



# **BlackBerry AtHoc**

## **Mobile App User Guide**

4.8



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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 Apple App store, Google Play stores, and the BlackBerry World store.

Combined with the BlackBerry AtHoc management system, BlackBerry AtHoc’s award-winning, unified, net-centric 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.

## Supported OS versions

- Android: 11.0, 10.0, 9.0, 8.0, 7.0. Android 6 and below are not supported.
- iOS 14, iOS 13 and iOS 12. iOS 11 and below are not supported.
- iPadOS (with iOS 13 or iOS 14)

## App version support




The following Mobile App versions were deprecated as of November 15, 2018:






- 3.1.X. (for iOS and Android)
- 3.0.X and 3.0.X.X
- 3.2.X
- 3.3.X
- 3.4.X
- 2.5.X

## Home screen

This is the main screen where most interactions take place and where the core utilities of the application appear.

Some of the following features may be available on the Home screen depending on the permissions from your operator.

Item	Name	Description
	Menu	Opens the navigation menu.
	Track Me	Periodically sends your location to your organization for the duration you choose.
	Check In/Check Out	Sends your location and timestamp to the server.

Item	Name	Description
	Alert Publishing	Displays the login screen on tapping the icon. After logging in the alert template screen appears that has the list of alert templates to publish alerts.
	Change view	<b>All:</b> Displays all activities including reports, tracking, and registration. <b>Inbox:</b> Displays all alerts that have been sent to you.
You are connected to <i>organization-name</i>	Organization settings	Displays information about the organization you are currently connected to. For more information, see <a href="#">Organization settings</a> .
	Alerts	Displays the number of unread alerts as a badge on the icon.
	Red knob	Slide the red knob to view the following options: <ul style="list-style-type: none"> <li>• <b>Report:</b> Sends information to the central operations center of an organization. Users can select a template to send a report.</li> <li>• <b>Emergency:</b> Sends duress messages.</li> </ul>
	Collaborate	Displays a list of collaborations that you are involved in.

## Menu

Tap  at the top left corner of the home screen. From the menu you can access the following items:

Name	Description
My Organization	Displays the organization you currently connected to.
Switch Organization	Changes organizations to receive alerts from different organizations.
Personal Alert Button	Displays details about paired bluetooth buttons. Provides features to pair, test, and unpair a bluetooth device.
FAQs	Displays the list of frequently asked questions.
Send Feedback	Opens the email client to send feedback or suggestions.

Name	Description
Send Admin Log	Opens the email client to send a log file to report issues. The default email address, <code>support@athoc.com</code> is removed from sending Admin logs flow. When user taps on Send Log button, in the compose email screen, the "To" field is blank.
About Us	Displays the build version number.
Logout	Logs you out of the app. You must have the Alert Publishing or Accountability Manager permission. This option displays only if the user is authenticated and logged in to an organization
Terms of Use	Displays the BlackBerry Solution License Agreement.

## Organization settings

Tap your organization name on the home screen to open the Organization settings screen. From the Organization settings screen you can access the following items:


Name	Description
Organization	Displays information about the organization you currently connected to.
You Are Connected Using	Displays the email address you are using to connect to your organization.
Biometric authentication	If enabled for your organization, the organization settings screen displays the option to enable biometric authentication. For more information, see <a href="#">Enable or disable biometric authentication</a> .
Available Features	Displays the list of available features and your current status (Enabled or Disabled) for each feature. Available features include: Alerts, Emergencies, Reports, Check In / Check Out, Tracking, Alert Publishing, and Collaboration.  If authentication is enabled in your system, your authentication type (Username and Password or Smart Card) is displayed.

## Location services

Turn location services on your mobile device on 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 tracking.

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 > Location Services > AtHoc**.

# Set up the BlackBerry AtHoc mobile app

The BlackBerry AtHoc mobile app is available as a download from Apple App store, Google Play store, or BlackBerry World. 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.




## Install the BlackBerry AtHoc mobile app

If you have the BlackBerry AtHoc mobile app on your device, skip this section and go to the [Register the Mobile app](#) section. If you don't have the app, download it from one of the following stores:

- Google Play store
- Apple App store
- BlackBerry World app store

### Google play


To download and install the BlackBerry AtHoc mobile app from Google Play (for Android devices), complete the following steps:

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**. A pop-up window is displayed that explains what the application can do to your device.
5. Tap **Accept**.

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

### Apple App Store (iTunes)

To download and install the BlackBerry AtHoc mobile app from the Apple App store (for iOS devices), complete the following steps:


1. On your iOS device, tap .
2. Tap the **Search** icon at the bottom of the screen.
3. Tap the **Search** field at the top of the screen and 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.

### BlackBerry World app store

To download and install the BlackBerry AtHoc mobile app from the BlackBerry World app store (for BlackBerry devices), complete the following steps:



1. On your BlackBerry device, tap .
2. In the **Search** field, type **BlackBerry AtHoc**.
3. Tap **Apps** to go to the required category.
4. To search by name, press **Search App World**.
5. Type **BlackBerry AtHoc** and press the **Search/Enter** key on your device keyboard.
6. Tap **BlackBerry AtHoc** from the list of search options.
7. Tap **Download**.
8. Follow the onscreen instructions to complete the installation.


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, Apple App store, or BlackBerry World store as described in the [Install the BlackBerry AtHoc mobile app](#) section.
  - Before you register the BlackBerry AtHoc mobile app on your device, you must have the organization code provided by your BlackBerry AtHoc administrator.
  - 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. On the **Registration** screen, read the welcome message. Close the message.
  3. On the **Registration** screen, enter the email address that is associated with your BlackBerry AtHoc management system account, if it is not already populated.
  4. Tap **Submit**. The Email Verification screen with a confirmation message is displayed.
  5. Check your email for a welcome email from the BlackBerry AtHoc system administrator with a link to activate your account to your registered email address.
  6. In the **Welcome email**, click **Verify Now**.

After the email address is verified, the **Add Organization** screen opens on your device.

7. Enter the organization code provided by your BlackBerry AtHoc administrator and tap **Send** or .

**Note:** If your organization is already configured for your email address with the organization code, then you may not see this screen.

8. On the **Allow "AtHoc" to use your location?** window, 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.

The screen displays that you are connected to the organization.


# Pairing a V.ALRT personal alert button with the BlackBerry AtHoc Mobile App

This section describes how you can pair and use a V.ALRT personal alert button with the BlackBerry AtHoc Mobile App to send an emergency alert.

## Pair a V.ALRT personal alert button with the BlackBerry AtHoc mobile app

You can pair a personal alert button with the BlackBerry AtHoc mobile app to be able to quickly and discretely publish an emergency alert.

### Before you begin:

- Users must have permission to publish emergency alerts using a Bluetooth Alert Button.
  - Bluetooth must be enabled on the device with the BlackBerry AtHoc mobile app must be installed on it.
  - The V.ALRT personal alert button must be within two meters of the device with the BlackBerry AtHoc mobile app installed on it.
1. Tap BlackBerry AtHoc mobile app to launch the app.
  2. Tap  > **Personal Alert Button**.
  3. Tap **Add (+)**.  
The BlackBerry AtHoc mobile app searches for and lists all active **V.ALRT** personal alert buttons within a two meter range. The **V.ALRT** personal alert button flashes a red light when it is in discovery mode.
  4. Tap the **V.ALRT XX:XX:XX** personal alert button that you want to pair. For example, V.ALRT C3:60:E6 Bluetooth Alert Button.
  5. Tap **PAIR**. The V.ALRT button will flash a green light while pairing. Wait until you see the following confirmations:
    - When the pair completes, on the **Button Pairing** screen, you will receive a message that the device was successfully paired and a green check mark is displayed.
    - When the connection completes. You will receive a "**Button Connected. V.ALRT Personal Alert Button has been connected.**" message when it completes.
  6. After you receive the confirmation messages, tap **Done**.



You can monitor the connectivity status, connectivity strength, and battery levels on your personal alert button. The following table describes the different statuses that are displayed:

Status Color	Status
Red	You are disconnected from the device but paired.
Green	You are successfully connected to the device.

If your device is not paired with the personal alert button, message with **Start Pairing** link option will be displayed on the Personal Alert Button screen.

## Test the V.ALRT personal alert button

After the V.ALRT personal alert button is paired with the BlackBerry AtHoc mobile app, you can test it to make sure that it is functioning as expected.

1. Tap  to launch the BlackBerry AtHoc Mobile App.
2. Tap  at the top left corner of the home screen to open the menu.
3. Tap **Personal Alert Button** from the list.
4. Tap **TEST**.
5. Tap the Bluetooth button three times in two seconds. If you perform this task correctly, you will receive the confirmation message, "Excellent! Button is ready for use".
6. Tap **Done**.

## Publish a V.ALRT emergency alert



### Before you begin:

- Users must have permission to publish emergency alerts using a Bluetooth Alert Button.
- [The V.ALRT personal alert button must be paired with the BlackBerry AtHoc mobile app.](#)

Tap your V.ALRT personal alert button **3 times in 2 seconds** to publish an emergency alert.

After the alert is published, you will receive a notification message that the "Button is pressed. Emergency has been sent successfully."


## Unpair your Bluetooth alert button

1. Tap  to launch the BlackBerry AtHoc Mobile App.
2. Tap  > **Personal Alert Button**.
3. Tap the personal alert button paired with app.
4. Tap **Unpair**.
5. Tap **Unpair** to confirm that you want to unpair the device.

When the unpairing completes, the personal alert button will make a quick beep sound and will display a flashing red light.

# Update the status of an accountability event

This section describes how to respond to accountability events.

1. Tap  on your device.
2. 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. Tap **Update Status**.
5. Tap a status.
6. Optionally, pull down the **Manage User's Status** screen to refresh the display and view the user's latest status.



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. The **Related Messages** field displays the number of messages received for a particular event. Tap the **Related Messages** field to view the messages.

## Check Accountability Officer availability

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 do their job. To enable operators to confirm AOs are available, a response option is added for AOs.


**Note:** You must have Accountability Manager and Accountability Officer permissions to manage users.

1. Tap  on your device.
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. Tap **Reply**. The response options are displayed.
5. Tap one of the following options depending on your availability:
  - **I am available to update user status**
  - **I am not available to update user status**
6. If you tap **I am available to update user status**, complete the following steps:
  - a. Tap **I am available to update user status**. A pop-up message with options is displayed.
  - b. Tap **Manage Users' status** to update the users' status or tap **Close** to close the message window.
  - c. When you tap **Manage Users' status**, the Manage Users status screen opens.
  - d. From the list of users, tap **Manage** to update the status of the user you want.
  - e. From the **Status** list, select a status.
  - f. Optionally, in the **Comments** text box, add a comment.
  - g. Tap .
7. If you tap **I am not available to update user status**, your status gets 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.

## Accountability event icons

The colors and icons identify the category of each event. The following table describes the accountability event icons:

Icon	Icon Name	Description
	Blue dot	A blue dot next to the title of the accountability event indicates that the user has not opened the accountability event. The blue dot disappears when the accountability event is opened by the user.
	Person	A Person icon indicates an accountability event.
	Live with Reply	A Live accountability event or accountability officer event with a Reply arrow indicates that a status update is requested.
	Live with Replied	A Live accountability event with a Replied arrow indicates that you have updated the status of the accountability event. A Replied icon replaces the Reply icon.
	Live	A Live accountability officer event indicates that the accountability officer has responded to the event.
	AO	An accountability officer event.
	Ended	An accountability event with Ended icon indicates that the accountability event has ended. You may or may not have updated your status for that accountability event.
	High	An accountability event with a high severity. High severity is reserved for extreme emergencies.
	Moderate	An accountability event with moderate severity.
	Low	An accountability event with low severity.
	Unknown	An accountability event with an unknown severity.
	Informational	An accountability event that includes information. For example, a meeting invite.
	Globe	An accountability event with a globe icon indicates that a location is associated with the event.
	Attachment	An accountability event with an attachment icon indicates that the event includes one or more attachments.



# Manage organizations

This section describes how you can change the organization you are connected to. You can connect to and receive alerts from one organization at a time.

## Add a new organization

An existing user can be registered with one or more organizations. This section describes how an existing user can add a new organization.


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

1. Tap  at the top left corner of the home screen to open the menu.
2. Tap **Switch Organization**.
3. On the **Switch Organization** screen, tap  (Android) or **Add** (iOS).
4. On the **Registration** screen, do one of the following:
  - From the list, select the registered email address to connect to the new organization, and tap **Continue**.
  - Enter a new email address to register with the BlackBerry AtHoc mobile app and complete the steps detailed in the [Register the Mobile app](#) section.
5. From the list, select the registered email address to connect to the new organization, and tap **Continue**.
6. On the **Add Organization** screen, enter the new organization code. A confirmation message is displayed
7. Tap **Switch**.

You are now connected to the new organization.

## Switch organizations


This sections describes how to switch from the organization you are currently connected to, to another organization you have already registered with.

1. Tap .
2. Tap **Switch Organization**.
3. On the **Switch Organization** screen, tap the organization name you want to switch to. A confirmation message is displayed.
4. Tap **Switch**.

You can see an entry on your home screen with the name of the new organization you are connected to.


## 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  at the top left corner of the home screen to open the menu.
2. Tap **Switch Organization**.
3. On the **Switch Organization** screen, tap the name of your organization.
4. Tap **Disconnect**.
5. On the confirmation message, tap **Disconnect**.

# Collaboration


Collaboration enables 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 collaboration messages is enhanced with GDPR and HIPAA compliance. Only an administrator can initiate Collaboration.

When you upgrade your app, or install a new version of the app on Android or iOS smartphones, you are automatically enrolled for collaboration, if your organization has configured the feature. When you tap  > **Collaborate** in the menu, the list of collaborations that you are a part of displays in descending order of the creation date. Collaborations 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 collaboration that is already in progress.
- When you are added to a collaboration, you receive a notification that you can tap on to open the collaboration.
- If you are added to a collaboration that is already in progress you can see all of the previously sent messages.
- In a collaboration you can securely quote, delete, edit, and retract messages.
- You can add attachments to a collaboration and open attachments that are in a collaboration.
- A delivery status for each message displays so you can see who has viewed each message.
- If you navigate away from the Collaborate page, you are disconnected from any active collaborations. Tap the Collaborate menu again to reconnect.

## View collaborations


To view collaboration, do one of the following:


- On the home screen, on the bottom right corner of the screen, tap . The list of collaboration messages displays.
- Tap the notification that the administrator sent.

## Working with collaborations

1. On the bottom right corner of home screen, tap . The list of collaboration messages displays.
2. To participate in a collaboration, tap on the group icon you wish to participate into, type your message in the message box, and tap .
3. In a collaboration you can perform the following actions:






Task	Steps
Quote	<ul style="list-style-type: none"><li>• You can respond to specific messages by selecting them and clicking <b>Quote</b>.</li></ul>
Edit	<ul style="list-style-type: none"><li>• You can edit a specific message that you have sent.</li></ul>
Retract	<ul style="list-style-type: none"><li>• You can retract a message that you have sent. When you retract a message, the app displays the message to other users that it is retracted.</li></ul>
Delete	<ul style="list-style-type: none"><li>• You can delete a specific message after you have sent it.</li></ul>

4. To add an attachment to a collaboration, click , and browse to the file that you want to attach.

5. To send a high priority message, click .

## View the delivery status of messages

The following icons display beside each message you send to indicate the status of each message:

Item	Description
	Sent
	Delivered to at least one participant.
	Delivered to all participants.
	Read by at least one participant.
	Read by all participants.

Click the status icon beside a message to open the Message Delivery Status window to see the delivery status for each collaboration participant.



# Enable or disable biometric authentication

When you start the alert publish flow from the mobile app, you can choose to log in using biometric authentication on your device. Biometric authentication enables operators to quickly authenticate on their device without the need to enter a username and password. When biometric authentication 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.

## Before you begin:

- Biometric authentication must be supported and set up on your device. iOS devices support Touch ID and Face ID. Android devices support Touch ID.
  - BlackBerry AtHoc management system release 7.10 or later release.
1. Tap BlackBerry AtHoc mobile app to launch the app.
  2. On the **Organization settings** page, tap the **Enable biometric authentication for alert publishing and reporting** setting to the **On** position.
  3. On the **Enable biometric authentication** screen, tap **OK**.
  4. On the **Login** screen, enter your username and password.
  5. Optionally, when biometric authentication is enabled, tap the **Enable biometric authentication for alert** setting to the **Off** position to disable biometric authentication.


# Advanced features

This section describes the advanced features a user can use on the mobile app. The advanced features that you can see on your mobile app depends on the distribution list selected by the BlackBerry AtHoc administrator. Each feature in the Advanced Features section on the Mobile App settings page includes its own menu to select a distribution list.

## 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 a predefined alert templates. If the management system operator selects the "Available for mobile publishing" check box in the alert template, then that alert template appears in the alert publisher template list in 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.

1. Open the BlackBerry AtHoc mobile app on your device.
2. Tap  at the top right corner of the home screen.

**Tip:** You can also press and hold the BlackBerry AtHoc mobile app icon to open the alert template 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, click **OK** on the **Enable biometric authentication** window. The Face ID or Touch ID screen opens. Touch the fingerprint sensor or use Face ID to authenticate.


**Note:** 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. If you click **Don't Use** you are redirected to the login screen.

- If smart card and biometric authentication are not enabled, enter your username and password on the login screen.




**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 **Template** screen, tap the template you want to publish.
5. Optionally, tap  next to a section to make changes, then tap  to save the changes.
6. Tap .
7. On the **Publishing Confirmation** message, review the content.
8. Tap **Publish**.





## Edit the alert template

1. In the **Title** section, tap  and do the following:
  - a. From the **Severity** list, select a severity.
  - b. From the **Type** list, select a type.
  - c. In the **Title** field, enter a name.
  - d. In the **Body** field, enter the content of the alert.

The Severity, Type, and Body that you set in the Title section display on the template screen.


2. In the **Response Option** section, tap  and do the following:
  - a. Tap **Add Response Option** to add response options.
  - b. Tap  to remove a response option.
  - c. Tap  to save the changes.

The Response Options section displays the response options.

3. In the **Target Users** section, tap  and do the following:
  - a. Tap the distribution list you want to edit. The following options are displayed:
    - **Targeted**: All users in that distribution list are selected.
    - **None**: No user is selected.
    - **Blocked**: All users in that distribution list are blocked.
  - b. Tap an option.
  - c. Tap  to save the changes.
4. In the **Personal Devices** section, tap  and do the following:
  - a. Tap the device you want to target.
  - b. Tap  to save the changes.

## Respond to alerts

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

1. Tap  on your device.
2. Tap the alert you want to view and respond to.

Alerts details can include instructions such as evacuation information, response options, and attachments.
3. Optionally, if there are attachments included in the alert, tap an attachment to view it. If there are multiple attachments, you can swipe right and left to view them. If there are .html, .kml, or .xml file attachments, you can tap the file and then tap **Download** to download it to the document directory on 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 **View on map** to view the location on a map.
5. Tap **Reply** or **Acknowledge** to respond to the alert. You will see an **Acknowledge** button when the alert does not have any response options.
6. Tap a 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.

The Alert Details screen displays the alert that you responded to with the response option you selected.

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

### Alert icons

The colors and icons identify the state of each alert. The following table describes the alert icons:

Icon	Icon Name	Description
	Blue dot	A blue dot next to the title of an alert indicates that the user has not opened the alert. The blue dot disappears when the alert is opened by the user.
	Live with a reply arrow	A Live alert with a reply arrow indicates that a response is requested and that you have not responded to the alert.
	Live without reply arrow	A Live alert without a reply arrow indicates that you have responded to the alert.
	Ended	An alert with an Ended icon indicates that the alert has ended. You may or may not have viewed or responded to the alert.
	High	A high severity alert. High severity is reserved for extreme emergencies.
	Moderate	A moderate severity alert.
	Low	A low severity alert.
	Unknown	An unknown severity alert.
	Informational	An alert that includes information. For example, a meeting invite.
	Globe	An alert with a globe icon indicates that a location is associated with the alert.
	Attachment	An alert with an attachment icon indicates that the alert includes one or more attachments.

## View alert responses

1. To view the alert response delivery summary, tap **Alert Name**.

2. 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, click **OK** on the **Enable biometric authentication** window. The Face ID or Touch ID screen opens. Touch the fingerprint sensor or use Face ID to authenticate.

**Note:** 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. If you click **Don't Use** you are redirected to the login screen.

- If smart card and biometric authentication are not enabled, enter your username and password on the login screen.

**Note:** If the biometric or smart card authentication fails, you have the option to continue by entering your username and password.

When authentication is successful, the following statuses are displayed:

- **Targeted:** The number of targeted users to send alerts to.
  - **Sent:** The number of users that the alerts were sent to.
  - **Responded:** The number of users who responded to the alert. The Responded count indicates the number of people who have responded.
  - **Not Responded:** The number of users who have not responded to the alert.
3. Tap > to view a list of users who have responded using a specific response option (for example, I am safe).
  4. In the **Search for users** field, you can search for a specific user who has sent the selected response.
  5. Tap on a user in the list to view their contact details.
  6. If you need to contact a user, do one of the following:
    - Tap **Call** to call the user.
    - Tap **Message** to send a message to the user.
    - Tap **Email address** to send an email message to the user.

## Send an emergency

The Emergency feature (🚨) sends a duress message and device location to your organization.

**Note:** 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 > Location Services > AtHoc**.

1. Open the BlackBerry AtHoc mobile app on your device.
2. On the Home screen, slide the 🚨 to the left to create an emergency.
3. A dialog appears with a countdown of 5 seconds with the options **Cancel** and **Send Now**. Choosing **Cancel** cancels the report. **Send Now** sends a duress message immediately. If the countdown reaches zero without you choosing either option, the emergency is reported and your location is sent. A screen is displayed where you can enter messages.
4. Optionally, tap 📞 to make a call, add a message with additional information, or tap 📷 to attach a video or photo.

**Note:** You can also send an emergency using a paired personal alert button. See [Publish a V.ALRT emergency alert](#).



## Send a report

The Report feature (📄) sends information and application level location services to the central operations center of an organization. The organization can configure a report type so that when a user activates any report type, the content gets forwarded to the targeted users. That way, organizations can build work flows around the reports. The report list is configured in the BlackBerry AtHoc management system.

If your location services are disabled, you can send a report but it does not include your location details. When you send a report, you are prompted to enable the app and device location services if they are disabled. A **Turn Location on** link is displayed in the Send a message screen if the location services are disabled.

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

1. Open the BlackBerry AtHoc mobile app on your device.




2. On the Home screen, slide the  to the right to send a report.
3. On the **Reports** screen, tap a template to choose the report you want to send.
4. Optionally, you can change the message, location, or attach a photo or video to the report.
5. Tap . You are directed to the home screen where you can see the report activity.
6. Optionally, tap **Cancel** to cancel the report.

## Tracking

The Tracking feature periodically sends your location to your organization for the duration you choose. The interval for tracking is set on the BlackBerry AtHoc management system. You can increase or decrease the tracking duration manually at any time. Once you start tracking, the countdown displays how much time is left until tracking stops. Tracking stops if you disconnect from the current organization or switch to another organization.

**Note:** 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 > Location Services > AtHoc**.

1. Open the BlackBerry AtHoc mobile app on your device.
2. Tap  at the top of the home screen.
3. Drag the slider to set a desired duration for location tracking. Sliding all the way to the right results in tracking until it is manually stopped. The default duration is 5 minutes.
4. Tap **Start Tracking**. The dialog closes and an arrow lights up () until tracking is stopped. You are directed to the home screen where you can see the tracking activity.
5. To stop tracking, tap  and tap **Stop Tracking**.

### 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 pop-up message is displayed. Your BlackBerry AtHoc administrator may enable the ability to deny the location access request.

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

## Check In/Check Out

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



If you close the app after sending a check in, the mobile app maintains the check in. If you disconnect from your organization after sending a check in, when you reconnect you will need to check in again before you can check out.

**Note:** 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 > Location Services > AtHoc**.

### Prerequisites

- To perform a check out, you must have BlackBerry AtHoc release 7.13.1 or later.

- The check in/check out feature must be enabled on the Mobile App gateway configuration settings page in the BlackBerry AtHoc management system.
1. Open the BlackBerry AtHoc mobile app on your device.
  2. At the top of the home screen, tap  to check in, or  to check out. You are directed to the home screen where you can see the check in and check out activity.
  3. Optionally, tap **Cancel** to cancel the check in or check out.

# Log out of the mobile app

## Before you begin:

- You must have alert publishing or accountability manager permissions.
- 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  > **Logout**.

2. 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.



# 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://support.athoc.com>

The BlackBerry AtHoc Customer Support Portal also provides support via computer-based training, operator checklists, best practice resources, reference manuals, and user guides.

# 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.

# 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 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://support.athoc.com>.

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

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

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