



# **BlackBerry AtHoc**

## **Mobile App User Guide**

4.16



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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, 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.

## Supported OS versions

- **Android:** 15.0, 14.0, 13.0, 12.0
- **iOS:** iOS 18, iOS 17, iOS 16
- **iPadOS:** with iOS 16 and later

## App version support

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

- 3.5.x
- 4.0
- 4.1.x
- 4.2
- 4.3
- 4.3.1
- 4.4
- 4.5
- 4.6
- 4.6.1
- 4.7
- 4.7.1

## Location services

Turn on location services on your mobile device to ensure the best experience when using the BlackBerry AtHoc mobile app. Enabling location services provides access to advanced features such as sending emergencies and reports, performing check-ins and check-outs, and enabling location sharing.


If you are using an Apple iPhone running iOS 14 or later, ensure the Precise Location setting is turned on. Turning Precise Location on enables the BlackBerry AtHoc mobile app to access your location more accurately. When this setting is turned off, the mobile app can only access your approximate location. Turn on the Precise Location setting under **Settings > Privacy & Security > Location Services > AtHoc**.

## VPN requirement

If you are using the mobile app with an on-premises BlackBerry AtHoc management system, you must establish a VPN connection from your mobile phone to your organization's corporate network before performing any of the following tasks from the mobile app:

- Publishing an alert
- Sending a report
- Updating the status of an accountability event
- Viewing or participating in chats
- Updating your user profile
- Subscribing to organizations
- Logging in using a smart card

# Install and register the BlackBerry AtHoc mobile app

The BlackBerry AtHoc mobile app is available as a download from the 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 included.

## Install the mobile app (Android devices)

To download and install the BlackBerry AtHoc mobile app on an android device, go to the Google Play store.

1. On your Android device, tap .


**Note:** You can also go to [play.google.com](https://play.google.com).

2. In the **Search** field, type **BlackBerry AtHoc** and press .
3. Select  from the list of search results.
4. Tap **Install**.

After the BlackBerry AtHoc mobile app is installed, a  appears on your device home screen.

## Install the mobile app (iOS devices)

To download and install the BlackBerry AtHoc mobile app for and iOS device), go to the Apple App store.

1. On your iOS device, tap .
2. Tap the **Search** icon at the bottom of the screen.
3. In the search field, type **BlackBerry AtHoc**.
4. Tap **Search**.
5. Tap the **BlackBerry AtHoc** app to download.
6. Tap **GET** to the right of the app.
7. Tap **Install**.

After the BlackBerry AtHoc mobile app is installed, a  appears on your device home screen.

## Register the mobile app

### Prerequisites

- Download and install the BlackBerry AtHoc mobile app from the Google Play or Apple App store.
- 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 need to enter the organization code. You must enter the organization code if you switch organizations after registering for the first time. You may need 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 **Get Started**.
3. On the **Registration** screen, enter the email address and organization code that is associated with your BlackBerry AtHoc user profile.
4. Tap **Submit**. A verification screen with a confirmation message is displayed.
5. Check your email for a verification email from BlackBerry AtHoc with a link to activate your account for your registered email address.
6. On the verification email, click **Verify Now**.
7. On the **New organization settings received** pop-up, tap **Allow**. The BlackBerry AtHoc mobile app home screen opens.
8. Optionally, tap **Always Allow** on the **Activate Location Sharing** and **Activation Notification** cards on the home screen. You must allow location sharing and notifications for features such as Scheduled Location Access to function.



# Mobile app settings and controls















## Home screen icons









The following table describes the icons on the mobile app home screen.

Icon	Description
<b>Top Navigation Bar</b>	
 Check In	Check In. Tap this icon to send your current location and a timestamp to your organization.
 Checked In	Checked In. This icon indicates that you have checked in. Tap this icon to check out.
 Share Location	Share Location. Tap this icon to share your current location with your organization.
 Shared Location	Shared Location. This icon indicates that you are currently sharing your location. Tap this icon to turn off location sharing.
 Emergency	Tap this icon to send an emergency alert to your organization.
 Publish	Tap this icon to publish an alert.
 Field Report	Tap this icon to send a field report.
<b>Bottom Navigation Bar</b>	
 Home	Tap this icon to return to the home screen.
 Alerts	Tap this icon to view the alerts you have sent and received.
 Chat	Tap this icon to start a chat.
 Activity	Tap this icon to view the activity log.
 Settings	Tap this icon to manage your organization settings, add an organization, or turn on app permissions including notifications, critical alerts, and location sharing.

## Alert and event icons






The following table describes icons related to alerts and accountability events.






Icon	Description
<b>Alert severity icons</b>	
	A high severity alert. High severity is reserved for extreme emergencies.
	An alert that includes information. For example, a meeting invite.
	A low severity alert.
	A moderate severity alert.
	An alert with an unknown severity.
<b>Alert type icons</b>	
	A CBRNE type alert.
	An Environmental type alert.
	A Exercise type alert.
	A Fire type alert.
	A Geophysical type alert.
	A Health type alert.
	An Infrastructure type alert.
	A Meteorological type alert.
	An "Other" type alert.

Icon	Description
	A Rescue type alert.
	A Safety type alert.
	A Security type alert.
	A Transportation type alert.
<b>Alerting icons</b>	
	Tap this icon on the Alerts screen to publish an alert.
	This icon appears on the home screen to indicate that an alert includes an attachment.
	This icon appears on the home screen to indicate that an alert includes a More Info link.
	The select a device icon. Tap this icon on an alert details screen to select personal devices in an alert.

### Settings and activity log icons

The following table describes the icons that appear on the Activity Log and Settings screens.

Icon	Description
<b>Activity Log icons</b>	
	This icon indicates that an alert was published.
	This icon indicates that a field report was sent.
	This icon indicates that an emergency was sent.
	This icon indicates that location sharing was started.
	This icon indicates that location sharing was stopped.


Icon	Description
	This icon indicates a check-in occurred.
	This icon indicates a check-out occurred.
<b>Settings icons</b>	
	This icon indicates the Notification setting on the Settings screen.
	This icon indicates the Critical Alerts setting on the Settings screen.
	This icon indicates the Location Sharing setting on the Settings screen.

# Home screen

This is the main screen where most interactions take place and where the core functionality of the BlackBerry AtHoc mobile app appears.

Only features that are enabled for your organization appear.

The advanced features you can use on the mobile app are accessible from the home screen. The advanced features that you can see on your mobile app depend on the distribution list selected by the BlackBerry AtHoc administrator. If you are connected to multiple organizations, advanced features happen on your primary organization. For more information, see [Select a primary organization](#).

Tap  (Home) in the bottom navigation bar at any time to return to the home screen.

## Top navigation bar

- [Check In/Check Out](#)
- [Share Location](#)
- [Emergency](#)
- [Publish Alert](#)
- [Field Report](#)

## Main area

- [View and respond to alerts and events](#)
- [Respond to an accountability event](#)
- [Respond to an event on behalf of others as an Accountability Officer](#)

## Bottom navigation bar

- **Home:** Return to the home screen.
- [Alerts](#)
- [Chat](#)
- [Activity](#)
- [Settings](#)

# Check In/Check Out

When you tap the Check In or Check Out icon on the top navigation bar, your current location and time stamp are sent to the server.



If you close the mobile app after sending a check-in, the check-in is maintained. If you disconnect from your organization after sending a check-in, when you reconnect you must check in again before you can check out.

If you are connected to multiple organizations, check-ins and check-outs are sent from your primary organization. For more information, see [Select a primary organization](#).

Ensure that your device location services are enabled. If your location cannot be determined, the check-in or check-out is not sent.

**Note:** If you are using an Apple iPhone running iOS 14 or later, turn the Precise Location setting on at **Settings > Privacy & Security > Location Services > AtHoc**.

The Check-in/Check-out feature must be enabled on the mobile app gateway settings page in the BlackBerry AtHoc management system.

1. Tap  to open the BlackBerry AtHoc mobile app on your device.
2. In the top navigation bar, tap  **Check In**.
3. Tap **Check In**. A Checked In card appears on the home screen that displays the date and time you checked in and the location you checked in from.
4. Optionally, tap the **Checked In** card to open the **Check Out** screen. You can view details about your check-in including time, duration, and location.
5. Optionally, tap **Check Out**. A Successfully Checked Out confirmation message is displayed at the bottom of the screen.

## Check in and check out using the XCover key on Samsung Knox devices

You can press the XCover key twice within 1 second on supported Samsung Knox devices to perform a BlackBerry AtHoc mobile app check-in or check-out.

If your mobile device is a managed device, you do not need to map the XCover key. If your mobile device is unmanaged, map the XCover key with BlackBerry AtHoc in your device settings.

The BlackBerry AtHoc mobile app must be running on your device and location services must be enabled to perform a check-in or check-out using the XCover key.

1. On your supported Samsung Knox device, tap **Settings**.
2. On the **Settings** screen, tap **Advanced features**.
3. On the **Advanced features** screen, tap **XCover key**.
4. On the **XCover key** screen, tap to enable the **Use XCover key with app** option.
5. On the **Use XCover key with app** screen, select **BlackBerry AtHoc**.



## Share Location

The Share Location feature periodically sends your location to your organization for the duration you choose. The location sharing interval is set in the BlackBerry AtHoc management system. You can manually increase or decrease the time your location sharing is active at any time. Location sharing stops if you disconnect from the current organization or switch to another organization.

Ensure that your device location services are enabled.

**Note:** If you are using an Apple iPhone running iOS 14 or later, turn the Precise Location setting on at **Settings > Privacy & Security > Location Services > AtHoc**.

If you are connected to multiple organizations, location sharing occurs in your primary organization. For more information, see [Select a primary organization](#).

1. Tap  to open the BlackBerry AtHoc mobile app on your device.
2. Tap  **Share Location** in the top navigation bar.
3. On the **Share Location** screen, do either of the following:
  - Drag the slider to set a desired duration for location sharing. You can select to share your location from 5 minutes to twelve hours. The default duration is 5 minutes.
  - Turn on the **Until I stop** option.
4. Tap **Start Location Sharing**. The screen closes and a Location Sharing Started card appears on the home screen.
5. Optionally, on the **Location Sharing Started** screen, tap **Update sharing duration** and change the time your location sharing continues or turn on the **Until I stop** option. Click **Update sharing duration**.

6. To stop location sharing, tap the **Location Sharing Started** card and then, on the **Location Sharing Started** screen, tap **Stop Location Sharing**.

## Scheduled location access

When your BlackBerry AtHoc administrator enables scheduled location access, your location is automatically tracked for a specific period of time. When location access begins or ends, a "Location Access" message is displayed. Your BlackBerry AtHoc administrator may enable the ability to deny the location access request. When scheduled location access is enabled, and the location service on your mobile device is enabled, your location information is sent to BlackBerry AtHoc automatically.

Leave the BlackBerry AtHoc mobile app running in the foreground or background to ensure accurate location access.

**Note:** For users running Android 12, the notification message cannot be dismissed.




## Send an Emergency

The  Emergency sends a duress message and device location to your organization.

Ensure that your device location services are enabled.

If you are using an Apple iPhone running iOS 14 or later, turn the Precise Location setting on at **Settings > Privacy & Security > Location Services > AtHoc**.

If you are connected to multiple organizations, emergencies are sent from your primary organization. For more information, see [Select a primary organization](#).

1. Tap  to open the BlackBerry AtHoc mobile app on your device.
2. On the home screen, tap  **Emergency** in the top navigation bar.
3. On the **Report Emergency** screen, you can select a preconfigured option that describes the emergency or add a description. You can use up to 2000 characters to describe the emergency.
4. Tap **Report Emergency**. The emergency notification is sent to your organization. Your location is included automatically.
5. Optionally, you can add additional information to the emergency for up to 60 minutes. In the bottom navigation bar, tap  **Activity**. On the **Activity** screen, tap the emergency and enter your additional information in the **Add a comment** field or tap + to take a photo or video or select one from your device photo library.

**Note:** You can also send an emergency using the KNOX button on supported Samsung devices. For more information, see [Send an emergency using the Top key on Samsung Knox devices](#).

## Send an emergency using the Top key on Samsung Knox devices

You can press the Top key twice within 1 second on supported Samsung Knox devices to send a BlackBerry AtHoc emergency.

If your mobile device is a managed device, you do not need to map the Top key. If your mobile device is unmanaged, map the Top key with BlackBerry AtHoc in your device settings.

The BlackBerry AtHoc mobile app must be running on your device and location services must be enabled to send an emergency using the Top key.

1. On your supported Samsung Knox device, tap **Settings**.
2. On the **Settings** screen, tap **Advanced features**.
3. On the **Advanced features** screen, tap **Top key**.
4. On the **Top key** screen, tap to enable the **Use Top key with app** option.



5. On the **Use Top key with app** screen, select **BlackBerry AtHoc**.


## Publish an alert

Alerts are communications sent to your organization, to mobile users, or to outside organizations. A user with BlackBerry AtHoc operator permissions can publish alerts using predefined alert templates. If the management system operator selects the "Available for mobile publishing" check box in an alert template, then that alert template appears in the alert publisher template list on the mobile app. Alert templates define the types of alerts that can occur within an alert folder, enabling operators to quickly publish the appropriate alert during an emergency.

**Note:** You must have alert publishing permissions.





If you are connected to multiple organizations, alerts are published from your primary organization. For more information, see [Select a primary organization](#).

1. Tap  to open the BlackBerry AtHoc mobile app on your device.
2. Tap  **Publish** in the top navigation bar.

**Tip:** You can also tap the  message icon on the Alerts screen to open the new alert screen.


3. Do one of the following:
  - If smart card authentication is enabled, a certificate selection window opens on your device. Tap a valid certificate and then tap **Continue**.
  - If smart card authentication is not enabled, tap **OK** on the **Enable biometric authentication** message. The Face ID or Touch ID screen opens. Touch the fingerprint sensor or use Face ID to authenticate. If biometric authentication is not enabled on your device, or if this is the first time you are using biometric authentication, you are redirected to the login screen to provide your username and password.

**Note:** If the biometric or smart card authentication are not enabled or fail, you can authenticate by entering your username and password on the login screen.

4. On the **Alert Templates** dialog, select the template you want to publish and then tap **Done**.
5. On the alert detail screen, tap the **Content** tab and then make any of the following changes to the alert template:
  - Tap the severity/type icon on the top left portion of the screen and select an alert type and severity. Tap **Done** after you have made your selections.
  - In the **Response Options** section, tap **+ Add response** to add an additional response option or tap X to remove a response option. You must have at least one response option.
  - In the **Target** section, tap  **More Info** to include a URL that provides your targeted users with more information and then tap **Add**.
  - In the **Target** section, tap  to view any attachments associated with the alert template you selected.
6. Tap the **Target** tab.
7. Tap  **Device** and then select personal devices. Tap **Done**. You must select at least one device.
8. In the **Target** section, tap **Add** or **Edit**. On the **Target** screen, select one or more distribution lists to target and then tap **Done**.
9. On the alert details screen, tap **Review**.
10. On the **Review and Publish** screen, review the content.
11. Tap **Publish**.
12. Optionally, to end the alert, tap  **Alerts** on the bottom navigation bar and then tap the **Sent** tab. Tap the alert. On the alert details screen, tap **End Alert** and then tap **Yes** on the confirmation dialog.






## Send a Field Report

The  **Field Report** feature sends information, location, and attachments to your organization. The organization can configure report types so that when a user activates a field report, the content can trigger an alert. This enables organizations to build work flows around the field reports. The field report list is configured in the BlackBerry AtHoc management system.

If your location services are disabled, you can send a field report but it does not include your location details. When you send a field report, you are prompted to enable location services if they are disabled. If your location services are not enabled, you can click the map in the location field and long-press a point on the map to add that location to the field report.




**Note:** If you are using an Apple iPhone running iOS 14 or later, turn the Precise Location setting on at **Settings > Privacy & Security > Location Services > AtHoc**.

If you are connected to multiple organizations, reports are sent from your primary organization. For more information, see [Select a primary organization](#).

1. Tap  to open the BlackBerry AtHoc mobile app on your device.
2. On the home screen, tap  **Field Report** in the top navigation bar.
3. On the report details screen, tap a template to choose the type of field report you want to send, and then tap **Done**.
4. Optionally, you can change the message and location. You can also attach up to 5 photos or videos to the report.
5. Tap **Send**. You are returned to the home screen.
6. Optionally, tap  **Activity** in the bottom navigation bar to view the details of your sent field report..

# View and respond to alerts and events

The main function of the BlackBerry AtHoc mobile app is to respond to incoming alerts and accountability events.

1. Tap  to open the BlackBerry AtHoc mobile app on your device. Alerts that you need to respond to appear on the home screen in the **Response required** section.
  2. Tap the alert you want to view and respond to. Alert details can include instructions such as evacuation information, response options, and attachments. If you do not see the alert you need to respond to, tap **View all**. On the **Alerts** screen, you can use the **Search** field or tap  and then choose to view the alerts in card or list view.
  3. Optionally, if there are attachments included in the alert, tap an attachment to view it. Tap the file and then tap **Download** to download it to your device.
- Note:** On Android devices, on the window that appears, select the folder you want to download the file to.
4. Optionally, if there is a location associated with the alert, tap the map image to view the location on a map.
  5. Optionally, on the map, click a location point and then click  to open your device's map app. Directions from your current location to the location of the point are calculated automatically.
  6. Optionally, tap **More Info** to open a URL in your device's browser.
  7. In the **Update my status** section, tap the appropriate response option.



**Note:** Response options may include conference call bridge numbers, which are visible under the text of the response option. When you select this response option, the app initiates a call. The passcode is automatically dialed. If you are disconnected, both the phone number and pass code are available on the alert details screen.

8. On the **Update my status** dialog, select a response option and then click **Update**.

A response submitted message displays and you are returned to the alert details screen.

**Note:** Ended alerts are removed from the home screen after 24 hours. This is a system setting that cannot be changed.

## View alert responses


1. To view responses to alerts you have sent, tap  **Alerts** in the bottom navigation bar.
2. On the **Alerts** screen, tap the **Sent** tab.
3. Optionally, tap  and then choose to view the alerts in card or list view, or view ended alerts. You can also use the **Search** field to search for a specific alert.
4. Tap an alert.
5. In the **Responses** section, the following statuses are displayed:
  - **Target:** The number of targeted users the alert was sent to.
  - **Sent:** The number of users that the alert was successfully sent to.
  - **In Progress:** The number of users who are targeted in the alert but have not yet been sent the alert.
  - **Responded:** The number of users who responded to the alert.
  - **Not Responded:** The number of users who have not responded to the alert.

Tap the number in any of these fields to view details about the users.
6. Optionally, tap > to view a list of users who have responded using a specific response option or users who have not yet responded to the alert.
7. On the **Responses** screen, tap > to expand the list of users for each response.
8. Optionally, you can use the **Search** field to search for a specific user.

9. Tap a specific user to view to view their contact details.

## Respond to an accountability event

This section describes how to respond to accountability events.

1. Tap  to open the BlackBerry AtHoc mobile app on your device.
2. On the home screen, tap an accountability event.
3. Optionally, if there are attachments included in the event, tap an attachment to view it. If there are multiple attachments, you can swipe right and left to view them.
4. In the **Update my status** section, tap a status.
5. On the **Update my status** dialog, select a status.
6. Click **Update**. An Updated My Status message appears.



You can continue to update your status for the duration of the event.

**Note:** If you do not respond to the event, reminder messages are sent to you at intervals until the event ends.

### Respond to an event on behalf of others as an Accountability Officer

When an accountability event is sent to an Accountability Officer (AO) to reply on behalf of targeted users, the operator who initiated the accountability event from BlackBerry AtHoc does not know whether AOs are available to respond to the event on behalf of others. To enable operators to confirm AOs are available, an Update User Status alert is added for AOs.


**Note:** You must have Accountability Manager and Accountability Officer permissions to respond on behalf of other users.


1. Tap  to open the BlackBerry AtHoc mobile app on your device. Any accountability events that you are targeted in as an Accountability Officer appear on the home screen in the **Response required** section with the title **Update User Status**.
2. Tap the accountability event.
3. Optionally, if your administrator has enabled smart card authentication, a certificate selection window opens on your device. Tap a valid certificate and then tap **Continue**.
4. In the **My Managed Users' Status** section, tap one of the following options:
  - **I am available to update user status**
  - **I am not available to update user status**
5. On the **Update my status** dialog, tap **I am available to update user status** and then tap **Update**.
6. On the event details screen, tap **Update users' status**.
7. On the **Update users' status** screen tap the  beside the response option you want to respond on behalf of other users for. The users with that status are displayed.
8. Tap the name of the user.
9. On the user details screen, tap **Update**.
10. On the **Update users' status** dialog, select a status for the user and then tap **Update**.
11. If you tapped **I am not available to update user status** in the **My Managed Users' Status** section, your status as an Accountability Officer is updated.

When an accountability event has ended, you can only view the status history of the impacted users. You cannot edit the status of the users.





# Chats

Chats enable users to send text-based messages to a group of people. This easy to deploy and configurable feature is available on Android and iOS smartphones. The security of chat messages is enhanced with GDPR and HIPAA compliance. Only an administrator can initiate a chat.





When you upgrade your BlackBerry AtHoc mobile app, or install a new version of the app on Android or iOS devices, you are automatically enrolled for Chats if your organization has configured the feature. When you tap  **Chat** on the bottom navigation bar, the list of chats that you are a part of displays in descending order of the creation date. Chats that have unread messages are displayed on the top of the list.




- BlackBerry AtHoc mobile app 4.6 or later must be installed on the device.
- Administrators can add and remove users from a chat that is already in progress.
- When you are added to a chat, you receive a notification that you can tap to open the chat.
- If you are added to a chat that is already in progress, you can see all previously sent messages.
- You can securely quote, edit, copy, retract, and delete messages in a chat.
- You can add attachments to a chat and open attachments that are in a chat.
- A delivery status for each message displays so you can see who has viewed each message.
- If you navigate away from the Chats screen, you are disconnected from any active chats. Tap  **Chat** on the bottom navigation bar to reconnect.

## View chats

1. Tap  to open the BlackBerry AtHoc mobile app on your device.
2. To view a chat, do one of the following:
  - Tap  **Chat** on the bottom navigation bar. The list of chat messages displays.
  - Tap the notification that appears on your mobile device.
3. Optionally, tap  > **Attachments** beside a chat message to view an attached file.
4. Optionally, tap  > **Participants** beside a chat message to view the list of participants.




## Working with chats

1. Tap  to open the BlackBerry AtHoc mobile app on your device.
2. Tap  **Chat** on the bottom navigation bar. The list of chat messages displays.
3. Tap a chat on the **Chats** screen on the **Active** tab to participate in the chat.
4. On the chat details screen, type your message in the **Add a comment** box, and tap .
5. In a chat tap  beside a message to perform any of the following actions:
  - **Reply:** Respond to the message.
  - **Edit:** Edit your sent message.
  - **Copy:** Copy the message.
  - **Message delivery status:** View the status of the message and which participants have read the message.
  - **Delete for everyone:** Delete a sent message for all participants in the chat.
  - **Delete for me:** Delete a sent message.

6. To add an attachment to a chat message, click , and browse to the file, photo, or video that you want to attach.
7. To send a high priority message, click . The message then appears highlighted in red and marked by a .

# View the activity log


The Activity Log displays information about any action you perform on the mobile app.

1. Tap  to open the BlackBerry AtHoc mobile app on your device.
2. Tap  **Activity** in the bottom navigation bar.
3. Optionally, on the **Activity** screen, to filter the displayed entries, tap  **All Activities** and then select any of the following options:
  - All Activities
  - Check-In Events
  - Check-Out Events
  - Connected Organization Events
  - Emergency Events
  - Published Events
  - Published an Alert
  - Report Events
  - Responded to an Alert
  - Started location tracking
  - Stopped location tracking
4. Click **Apply**.
5. Click any item in the Activity Log to view the details of that activity.

# Settings

Click  **Settings** to access the Settings screen and do any of the following:

- View and manage your organization settings.
- Connect to an additional organization.
- Enable or disable Face ID.
- Choose permissions settings for the BlackBerry AtHoc mobile app, including whether to allow notifications, critical alerts, or location sharing.
- View and update your user profile.
- Log out from the currently connected organization.
- Remove an organization.

On the **Settings** screen, tap  and then select to view any of the following items:

- **About Us:** View your currently installed BlackBerry AtHoc mobile app version, your device ID, and legal notices.
- **FAQs:** View answers to commonly-asked questions.
- **Send Admin Log:** Email your administrator logs containing details of your mobile app settings and activity for troubleshooting purposes.
- **Send Feedback:** Email your administrator with any feedback.
- **Terms of Use:** View the BlackBerry Solution License Agreement, including Technical Support Terms.

## Manage organizations

This section describes how you can connect, disconnect, or subscribe to organizations and how to select your primary organization. You can connect to and receive alerts from multiple organizations at the same time. You can send alerts, accountability events, field reports, emergencies, check-ins, and check-outs from your primary organization.

### Organization settings

Tap an organization name on the Settings screen to open the Organization screen and access the following settings.



Name	Description
Organization Details	Displays information about the selected organization.
Change Primary Organization	This option is displayed if you are connected to multiple organizations. Select this option to make the selected organization your primary organization. The primary organization is the organization where advanced features including sending an alert, emergency, report, check-in, or check-out are performed.
My Profile	Displays your user information, including the email address you are using to connect to the selected organization. Tap to <a href="#">Update your user profile</a> .
Settings	Displays your connection status, including the time and date when you first connected to the current organization.

Name	Description
Face ID for alert publishing and reporting	If enabled for your organization, the organization settings screen displays the option to enable biometric authentication. For more information, see <a href="#">Enable Face ID for alert publishing and reporting</a> .
Add Subscription	If organization subscription is enabled for your organization, you can subscribe to additional organizations in this section. Tap to <a href="#">Subscribe to organizations</a>
My Subscriptions	If you are subscribed to multiple organizations, they are displayed in this section.
Enabled Features	Displays the list of available features. Available features include: Alert, Emergency, Report, Check In / Check Out, Share Location, Alert Publishing, Chat, and My Profile Edit.  If authentication is enabled in your organization, your authentication type (Username and Password or Smart Card) is displayed.
Logout	Log out from the selected organization.
Remove Organization	Remove your current organization from the BlackBerry AtHoc mobile app.

## Add a new organization

You can be registered with one or more organizations. This section describes how to add a new organization.



**Note:** Ensure you have the organization code provided by BlackBerry AtHoc.

1. Tap  to open the BlackBerry AtHoc mobile app on your device.
2. Tap  **Settings** on the bottom navigation bar.
3. On the **Settings** screen, tap **Add Organization**.
4. On the **Add Organization** screen, enter the organization code.
5. Tap **Submit**.

You are now connected to the new organization. If you are connected to multiple organizations, the organization you connect to last becomes the primary organization. If you want to designate a different connected organization as the primary organization, tap **Change Primary Organization** on the **Settings** screen and select the organization to designate as the primary organization. On the organization details page, tap the **Make this organization primary** setting to the **On** position.

## Select a primary organization

You can connect to multiple organizations at the same time and receive and respond to alerts from them. The primary organization is the organization where alerts, emergencies, reports, check-ins and check-outs are sent from. The last organization you connect to is designated as the primary organization. You can select any connected organization as your primary organization. Only one organization can be the primary organization. On the home page, your primary organization appears highlighted and is labelled as "Primary."

1. Tap  to open the BlackBerry AtHoc mobile app on your device.
2. Tap  **Settings** on the bottom navigation bar.
3. On the **Settings** screen, tap **Change Primary Organization**.



4. Select an organization from the **Change Primary Organization** dialog.
5. Tap **Confirm** on the **Change Confirmation** screen.



## Subscribe to organizations

If your administrator has configured the ability for users to subscribe to different organizations, you can subscribe to any organization that has been configured for subscription from the Subscriptions screen.

When you subscribe to another organization, you can be targeted in alerts and accountability events from both your home organization and your subscribed organizations. You can subscribe to a maximum of 50 organizations.



Dependent users cannot be subscribed to organizations. If you subscribe to an organization your dependent users remain in your home organization and are still targetable in alerts and events from the home organization. They cannot be targeted from any subscribed organizations.

You can cancel your organization subscriptions at any time from the Subscriptions screen.



1. Tap  to open the BlackBerry AtHoc mobile app on your device.
2. Tap  **Settings** on the bottom navigation bar.
3. On the **Settings** screen, tap your organization.
4. On the **Organization** screen, tap **Add Subscription**.
5. On the **Add Subscription** dialog, tap the organizations you want to subscribe to.
6. On the **Subscription** screen, verify the details of the organization you selected.
7. Optionally, tap the link in the **Start** or **End** section and then select a date that your subscription to this organization will begin or end. Tap **Done**. If you do not select a start date, the current date is used.
8. Tap **Add**.
9. Optionally, to remove an organization subscription, tap the subscribed organization in the **My Subscriptions** section. On the **Subscription** screen, tap **Remove Subscription**.

## Disconnect from an organization

If you do not want to receive alerts from any organization you are registered to, you can disconnect from the organization.

1. Tap  to open the BlackBerry AtHoc mobile app on your device.
2. Tap  **Settings** on the bottom navigation bar.
3. On the **Settings** screen, tap the organization you want to disconnect from in the **Connected Organization** section.
4. On the **Organization** screen, tap **Remove Organization**.
5. On the confirmation message, tap **Remove**.

## Update your user profile

1. Tap  to open the BlackBerry AtHoc mobile app on your device.
2. Tap  **Settings** on the bottom navigation bar.
3. Tap your organization.
4. In the **My Profile** section, tap your user profile.
5. Optionally, if you are connected to multiple organizations, on the **Select Profile** screen, select an organization.
6. On the **My Profile** page, tap to update any of the following fields:
  - First Name

- Last Name
- Email
- Work Phone
- Mobile Phone
- Text Messaging
- Preferred Language

7. Tap **Save**.

## Reset your forgotten password

1. On the login screen, click **Forgot Password?** under the **Password** field.
2. On the **Reset Password** screen, select **Email** or **Text Message** from the **Select Verification Method** list.
3. Enter the email address or text-messaging number associated with your BlackBerry AtHoc account.
4. If your system has reCAPTCHA enabled for user verification, select the **I'm not a robot** check box.
5. Click **Submit**. If your email address or text-messaging number is found in the BlackBerry AtHoc system, a message is displayed instructing you to check your email or text for instructions. If your email or text-messaging number is not found in the BlackBerry AtHoc system, a message is displayed.
6. Open the email or text message and then click the **Reset Password** link embedded in the body of the message.
7. Enter your username and then click **Next**.
8. On the **Reset Password** screen, enter and re-enter your new password.
9. Click **Next**. If your password meets the length and complexity requirements set by your administrator, a confirmation screen appears.
10. If you initiated the password reset from the mobile app login screen, you are returned to the login screen. If you initiated the password reset from a feature screen, you are returned to the same feature screen.

## Recover your forgotten username



1. On the login screen, click **Forgot Username?**
2. On the **Retrieve Username** screen, select **Email** or **Text Message** from the **Select Verification Method** list.
3. Enter the email or text-messaging number associated with your BlackBerry AtHoc account.
4. If your system has reCAPTCHA enabled for user verification, select the **I'm not a robot** check box.
5. Click **Submit**. If your email address or text-messaging number is found in the BlackBerry AtHoc system, a message is displayed instructing you to check for your username in your email or text. If your email or text-messaging number is not found in the BlackBerry AtHoc system, a message is displayed.
6. Log in to the mobile app using the username that appears in the email or text message.

# Enable Face ID for alert publishing and reporting

When you start the alert publish flow from the mobile app, you can choose to log in using Face ID on your device. Face ID enables operators to quickly authenticate on their device without the need to enter a username and password. When Face ID is enabled, the app displays a face or fingerprint authentication screen when the alert publishing flow starts. You can also use biometric authentication to view the alert summary for a sent alert.

When biometric authentication is enabled, if smart card authentication is then enabled, biometric authentication is disabled and the **Enable biometric authentication** setting is not displayed. A message is displayed on the mobile app to notify the end user.


Biometric authentication must be supported and set up on your device. iOS devices support Touch ID and Face ID. Android devices support Touch ID.

1. Tap  to open the BlackBerry AtHoc mobile app on your device.
2. On the home screen, tap  **Settings**.
3. On the **Settings** screen, tap the banner for your organization at the top of the screen.
4. On the **Organization** screen, in the **Settings** section, tap to toggle the **Enable Face ID for alert publishing and reporting** setting to the on position.
5. On the **Enable biometric authentication** pop-up, tap **OK**.
6. On the **Login** screen, enter your username and password.
7. Optionally, when biometric authentication is enabled, tap to toggle the **Enable biometric authentication for alert** setting to the **Off** position to disable biometric authentication.

# Log out of the mobile app

## Before you begin:

- This option appears only if you have authenticated and are logged in to an organization using a username and password.
- This option does not appear if you are using smart card authentication.

1. Tap  **Settings**.
2. On the **Settings** screen, tap **Logout**.
3. On the confirmation message, tap **OK**.

The following message is displayed: You will be logged out from <Organization Name>. You will continue to receive alerts, but will need to re-authenticate to publish alerts or messages.

# Smart card authentication error codes

When smart card authentication is enabled, the mobile app may display the error codes described in the following table.

Error code	Error message
1020	The request contains an invalid RedirectUri. The parameter exists in the query string and is not an empty value.
1030	The request contains an invalid organization code.
2010	MTLS authentication is not configured for the organization based on the organization code and Client ID.
2020	The primary regex (CAC/PIV) is not defined for the organization.
2030	The mapping ID cannot be extracted from the certificate. The regex is invalid or the mapping ID is empty.
3010	The user could not be found in BlackBerry AtHoc. The mapping ID is not set for the user.
3020	The user is disabled or deleted in BlackBerry AtHoc.

# 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](mailto: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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