



BlackBerry AtHoc

Mobile App Release Notes

4.15

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What's new in BlackBerry® AtHoc® mobile app 4.15

iOS and Android - May 2025

- **Go to location on map:** Tapping a location point from an alert or accountability event on the map and then clicking  now opens the map app on the user's device. Directions from the user's current location to the location of the tapped point are calculated automatically.
- **Hyperlinked content support:** The BlackBerry AtHoc mobile app now supports hyperlinked content in the body section of alerts, accountability events, and templates. Tapping a website URL that ends with a common top-level domain (for example .com, .org, .net, or .gov) opens the default web browser on the device. Website URLs with or without "http://" or "https://" are tappable.

Tapping on an email address (containing the "@" symbol) opens the default email client on the device. If no email client is installed, the device's OS prompts the user to download an email app.

- **Mobile App Work and Personal devices:** Two distinct device types are now available for the mobile app: Mobile App - Work and Mobile App. End users who register through MDM can automatically be assigned to the Mobile App - Work device type. Users who register manually are assigned to the Mobile App device type. This separation of devices types enables operators to send alerts to either work devices, personal devices, or both, ensuring that sensitive content can be sent only to users' work devices.
- **OS support:**
 - Support for iOS 18 was added.
 - Support for Android 15 was added.
 - Support for Android 11 was deprecated.
- **Reset a forgotten password or username:** Users can now recover their username or reset a password within the mobile app without needing to navigate to an outside web browser. Users can choose to recover their username or reset their password by receiving a text or email.

Users can reset a forgotten password or retrieve their username from the mobile app login screen. When a username retrieval or password reset is completed, the user is presented with a login screen on the mobile app.

Resetting a forgotten password or username can also be started during advanced feature flows such as alert publishing, viewing a report summary, or responding on behalf of others as an Accountability Officer. Once a username retrieval or password reset is successful, the user is automatically redirected back to the relevant feature screen.

For users who use smart card or biometric authentication, if the verification fails, the mobile app provides a fallback to username and password authentication where users can then access the forgotten username and password functionality.

- **Smartcard authentication for the mobile app:** Administrators can now enable smart card as the sole authentication method for the BlackBerry AtHoc mobile app. This gives mobile app users with a valid smart card certificate installed on their device access to advanced features such as alert publishing, report summary, and Accountability Officer response on behalf of others while preventing access from personal devices.

When smart card authentication is the only authentication method and the maximum number of failed smart card authentication attempts is reached, users now see an appropriate error message and fallback to username and password authentication does not occur.

- **Support for additional locales:** When an alert is published to the mobile app in any of the following locales, it is now displayed in the chosen locale, including section labels such as "More Info" and "Response Options." The following locales are now supported:
 - Arabic
 - Chinese (Mandarin)

- Dutch
- English (UK)
- English (US)
- French
- French (CA)
- German
- Greek
- Hindi
- Indonesian
- Italian
- Japanese
- Korean
- Malay
- Polish
- Portuguese (Brazilian)
- Portuguese (Portugal)
- Russian
- Slovak
- Spanish (ES)
- Spanish (MX)
- Swedish
- Turkish
- Vietnamese
- **Tap to go to location:** Tapping a location that appears in the body of an alert now opens the default map app on the user's device to the tapped location. Physical addresses, landmark names, and location pins can be tapped.

Resolved issues

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Jira ID	Platform	Summary
MBL-14548 MBL-14592	iOS, Android	Users who are removed from a collaboration now appear in the "View Participants" list with a "Left" status. The total participant count now displays the accurate number of active participants. Previously, when a user was removed from a collaboration, they disappeared from the "View Participants" list but were still included in the total number of active participants.
MBL-14682 MBL-14834	iOS, Android	An issue where an Accountability Officer must reinstall the mobile app when there is a change in their operator permissions was fixed.

Known issues

The following tables list known issues based on the release version that first had the issue.

4.13.1

Jira ID	Platform	Summary	Workaround
MBL-12853	iOS, Android	The "Exercise" alert type displays the "Other" alert type icon.	Update to mobile release 4.14.
MBL-12862	iOS, Android	The "Exercise" alert type string is not localized for all supported languages.	Update to mobile release 4.14.

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Jira ID	Platform	Summary	Workaround
MBL-12432	iOS	Users on iOS 17 may receive multiple alert push notifications if they receive an alert within 4-5 minutes after upgrading to mobile app release 4.13.	—

4.12.1

Jira ID	Platform	Summary	Workaround
MBL-12253	iOS	Users on iOS 17 receive multiple alert push notifications.	Upgrade to mobile app release 4.13. Open the app after the upgrade.
MBL-12387	iOS	Users on iOS 17 see alert push notifications reappear even after viewing an alert.	Upgrade to mobile app release 4.13. Open the app after the upgrade.

4.11

Jira ID	Platform	Summary	Workaround
MBL-10456	Android	The approximate location is not updated when sending an emergency using a blue tooth button when the mobile app is in the background or in a 'killed' state.	—

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Jira ID	Platform	Summary	Workaround
MBL-7573	iOS	On the collaboration screen, the footer at the bottom appears blank, which makes the chat look like it is clipped.	—
MBL-7584	iOS	On the collaboration screen, the header scrolls.	—

4.4

Jira ID	Platform	Summary	Workaround
MBL-6864	Android	The file name of an attachment is different in the alert details screen than the file name when the attachment is opened.	—

4.2

Jira ID	Platform	Summary	Workaround
MBL-2070	Android	Unable to do a manual refresh to view the latest information in the Delivery Summary section.	—

Jira ID	Platform	Summary	Workaround
MBL-3433	Android	Device is connected to the internet but the "No network connectivity" banner is still displayed.	—
MBL-5581	Android	When the user is switching organization and sends an emergency using the 3D Touch app short cut, the emergency is not sent successfully.	—
MBL-6862	Both	Video recorded from a phone device while sending an emergency is blurry when the video is added as an attachment.	—

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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