocation based on users' locations. End users receive a notification on their mobile app when tracking starts. By default, end users have the option to opt out from the location tracking. If the **Enforce geolocation (No Opt-out)** option is selected, users' location information is sent to BlackBerry AtHoc without end user intervention. When the **Enforce geolocation (No Opt-out)** option is selected, end users receive a notification that tracking has started, but do not need to acknowledge the notification before tracking starts.

If a user belongs to multiple distribution lists that are selected for tracking, the tracking interval for that user is set to the lowest selected tracking interval.

Before you begin:

- The Mobile App gateway and mobile app device must be enabled.
- Scheduled location access must be enabled in **Settings > Feature Enablement**.
- Distributions lists for targeting must be created.

1. In the navigation bar, click .
2. In the **Basic** section, click **Mobile Alert Settings**.
3. On the **Mobile Alert Settings** page, click the **Scheduled Location Access** tab.
4. Click **New**.
5. On the **Scheduled Location Access** screen, select a distribution list.

6. Optionally, select an **Interval**. The default is 24 hours.
7. Select one or more days of the week for the **Recurrence**. All days are selected by default.
8. From the **Start Date** and **Start Time** fields, select when to begin tracking.
9. From the **End Date** and **End Time** fields, select when to stop tracking, or select **No End Date**.
10. Optionally, select **Enforce geolocation (No Opt-out)**. If this option is selected, the end user does not receive the opt-out option on the mobile app when tracking begins.
11. Click **Save**.

Configure hardware key mapping for Samsung Knox devices

Mobile app administrators can configure hardware key mapping for use with Samsung Knox devices.

The Samsung Galaxy XCover Pro device has an XCover (Push-to-talk or PTT) key and a Top (emergency) key. The Samsung Galaxy XCover 5 device has the XCover key only. The XCover key can be mapped to perform a BlackBerry AtHoc mobile app check-in or check-out. The Top key can be mapped to send a BlackBerry AtHoc mobile app emergency.

End users can map these keys in the Advanced features settings on their Samsung Knox devices. BlackBerry AtHoc administrators can map these keys in BlackBerry UEM or in the Samsung Knox Manage Admin Portal and push them out to their managed devices.

Configure Samsung Knox key mapping using BlackBerry UEM

Log in to the UEM console as an administrator to complete the following tasks.

Prerequisites

- You must have a Google account.
- You must add a user in the UEM console using the Google account.

Create an activation profile

Create an activation profile called "Work and personal - full control", or use an existing activation profile.

1. On the left panel, click **Policies and Profiles**.
2. Click **Policy > Activation > Add New**.
3. Enter all required information.
4. Click the **Android** tab.
5. Select the **Work and personal - full control (Android Enterprise fully managed device with work profile)** option.
6. Click **Save**.

Add the Samsung Knox Service Plugin app

1. On the left panel, click **Apps**.
2. Click **Add an App > Google Play**.
3. In the search field, search for and select **Knox Service Plugin**.
4. Click **Approve**.

Create the app configuration for key mapping for the Knox Service plug-in

1. On the left panel, click **Apps**.
2. Click **Knox Service Plugin > App Configuration**.
3. Click **+**.
4. Enter a name and the license key.
5. Enable Debug Mode and Work Profile Policies.
6. In the **Device Key Mapping** section, enable key mapping and add the application package name you want to manage.
7. Click **Save**.

Add the BlackBerry AtHoc mobile app

Add the BlackBerry AtHoc mobile app in Apps.

1. On the left panel, click **Apps**.
2. Click **Add an App > Google Play**.
3. In the search field, search for and select **BlackBerry AtHoc**.
4. Click **Approve**.

Assign the Knox Service plug-in and BlackBerry AtHoc to the user group

1. On the left panel, click **Groups > User**.
2. Click the user group to assign to the apps.
3. For Assigned App, click **+**.
4. In the search field, search for and select **Knox Service Plugin & AtHoc**.
5. Click **Next**.
6. For Disposition, select **Required**.
7. For App Configuration, select **Key Mapping App Configuration**.
8. Click **Assign**.

Assign the Knox Service plug-in and BlackBerry AtHoc to end users

1. On the left panel, click **Users**.
2. Click **User > Apps**.
3. Click **+**.
4. In the search field, search for and select **Knox Service Plugin & AtHoc**.
5. Click **Next**.
6. For Disposition, select **Required**.
7. For App Configuration, select **Selected Key Mapping App Configuration**.
8. Click **Assign**.

Add an activation profile to your user profile

1. On the left panel, click **Users**.
2. Click your user.
3. Click **IT policy and profiles > +**.
4. Click **Activation**.
5. Select **Activation Profile** from the drop-down list.
6. Click **Save/Replace**.

Complete the configuration

1. Send an activation email from the UEM server for your newly created profile:
 - a. On the left panel, click **Users**.
 - b. Click the check box beside your user name.
 - c. Click **Send Activation Email**.
2. Factory reset the device.
3. On the **Welcome** screen, click 7 times.
4. Scan the QA code found in the email you receive on your Google account.
5. Enter your Google account password when prompted.

UEM downloads the required apps to your device. When the apps are installed, the XCover and Top keys are mapped.

Configure Samsung Knox key mapping using Samsung Knox Manage

Log in to the Samsung Knox Manage Admin portal using your Samsung account to complete the following tasks.

Configure Android Enterprise

1. Log in to the Samsung Knox Manage Console.
2. Select **Register EEM**.
3. When prompted, click **OK**.
4. On the **Google Play** screen, enter your business name.
5. Click **Next** to allow Samsung Knox Manage to be your enterprise mobility management (EMM) provider.

Create a user

1. On the left pane, click **User**.
2. On the **User** pane, click **Add**.
3. Enter values in the following required fields: **User ID**, **Password**, **Confirm Password**, **User Name**, and **Email**.
Note: Leave all other fields set to their default values. Do not select the **Reset after Sign-in** option.
4. Do one of the following:
 - a. Click **Save**.
 - b. Click **Save & Request Enrollment**. This option saves the user information and sends an email to the address provided.

Create a profile

1. On the left pane, click **Profile**.
2. On the **Profile** pane, click **Add**.
3. On the **Add Profile** page, enter a name.
4. In the **Platform** section, select the **Android Enterprise** and **Samsung Knox** options.
5. Click **Save & Set Policy**.
6. On the **Set Policy** screen, click **Samsung Knox**.
7. On the **Knox Service Plug-in** pane, add the license key and turn Debug Mode ON.
8. Enable device policy controls inside device-wide policies.
9. Enable key mapping.
10. Add the package name of the app you want to manage for the XCover and Top keys. Keep reset information as-is.
11. Click **Save & Assign**.
12. Complete a factory restart on your device.

Add the Knox Service Plug-in app

1. Click the left panel.
2. Click **Setting > Android**.
3. Click **Android Enterprise > Knox Service Plugin Application**.
4. Click **Add and Approve**.

Add the BlackBerry AtHoc app

1. Click the left panel.
2. Click **Application > Add**.
3. Select **Application type**.
4. For an internal app:
 - a. Select **internal app > Platform**.
 - b. Browse for and select an .apk file.
 - c. Click **Save & Assign > Group > Assign**.
5. For a public app:
 - a. Select **public app**.
 - b. On the **Add application** screen, search for and select **AtHoc app**.
 - c. Click **Approve**.
6. Click **Save & Assign > Select Group > Assign**.

Configure user devices as company owned devices


After configuring the key mapping, configure user devices as company owned devices. For more information, see [Knox Manage: Deploy company-owned device](#) on the Samsung Knox documentation portal.

Enable smart card authentication

By default, end users authenticate on the mobile app by entering a username and password on the login screen. Administrators can also enable smart card authentication. When smart card authentication is enabled, when an operator starts the alert publishing, report summary, or accountability officer respond-on-behalf-of-others (ROBO) flows, a window appears to select a valid certificate. The certificate must already be present on the operator's device. When a valid certificate is selected, the operator can then complete the flow. If the selected certificate is not valid, the operator is redirected to the username and password login screen.


When smart card authentication is enabled, it becomes the primary authentication method. When the primary authentication type changes from username and password to smart card authentication or vice versa, any current access and refresh tokens expire and the operator must authenticate with the new primary authentication method when they access the alert publishing, report summary, or ROBO flows.

When smart card authentication is enabled, biometric authentication is disabled and the biometric authentication setting is not displayed on the settings screen. The username and password authentication method cannot be disabled.

1. In the navigation bar, click .
2. In the **Users** section, click **User Authentication**.
3. On the **User Authentication** screen, in the **Enabled Authentication Methods** section, select the **Smart Card** option.
4. In the **Assign Authentication Methods to Applications** section, in the **Mobile App** section, select **Smart Card** from the **Authentication Method** drop-down list.
Username and Password is selected by default and cannot be deselected.
5. Click **Save**.

Enable Collaboration in BlackBerry AtHoc

When you set up collaboration, you enable mobile app users to effectively communicate with other users and administrators. Only administrators can initiate collaboration.

1. Log in to the BlackBerry AtHoc management system.
2. In the navigation bar, click .
3. In the **System Setup** section, click **Feature Enablement**.
4. On the **Feature Enablement** page, click **IsCollaborationSupported**.
5. On the **Edit Feature Enablement** window, in the **Enabled** list, select **True**.
6. Click **Save**.

To initiate a collaboration session with other users, navigate to **Collaborate > Collaborate**.


Note: You might need to log out of the BlackBerry AtHoc management system and log back in to see the Collaborate tab in the navigation bar.

Enable organization subscription

Organization subscriptions enable users in an enterprise organization to receive alerts and accountability events from other suborganizations in their enterprise organization. This feature enables users to subscribe on a temporary basis to up to 10 suborganizations. The subscribed user can then receive any alerts or events on their mobile app that are targeted to them in their home organization as well as in their subscribed organizations. The user's home organization is the organization where their profile is stored. A user's subscribed organization is an organization that they can be targeted in, but their profile does not get moved to. Before users can subscribe to organizations from the mobile app, the organization subscription feature must be enabled and organizations must be selected for subscription.

For more information, see [Manage organization subscriptions](#) in the *BlackBerry AtHoc Enterprise Features* guide.

For information on how to select organizations for subscription, see [Select organizations for subscription](#) in the *BlackBerry AtHoc System Administrator Configuration* guide.

Tap  > **Subscriptions** to subscribe to organizations.

Data privacy statement

The BlackBerry AtHoc mobile app and servers collect and share information to ensure timely and accurate critical event notifications.

Mobile app to server

The BlackBerry AtHoc mobile app shares the following types of information with BlackBerry AtHoc servers:

- Data shared by the user when registering the mobile app, including email address and the organization code used to connect to an organization.
- Device details for a user when registering the mobile app, including the device UDID (device name, manufacturer, carrier, and operating system.)
- When a user grants permission to share their location with the mobile app and performs a check-in, check-out, sends an emergency or report, or turns on tracking or scheduled location access, the location data is shared.
- Messages shared during a Collaboration. This data is encrypted end-to-end.

Server to mobile app

BlackBerry AtHoc servers share the following types of information with the BlackBerry AtHoc mobile app:

- Alert and event notifications
- Mobile app configurations
- User profile information including first name and last name
- User contact information including email addresses and phone numbers

Data shared from BlackBerry AtHoc servers to the mobile app is not stored on the mobile app. This data is fetched via APIs.

BlackBerry AtHoc Mobile App FAQ

This section provides answers to the most frequently asked questions about the BlackBerry AtHoc mobile app.

What are the benefits of using the BlackBerry AtHoc mobile app?

The mobile app enables you to communicate with your team in the field with sophisticated tools that provides a common operating picture. Team members can communicate with field reports that have media and geo location data. For personnel accountability, users can do periodic geo location check-ins and check-outs or set tracking for a specified amount of time.

End users can send emergency notifications with media and geo location information. Additionally, the team can use alert templates and predefined response options to speed communication. And finally, emergency managers can track the locations, alerts, and user responses from the BlackBerry AtHoc management system.

Downloading and registration

Where do I get the org code from?

From your BlackBerry AtHoc administrator. If you are an administrator and are unsure where to get the org code, contact BlackBerry AtHoc support.

Should I register with personal or work email?

Register with the email recommended by your organization, which is the email you registered with the BlackBerry AtHoc system. Typically, it is your work email.

Where do I get the mobile app?

Open the Google Play store or the Apple App Store, search for "BlackBerry AtHoc", and download the app to your device.

Can I register the mobile app on multiple personal devices?

Yes. By default you can load the mobile app on three devices using the same user account. Contact BlackBerry AtHoc technical support to increase this number. The maximum is nine devices.

Tip: You must have an email account that is associated with each organization and associate the account with the mobile application.

How long does it take to receive the confirmation email after registering? Is there a time limit for the verification email?

It depends on your email system. Typically it should not take more than five to ten minutes. The verification timeout period is two hours.

Can I register an email account from a mobile device even when I can't access emails from that device?

Yes. Enter the email address that is already present in the BlackBerry AtHoc system, even if you cannot access it on this mobile device. Once you enter the email address, BlackBerry AtHoc sends you an email with a link. Access the email on any device or computer where you have access to your email. Click the link to verify to BlackBerry AtHoc that the email address and phone belong to the same person.

Configuration

How do I configure my phone settings so that I always receive alerts on the app?

To use the app more effectively, allow the app to access your location services and to update app content when running in the background.

To ensure that you hear alerts that your phone receives, use the following settings:

- Set the volume of both your device and the app to the maximum level.
- Make sure that Do-Not-Disturb and Silent modes are disabled.
- Verify that notifications by the app are allowed in your phone settings.

I just changed the settings for the mobile app in the BlackBerry AtHoc management system, but I don't see the changes on the mobile app. How long should I wait to see the update?

Up to 25 hours. If you are testing a new configuration, wait an hour, pull down the details screen for your organization details to force a refresh, and then see your change.

Can I change my Organization Code?

Yes, but it is not recommended. Contact BlackBerry AtHoc technical support.

Note: The code must be unique across the BlackBerry AtHoc system and might cause issues if there is a conflict. BlackBerry AtHoc verifies that the new code is unique before changing it.

Advanced features

My team doesn't want to be "tracked", how can they be assured the mobile app isn't tracking their location?

Either turn off Location Services (iPhone) or Google Location Settings (Android) on the device, or turn off Location Services just for the BlackBerry AtHoc mobile app.

Can the mobile app be custom branded for my organization?

You can customize the Organization name and logo in the Organizations setting using the BlackBerry AtHoc management system.

How does alert response feature work?

If you send an alert to users, the alert response feature allows users to send responses. The sender can view the response summary as well as user details such as name, email, and phone number.


Organizations

How do I associate the mobile device with a specific organization?

Obtain the organization code from your administrator and enter it when registering the mobile app.

How do I connect to an additional organization in the mobile app?


Complete the following steps:

1. Launch the BlackBerry AtHoc mobile app from your device.
2. Tap  on the top left of the home page.
3. Tap **Switch Organization** and then tap (+).
4. Follow the on-screen instructions to connect to an additional organization.

Can my mobile app be associated with more than one BlackBerry AtHoc organization?

You can have as many organizations as you need registered on the mobile app, but you can send and receive messages from only one organization at a time.

How do I view alerts from another organization?

Tap  and then tap **Switch Organization**. Choose the organization you want to view alerts from.

How many organizations can I connect to at once?

Only one, but you can switch between organizations using the steps in the previous answer.

If I'm connected to an organization and switch to another, do I still receive alerts from the first organization?

No, you receive alerts only from the organization you are currently connected to. When you switch from one organization to another, you disconnect from the original to connect to the new organization.

Can I have more than one device running the mobile app and logged into my account at the same time?

Yes, on all allowed devices.

My company has more than one organization. Can I send and receive messages to and from people in all organizations?

No, one organization at a time.

I don't want all of my users to have to remember and input the organization code when registering to the mobile app. Is there an easier way for all of my users to register?

You can use a mapped domain, which maps the email domain to the organization code for the organization. This method is unavailable if you have users that log into multiple organizations with the same email address. Contact BlackBerry AtHoc support to learn more.

For enterprise organization code, all users in the enterprise need to enter one organization code, instead of different organization codes depending on the organization the user is in.

Sending and receiving messages

In an emergency, can the BlackBerry AtHoc mobile app override the sound settings for a mobile end user?

The primary use for the BlackBerry AtHoc mobile app is to alert users during an emergency. For High Severity alerts only, the app tries to sound an alarm, overriding the device's "silent" settings.

In some cases, the app may not be able to override the settings due to operating system limitations or optimizations. If the emergency alert fails to play the alarm sound, verify the following conditions:

- The app volume level is set to the maximum level.
- The background refresh is turned on.
- The app is running (hasn't been manually stopped.)
- After a device restart, the app has been relaunched.

Note: Best Practice: While the BlackBerry AtHoc mobile app tries to override user settings and play a loud alarm sound, the best way to ensure that users receive the alert is to request a reply. You can then re-target users that have not responded with another mobile alert, or publish to another device, such as a phone call or an SMS notification.

Can I send a silent alert?

You can send a silent alert for all types of severity alerts. With the silent alert feature, the operators can decide if they want the notifications they send to the end users to vibrate or make any sound or not. All repeat notifications for an alert sent silently will also be silent.

How many times will the mobile app repeat the tone when an alert arrives?

With the "Repeat Notification" feature, BlackBerry AtHoc can resend the push notification and re-activate the tone or siren sound until the user responds, the alert ends, or a specified time has elapsed.

Who can send emergency (duress) and field report messages from the mobile app?

Users with advanced features (permissions) can send emergency and report messages. These features are configured in the BlackBerry AtHoc management system.

Who can receive emergency (duress) and field report messages from the mobile app?

Only operators and administrators can receive emergency and report messages, which arrive as incoming alerts in the Inbox.

How is the BlackBerry AtHoc management system configured to enable specific end users to send or receive duress and field reports on mobile devices?

The user must belong to a distribution list. From the BlackBerry AtHoc management system, navigate to **Settings > Mobile App > Mobile App Features**, and select a distribution list and specify the advanced features.

Is there a way to view the specific content of field reports or know the actual person who sent a Duress Alert on Mobile Devices?

Yes, from the Inbox in the BlackBerry AtHoc management system. The operator can see the name of the user who has sent an alert, with location, time, and other details.

How long do messages stay on the mobile device screen in the Messages list after they are received?

Events that the mobile app user creates are available for 2 weeks. Alerts are available up to 48 hours after they ended.

I have multiple messages on the mobile app that clutter my display. How do I remove them?

Messages cannot be removed manually. See the previous answer that indicates how long each type stays in the Messages list.

Publishing alerts from the mobile app

Who has permission to publish from mobile app?

An operator with any Alert Publisher role.

Why can't I log in as an operator on the mobile app?

To log in, you must do the following:

- Have Alert Publisher permissions.
- Use either VPN or Wi-Fi connection to access your BlackBerry AtHoc management system.

Note: The OnPrem BlackBerry AtHoc management system is not publicly accessible from the mobile app.

Which alert templates should be visible in the app?

The app should show only alert templates that are enabled for quick publishing and are ready for publishing (all required sections are complete.)

Supported devices

What versions of OS and devices are supported?

iPhone 5S and above, iOS 14 and iOS 15.

What models of Android-based phones are supported?

Models that support OS 9 and above.

Does the mobile app run on Windows phones?

No.

Is there an AtHoc mobile app available for Amazon Fire?

No.

Is the iPad version of the app the same as the phone version?

Yes, except that on the iPad the app is also supported in landscape mode.

iOS

When the app stops responding, why does it stay in the app switcher list?

In iOS 7 and later, the app switcher is a list of recently used apps, not a list of running apps.

Why does the app launch screen only display sometimes when I open the app?

iOS purged the app from memory and it is relaunched by the OS when you re-open the app.

Why does the app launch screen only display sometimes when I open the app?

- iOS needed more memory for other running apps and sent a low memory warning.
- The app stop responding.
- The user forced the app to close.
- The user restarted the phone.

How does "Background App Refresh" / "Background Refresh" / "Background Fetch" work?

iOS 7 introduced the "Background App Refresh" API (also referred to as "Background Refresh" or "Background Fetch") which allows participating apps to get scheduled time to run a background task. The OS calls this API at its own discretion depending partly on user activity. In practice, we see this API calling the BlackBerry AtHoc mobile app about every 30 minutes, except when the user is not normally using their device (for example, sleep time.) The OS may not schedule updates at all. Apps are only given 30 seconds per background fetch.

Important: The user can turn off Background App Refresh in Settings.

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.

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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