



BlackBerry AtHoc

Operator Roles and Permissions Reference

Contents

Introduction.....8

Administrator roles..... 9

- Alerts section..... 9
- Users section..... 11
- Mobile publishing..... 12
- Publisher map..... 12
- Live map..... 12
- Geofence app..... 13
- Account section..... 13
- Reports section..... 14
- Organizations (Connect) section..... 14
- Plan section..... 15
- Collaborate section..... 15
- Basic settings..... 15
- AtHoc Connect settings..... 17
- System Setup settings..... 17
- User settings..... 18
- Map settings..... 18
- Device settings..... 19
- Device manager..... 19
- Super enterprise..... 20
- API access..... 20

Alerting roles..... 27

- Alerts section..... 27
- Users section..... 29
- Mobile publishing..... 30
- Publisher map..... 30
- Live map..... 30
- Geofence app..... 31
- Account section..... 32
- Reports Section..... 33
- Organizations (Connect) section..... 33
- Plan section..... 33
- Collaborate section..... 34
- Basic settings..... 34
- AtHocConnect settings..... 36
- System Setup settings..... 36
- User settings..... 37
- Map settings..... 37
- Device settings..... 38
- Device manager..... 38
- Super enterprise..... 39
- API access..... 39

Manager roles..... 49

- Alerts section..... 49
- Users section..... 51
- Mobile publishing..... 51
- Publisher map..... 52
- Live map..... 52
- Geofence app..... 52
- Account section..... 53
- Reports section..... 54
- Organizations (Connect) section..... 54
- Plan section..... 54
- Collaborate section..... 55
- Basic settings..... 55
- AtHoc Connect settings..... 56
- System Setup settings..... 56
- User settings..... 57
- Map settings..... 58
- Device settings..... 58
- Device manager..... 59
- Super enterprise..... 59
- API access..... 59

Account roles..... 66

- Alerts section..... 66
- Users section..... 67
- Mobile publishing..... 68
- Publisher map..... 68
- Live map..... 68
- Geofence app..... 68
- Account section..... 69
- Reports section..... 69
- Organizations (Connect) section..... 70
- Plan section..... 70
- Collaborate section..... 70
- Basic settings..... 71
- AtHoc Connect settings..... 72
- System Setup settings..... 72
- User settings..... 72
- Map settings..... 73
- Device settings..... 73
- Device manager..... 74
- Super enterprise..... 74
- API access..... 74

AtHoc Connect roles..... 78

- Alerts section..... 78
- Users section..... 79
- Mobile publishing..... 79
- Publisher map..... 80

Live map.....	80
Geofence app.....	80
Account section.....	81
Reports section.....	81
Organizations (Connect) section.....	82
Plan section.....	82
Collaborate section.....	82
Basic settings.....	82
AtHoc Connect settings.....	83
System Setup settings.....	83
User settings.....	84
Map settings.....	85
Device settings.....	85
Device manager.....	85
Super enterprise.....	86
API access.....	86

Situation Response roles..... 90

Alerts section.....	90
Users section.....	91
Mobile publishing.....	92
Publisher map.....	92
Live map.....	92
Geofence app.....	93
Account section.....	93
Reports section.....	94
Organizations (Connect) section.....	94
Plan section.....	95
Collaborate section.....	95
Basic settings.....	95
AtHoc Connect settings.....	96
System Setup settings.....	96
User settings.....	97
Map settings.....	98
Device settings.....	98
Device manager.....	98
Super enterprise.....	99
API access.....	99

External app roles..... 106

Alerts section.....	106
Users section.....	107
Mobile publishing.....	107
Publisher map.....	108
Live map.....	108
Geofence app.....	108
Account section.....	109
Reports section.....	109
Organizations (Connect) section.....	110
Plan section.....	110
Collaborate section.....	110

Basic settings.....	110
AtHoc Connect settings.....	111
System Setup settings.....	111
User settings.....	112
Map settings.....	113
Device settings.....	113
Device manager.....	113
Super enterprise.....	114
API access.....	114

Activity log roles..... 118

Alerts section.....	118
Users section.....	119
Mobile publishing.....	120
Publisher map.....	120
Live map.....	120
Geofence app.....	120
Account section.....	121
Reports section.....	121
Organizations (Connect) section.....	122
Plan section.....	122
Collaborate section.....	122
Basic settings.....	123
AtHoc Connect settings.....	123
System Setup settings.....	124
User settings.....	124
Map settings.....	125
Device settings.....	125
Device manager.....	125
Super enterprise.....	126
API access.....	126

Basic roles..... 130

Alerts section.....	130
Users section.....	131
Mobile publishing.....	131
Publisher map.....	132
Live map.....	132
Geofence app.....	132
Account section.....	133
Reports section.....	133
Organizations (Connect) section.....	134
Plan section.....	134
Collaborate section.....	134
Basic settings.....	134
AtHoc Connect settings.....	135
System Setup settings.....	135
User settings.....	136
Map settings.....	137
Device settings.....	137
Device manager.....	137

Super enterprise.....	138
API access.....	138

BlackBerry AtHoc Customer Support Portal.....	142
--	------------

Documentation feedback.....	143
------------------------------------	------------

Legal notice.....	144
--------------------------	------------

Introduction

This guide details access permissions for BlackBerry AtHoc roles.

Administrator roles

The Enterprise Administrator role is used by customers who have multiple organizations to manage as part of an enterprise or super enterprise. Enterprise Administrator is the most powerful role in the super enterprise or enterprise and should be reserved for users who need to have access to everything in them. See the [BlackBerry AtHoc Plan and Manage Enterprise Organizations](#) guide for more information about enterprise alerting.

The Organization Administrator role provides the maximum privileges in a single organization.

The System Administrator role is designed for the people responsible for maintaining the entire system of servers, who are often IT staff. This role hides user information by default, but can increase its own roles if needed to accomplish more tasks. This role can only be given in the System Setup (3) organization.

The Basic Administrator role is available only in the BlackBerry AtHoc Basic edition.

Alerts section

Task or page	Enterprise Administrator	Organization Administrator	System Administrator	Basic Administrator
New Alert - Create and publish an alert	✓	✓	–	✓
New Alert - Create and Save as a Draft	✓	✓	✓	–
Inbox - View, search, mark as reviewed	✓	✓	–	✓
Inbox - Forward alert, reply	✓	✓	–	✓
Sent Alerts - New, edit, duplicate, publish, delete, end	✓	✓	–	✓
Sent Alerts - New, edit, duplicate, delete, end (cannot publish)	–	–	–	–
Sent Alerts - Search, Live Map	✓	✓	–	✓
Sent Alerts for suborganization - Search	✓	–	✓	–
Sent Alerts - Export	✓	✓	–	–

Task or page	Enterprise Administrator	Organization Administrator	System Administrator	Basic Administrator
Sent Alerts for suborganization - Export	✓	–	✓	–
Sent Alerts - View Advanced Reports	✓	✓	–	–
Sent Alerts - View Users List	✓	✓	–	–
Alert Templates - create, edit, import, export, search, delete, duplicate	✓	✓	–	✓
Alert Templates - reset system alert template to default values	✓	✓	✓	–
Alert Templates - Approve an alert	✓	✓	–	–
Alert Folders - Create new, edit own folder, and search	✓	✓	–	–
Configure audio files	✓	✓	–	–
Configure delivery templates	✓	✓	–	–
Configure devices	✓	✓	–	–
Mobile alert settings - Configure	✓	✓	–	–
Alert rules	✓	✓	–	–
Alert placeholders - Create and edit	✓	✓	–	–
Activity Logs - View, search, export	✓	✓	–	–
Activity Logs - Create, modify, edit	✓	✓	–	–

Task or page	Enterprise Administrator	Organization Administrator	System Administrator	Basic Administrator
Activity Logs - Publish	✓	✓	–	–

Users section

Task or page	Enterprise Administrator	Organization Administrator	System Administrator	Basic Administrator
Manage users	✓	✓	–	✓
Manage Dependants	✓	✓	–	–
Manage Subscriptions	✓	✓	–	–
Move and subscribe users from their suborganization to other suborganizations	✓	✓	–	–
Grant operator permissions	✓	✓	✓	✓
Revoke operator permissions	✓	✓	✓	✓
Manage distribution lists	✓	✓	–	✓
Manage user attributes	✓	✓	–	–
Prioritize personal devices	✓	✓	–	–
Create and import service accounts	✓	✓	✓	–

Mobile publishing

Task or page	Enterprise Administrator	Organization Administrator	System Administrator	Basic Administrator
Publish alerts from the mobile app	✓	✓	–	–

Publisher map

Task or page	Enterprise Administrator	Organization Administrator	System Administrator	Basic Administrator
Export users list	✓	✓	–	–

Live map

Task or page	Enterprise Administrator	Organization Administrator	System Administrator	Basic Administrator
Access the live map	✓	✓	✓	✓
View layers	✓	✓	✓	✓
View users	✓	✓	✓	✓
View users in drawn shapes	✓	✓	✓	✓
View incoming alerts	✓	✓	✓	✓
View live alerts and events	✓	✓	✓	✓
Publish a quick alert	✓	✓	✓	✓
Export users	✓	✓	✓	✓

Geofence app

Task or page	Enterprise Administrator	Organization Administrator	System Administrator	Basic Administrator
Access the geofence application	✓	✓	✓	—
Create geofences	✓	✓	✓	—
View geofences	✓	✓	✓	—
View geofence reports	✓	✓	✓	—
Edit geofences	✓	✓	✓	—

Account section

Task or page	Enterprise Administrator	Organization Administrator	System Administrator	Basic Administrator
View accountability templates	✓	—	—	—
Create accountability template	✓	—	—	—
Search templates	✓	—	—	—
Delete templates	✓	—	—	—
Duplicate templates	✓	—	—	—
Create events	✓	—	—	—
Search events	✓	—	—	—
Live map	✓	✓	—	—
End event	✓	—	—	—
Change end time	✓	—	—	—
Delete event	✓	—	—	—

Task or page	Enterprise Administrator	Organization Administrator	System Administrator	Basic Administrator
View event dashboards	✓	–	–	–
Export event reports	✓	–	–	–
Report status on behalf of others	✓	–	–	–

Reports section

Task or page	Enterprise Administrator	Organization Administrator	System Administrator	Basic Administrator
Personnel reports	✓	✓	–	–
Alerts usage	✓	✓	–	–
User summary	✓	✓	–	–

Organizations (Connect) section

Task or page	Enterprise Administrator	Organization Administrator	System Administrator	Basic Administrator
View Connected organizations	✓	✓	–	✓
Connect with organizations	✓	✓	–	✓
Access All Organizations screen	✓	✓	–	✓
Sent Invitations	✓	✓	–	✓
Connect Profile	✓	✓	–	✓

Plan section

Task or page	Enterprise Administrator	Organization Administrator	System Administrator	Basic Administrator
Plan - View, create, edit, approve	✓	✓	–	–
Plan - Delete, duplicate, archive, disable, enable	✓	✓	–	–
Plan - View (read-only mode)	✓	✓	–	–
Incident - Create, edit, end, publish, activate steps in, view activity, export activity log, add new entry in activity log	✓	✓	–	–
Incident - Edit draft incident	–	✓	–	–

Collaborate section

Task or page	Enterprise Administrator	Organization Administrator	System Administrator	Basic Administrator
Collaboration - Start, end, export	✓	✓	–	–
Collaboration - View and participate in	✓	✓	–	–

Basic settings

Task or page	Enterprise Administrator	Organization Administrator	System Administrator	Basic Administrator
General settings	✓	✓	✓	–

Task or page	Enterprise Administrator	Organization Administrator	System Administrator	Basic Administrator
General settings - Update organization code	–	–	✓	–
General settings - Dependant Enablement	–	–	✓	–
General settings - Dependant Profile Layout	✓	✓	–	–
General settings - Subscription Enablement	–	–	✓	–
General settings - Subscription Configuration	✓	–	–	–
Alert placeholders	✓	✓	✓	✓
Accountability templates	✓	–	–	–
Alert templates	✓	✓	–	–
Alert folders	✓	✓	✓	–
Delivery templates	✓	✓	✓	✓
Audio files	✓	✓	✓	✓
Mobile alert settings	✓	✓	✓	–
Alert rules	✓	✓	✓	✓
Map settings	✓	✓	✓	–
External Events settings	✓	✓	✓	–

AtHoc Connect settings

Task or page	Enterprise Administrator	Organization Administrator	System Administrator	Basic Administrator
Connect profile	✓	✓	–	✓

System Setup settings

Task or page	Enterprise Administrator	Organization Administrator	System Administrator	Basic Administrator
Security policy	✓	✓	✓	–
Global system health	–	–	✓	–
System settings	–	–	✓	–
System health	✓	–	✓	–
Access and export diagnostic log	–	–	✓	–
Clear diagnostic log	–	–	✓	–
Archive	–	–	✓	–
Organizations manager	–	–	✓	–
Feature enablement	–	–	✓	–
Integration manager	✓	✓	✓	–
API application	✓	✓	✓	–
Operator audit trail	✓	✓	✓	–
View geocoding summary and logs	✓	✓	✓	–
Enable SMS Opt-In Service	–	–	✓	–

User settings

Task or page	Enterprise Administrator	Organization Administrator	System Administrator	Basic Administrator
External operator permissions	✓	✓	✓	—
Disable and delete end users	✓	✓	—	—
Distribution list folders	✓ ¹	✓	✓	—
User attributes	✓	✓	✓	—
Translate custom user attributes	✓	✓	✓	—
Translate custom device attributes	—	—	✓	—
User authentication	✓	✓	✓	—
Configure SMS Opt-In	✓	✓	✓	—

¹ Enterprise Admin can access from a stand-alone Enterprise organization (with no sub organizations.)

Map settings

Task or page	Enterprise Administrator	Organization Administrator	System Administrator	Basic Administrator
Manage map settings	✓	✓	✓	✓
Set default map view	✓	✓	✓	✓
Add shape layer	✓	✓	✓	✓
Add distribution list	✓	✓	✓	✓

Device settings

Task or page	Enterprise Administrator	Organization Administrator	System Administrator	Basic Administrator
Devices	✓	✓	✓	—
Mass device endpoints	✓	✓	✓	—
Desktop app	✓	✓	✓	—
Mobile App - Configuration	—	—	—	—
SDK ¹	—	—	—	—

¹ SDK is used only for ServiceNow, UEM notifications, and User Sync Client set-up. Contact AtHoc support if this role is needed.

Device manager

Task or page	Enterprise Administrator	Organization Administrator	System Administrator	Basic Administrator
Access device manager	✓	✓	✓	—
View device details	✓	✓	✓	—
Enable and disable devices	✓	✓	✓	—
Edit devices	✓	✓	✓	—
Copy devices	—	—	✓	—
Delete devices	—	—	✓	—
Set device delivery preference	✓	✓	✓	—
Update device name	—	—	✓	—

Super enterprise

Task or page	Enterprise Administrator	Organization Administrator	System Administrator	Basic Administrator
Configure all settings and features in a Super Enterprise organization	✓	–	–	–

API access

Enterprise Administrator and Organization Administrator

Task or page	Enterprise Administrator	Organization Administrator
GetOperatorAuditLog	✓	✓
GetAllDevice	✓	✓
GetDevice	✓	✓
GetOrgDevices	✓	✓
GetOrgMassDevices	✓	✓
GetOrganizations	✓	✓
GetOrganization	✓	✓
SyncByCommonNames	✓	✓
GetUsers	✓	✓
GetUserProfile	✓	✓
UserSearchBasic	✓	✓
UserSearchAdvanced	✓	✓
AlertUsersTargeted	✓	✓
AlertDeviceCoverge	✓	✓
GetEvent	✓	–
GetEventStatusSummary	✓	–

Task or page	Enterprise Administrator	Organization Administrator
GetEventDetailsWithStatus	✓	–
GetUserEventStatusHistory	✓	–
UpdateUserStatus	✓	–
GetAccountabilityTemplates	✓	–
GetAccountabilityTemplateDetails	✓	–
PublishEvent	✓	–
GetEvents	✓	–
GetAccountabilityEventOfficers	✓	–
GetOrgAllApiClient	✓	–
GetApiClientDetails	✓	–
SaveApiClient	✓	–
ResetApiClientSecret	✓	–
GetAttachmentDetails	✓	✓
GetAllAttributes	✓	✓
GetAttribute	✓	✓
UpdateAttribute	✓	✓
GetAttributeValues	✓	✓
GetAttributeValue	✓	✓
AddAttributeValues	✓	✓
UpdateAttributeValues	✓	✓
UpdateAttributeValue	✓	✓
DeleteAttributeValues	✓	✓
UpdateUserAttributeValue	✓	✓
DeleteUserAttributeValue	✓	✓
GetDeliveryTemplates	✓	✓

Task or page	Enterprise Administrator	Organization Administrator
GetEmailDeliveryTemplatePreview	✓	✓
GetDesktopPopupDeliveryTemplatePreview	✓	✓
GetDeliveryTemplateDetails	✓	✓
GetInboundAndExternalEvents	✓	✓
GetInboundAndExternalEvent	✓	✓
GetAllLists	✓	✓
GetAllStaticLists	✓	✓
GetAllDynamicLists	✓	✓
SyncStaticLists	✓	✓
DeleteStaticLists	✓	✓
GetStaticListRelations	✓	✓
SetStaticListRelations	✓	✓
PostStaticDistributionMembers	✓	✓
GetOperatorsPermission	✓	✓
GetOperatorPermissionDetails	✓	✓
PublishAlert	✓	✓
UpdateAlert	✓	✓
GetAlertTemplates	✓	✓
GetAlertTemplate	✓	✓
GetAlertTypes	✓	✓
GetAlertSeverities	✓	✓
GetAlerts	✓	✓
GetAlertDetails	✓	✓
GetAlertFolders	✓	✓
GetAlertSummaryReport	✓	✓

Task or page	Enterprise Administrator	Organization Administrator
GetAlertHierarchySummaryReport	✓	✓
GetAlertDeviceSummaryReport	✓	✓
GetAlertDistributionListSummaryReport	✓	✓
GetAlertResponseDetail	✓	✓
GetAlertDetailsByUser	✓	✓
GetAlertDetailsByUsersDevices	✓	✓
GetRolesController	✓	✓

System Administrator and Basic Administrator

Task or page	System Administrator	Basic Administrator
GetOperatorAuditLog	✓	–
GetAllDevice	✓	✓
GetDevice	✓	✓
GetOrgDevices	✓	✓
GetOrgMassDevices	✓	✓
GetOrganizations	✓	✓
GetOrganization	✓	✓
SyncByCommonNames	–	✓
GetUsers	–	✓
GetUserProfile	–	✓
UserSearchBasic	–	✓
UserSearchAdvanced	–	✓
AlertUsersTargeted	–	✓
AlertDeviceCoverge	–	✓
GetEvent	–	–
GetEventStatusSummary	–	–

Task or page	System Administrator	Basic Administrator
GetEventDetailsWithStatus	–	–
GetUserEventStatusHistory	–	–
UpdateUserStatus	–	–
GetAccountabilityTemplates	–	–
GetAccountabilityTemplateDetails	–	–
PublishEvent	–	–
GetEvents	–	–
GetAccountabilityEventOfficers	–	–
GetOrgAllApiClient	✓	–
GetApiClientDetails	✓	–
SaveApiClient	✓	–
ResetApiClientSecret	✓	–
GetAttachmentDetails	–	✓
GetAllAttributes	✓	✓
GetAttribute	✓	✓
UpdateAttribute	✓	–
GetAttributeValues	–	✓
GetAttributeValue	–	✓
AddAttributeValues	–	✓
UpdateAttributeValues	–	✓
UpdateAttributeValue	–	✓
DeleteAttributeValues	–	✓
UpdateUserAttributeValue	–	✓
DeleteUserAttributeValue	–	✓
GetDeliveryTemplates	✓	–

Task or page	System Administrator	Basic Administrator
GetEmailDeliveryTemplatePreview	✓	–
GetDesktopPopupDeliveryTemplatePreview	✓	–
GetDeliveryTemplateDetails	✓	–
GetInboundAndExternalEvents	–	✓
GetInboundAndExternalEvent	–	✓
GetAllLists	✓	✓
GetAllStaticLists	✓	✓
GetAllDynamicLists	✓	✓
SyncStaticLists	–	✓
DeleteStaticLists	–	✓
GetStaticListRelations	✓	✓
SetStaticListRelations	–	✓
PostStaticDistributionMembers	–	✓
GetOperatorsPermission	✓	✓
GetOperatorPermissionDetails	✓	✓
PublishAlert	–	✓
UpdateAlert	–	✓
GetAlertTemplates	–	✓
GetAlertTemplate	–	✓
GetAlertTypes	✓	✓
GetAlertSeverities	✓	✓
GetAlerts	–	✓
GetAlertDetails	–	✓
GetAlertFolders	✓	–
GetAlertSummaryReport	–	✓

Task or page	System Administrator	Basic Administrator
GetAlertHierarchySummaryReport	–	✓
GetAlertDeviceSummaryReport	–	✓
GetAlertDistributionListSummaryReport	–	✓
GetAlertResponseDetail	–	✓
GetAlertDetailsByUser	–	✓
GetAlertDetailsByUsersDevices	–	✓
GetRolesController	✓	✓

Alerting roles

Give the Alert Manager role to an operator who needs to manage alerts and users, but should not have access to all settings. The Alert Manager role provides the maximum publishing privileges.

Give the Advanced Alert Manager role to operators who need to manage alerts and users, but should not have access to all settings. The Advanced Alert Manager role provides the maximum publishing privileges as well as access to alert rules, delivery templates, audio files, placeholders, and user settings.

Give the Alert Publisher role to operators who need to create and publish alerts but should not have access to all settings.

Give the Advanced Alert Publisher role to operators who need to create and publish alerts and configure alert settings.

Give the Draft Alert Creator role to operators who should write but not send alerts.

Alerts section

Task or page	Alert Manager	Advanced Alert Manager	Alert Publisher	Advanced Alert Publisher	Draft Alert Creator
New Alert - Create and publish an alert	✓	✓	✓	✓	—
New Alert - Create and Save as a Draft	✓	✓	✓	✓	—
Inbox - View, search, mark as reviewed	✓	✓	✓	✓	—
Inbox - Forward alert, reply	✓	✓	✓	✓	—
Sent Alerts - New, edit, duplicate, publish, delete, end	✓	✓	✓	✓	—
Sent Alerts - New, edit, duplicate, delete, end (cannot publish)	—	—	—	—	✓

Task or page	Alert Manager	Advanced Alert Manager	Alert Publisher	Advanced Alert Publisher	Draft Alert Creator
Sent Alerts - Search, Live Map	✓	✓	✓	✓	✓
Sent Alerts for suborganization - Search	–	–	–	–	–
Sent Alerts - Export	✓	✓	✓	✓	✓
Sent Alerts for suborganization - Export	–	–	–	–	–
Sent Alerts - View Advanced Reports	✓	✓	–	✓	–
Sent Alerts - View Users List	✓	✓	–	✓	–
Alert Templates - create, edit, import, export, search, delete, duplicate	✓	✓	–	✓	–
Alert Templates - reset system alert template to default values	–	–	–	–	–
Alert Templates - Approve an alert	✓	✓	✓	✓	–
Alert Folders - Create new, edit own folder, and search	✓	✓	–	✓	–
Configure audio files	–	✓	–	–	–
Configure delivery templates	–	✓	–	–	–

Task or page	Alert Manager	Advanced Alert Manager	Alert Publisher	Advanced Alert Publisher	Draft Alert Creator
Configure devices	–	✓	–	–	–
Mobile alert settings - Configure	–	✓	–	–	–
Alert rules	–	✓	–	–	–
Alert placeholders - Create and edit	–	✓	–	–	–
Activity Logs - View, search, export	–	–	–	–	–
Activity Logs - Create, modify, edit	–	–	–	–	–
Activity Logs - Publish	–	–	–	–	–

Users section

Task or page	Alert Manager	Advanced Alert Manager	Alert Publisher	Advanced Alert Publisher	Draft Alert Creator
Manage users	✓	✓	–	–	–
Manage Dependants	✓	✓	–	–	–
Manage Subscriptions	✓	✓	–	–	–
Move and subscribe users from their suborganization to other suborganizations	✓	✓	–	–	–
Grant operator permissions	–	–	–	–	–

Task or page	Alert Manager	Advanced Alert Manager	Alert Publisher	Advanced Alert Publisher	Draft Alert Creator
Revoke operator permissions	–	–	–	–	–
Manage distribution lists	✓	✓	–	–	–
Manage user attributes	✓	✓	–	–	–
Prioritize personal devices	✓	✓	–	–	–
Create and import service accounts	–	–	–	–	–

Mobile publishing

Task or page	Alert Manager	Advanced Alert Manager	Alert Publisher	Advanced Alert Publisher	Draft Alert Creator
Publish alerts from the mobile app	✓	✓	✓	✓	–

Publisher map

Task or page	Alert Manager	Advanced Alert Manager	Alert Publisher	Advanced Alert Publisher	Draft Alert Creator
Export users list	✓	✓	✓	✓	–

Live map

Task or page	Alert Manager	Advanced Alert Manager	Alert Publisher	Advanced Alert Publisher	Draft Alert Creator
Access the live map	✓	✓	✓	✓	–

Task or page	Alert Manager	Advanced Alert Manager	Alert Publisher	Advanced Alert Publisher	Draft Alert Creator
View layers	✓	✓	✓	✓	–
View users	✓	✓	✓	✓	–
View users in drawn shapes	✓	✓	✓	✓	–
View incoming alerts	✓	✓	✓	✓	–
View live alerts and events	✓	✓	✓	✓	–
Publish a quick alert	✓	✓	✓	✓	–
Export users	✓	✓	✓	✓	–

Geofence app

Task or page	Alert Manager	Advanced Alert Manager	Alert Publisher	Advanced Alert Publisher	Draft Alert Creator
Access the geofence application	–	–	–	–	–
Create geofences	–	–	–	–	–
View geofences	–	–	–	–	–
View geofence reports	–	–	–	–	–
Edit geofences	–	–	–	–	–

Account section

Task or page	Alert Manager	Advanced Alert Manager	Alert Publisher	Advanced Alert Publisher	Draft Alert Creator
View accountability templates	–	–	–	–	–
Create accountability template	–	–	–	–	–
Search templates	–	–	–	–	–
Delete templates	–	–	–	–	–
Duplicate templates	–	–	–	–	–
Create events	–	–	–	–	–
Search events	–	–	–	–	–
Live map	–	–	–	–	–
End event	–	–	–	–	–
Change end time	–	–	–	–	–
Delete event	–	–	–	–	–
View event dashboards	–	–	–	–	–
Export event reports	–	–	–	–	–
Report status on behalf of others	–	–	–	–	–

Reports Section

Task or page	Alert Manager	Advanced Alert Manager	Alert Publisher	Advanced Alert Publisher	Draft Alert Creator
Personnel reports	✓	✓	–	–	–
Alerts usage	✓	✓	–	–	–
User summary	✓	✓	–	–	–

Organizations (Connect) section

Task or page	Alert Manager	Advanced Alert Manager	Alert Publisher	Advanced Alert Publisher	Draft Alert Creator
View Connected organizations	–	–	–	–	–
Connect with organizations	–	–	–	–	–
Access All Organizations screen	–	–	–	–	–
Sent Invitations	–	–	–	–	–
Connect Profile	–	–	–	–	–

Plan section

Task or page	Alert Manager	Advanced Alert Manager	Alert Publisher	Advanced Alert Publisher	Draft Alert Creator
Plan - View, create, edit, approve	–	–	–	–	–
Plan - Delete, duplicate, archive, disable, enable	–	–	–	–	–

Task or page	Alert Manager	Advanced Alert Manager	Alert Publisher	Advanced Alert Publisher	Draft Alert Creator
Plan - View (read-only mode)	–	–	–	–	–
Incident - Create, edit, end, publish, activate steps in, view activity, export activity log, add new entry in activity log	–	–	–	–	–
Incident - Edit draft incident	–	–	–	–	–

Collaborate section

Task or page	Alert Manager	Advanced Alert Manager	Alert Publisher	Advanced Alert Publisher	Draft Alert Creator
Collaboration - Start, end, export	–	–	–	–	–
Collaboration - View and participate in	–	–	–	–	–

Basic settings

Task or page	Alert Manager	Advanced Alert Manager	Alert Publisher	Advanced Alert Publisher	Draft Alert Creator
General settings	–	–	–	–	–
General settings - Update organization code	–	–	–	–	–

Task or page	Alert Manager	Advanced Alert Manager	Alert Publisher	Advanced Alert Publisher	Draft Alert Creator
General settings - Dependant Enablement	–	–	–	–	–
General settings - Dependant Profile Layout	–	–	–	–	–
General settings - Subscription Enablement	–	–	–	–	–
General settings - Subscription Configuration	–	–	–	–	–
Alert placeholders	–	–	✓	–	–
Accountability templates	–	–	–	–	–
Alert templates	✓	✓	–	✓	–
Alert folders	✓	✓	–	✓	–
Delivery templates	–	✓	–	–	–
Audio files	–	✓	–	–	–
Mobile alert settings	–	✓	–	–	–
Alert rules	–	✓	–	–	–
Map settings	–	–	–	–	–
External Events settings	–	–	–	–	–

AtHocConnect settings

Task or page	Alert Manager	Advanced Alert Manager	Alert Publisher	Advanced Alert Publisher	Draft Alert Creator
Connect profile	–	–	–	–	–

System Setup settings

Task or page	Alert Manager	Advanced Alert Manager	Alert Publisher	Advanced Alert Publisher	Draft Alert Creator
Security policy	–	–	–	–	–
Global system health	–	–	–	–	–
System settings	–	–	–	–	–
System health	–	–	–	–	–
Access and export diagnostic log	–	–	–	–	–
Clear diagnostic log	–	–	–	–	–
Archive	–	–	–	–	–
Organizations manager	–	–	–	–	–
Feature enablement	–	–	–	–	–
Integration manager	–	–	–	–	–
API application	–	–	–	–	–
Operator audit trail	✓	✓	–	–	–
View geocoding summary and logs	–	✓	–	–	–

Task or page	Alert Manager	Advanced Alert Manager	Alert Publisher	Advanced Alert Publisher	Draft Alert Creator
Enable SMS Opt-In Service	–	–	–	–	–

User settings

Task or page	Alert Manager	Advanced Alert Manager	Alert Publisher	Advanced Alert Publisher	Draft Alert Creator
External operator permissions	–	–	–	–	–
Disable and delete end users	–	–	–	–	–
Distribution list folders	–	–	–	–	–
User attributes	✓	✓	–	–	–
Translate custom user attributes	✓	✓	–	–	–
Translate custom device attributes	–	–	–	–	–
User authentication	–	–	–	–	–
Configure SMS Opt-In	–	–	–	–	–

Map settings

Task or page	Alert Manager	Advanced Alert Manager	Alert Publisher	Advanced Alert Publisher	Draft Alert Creator
Manage map settings	✓	✓	✓	✓	–

Task or page	Alert Manager	Advanced Alert Manager	Alert Publisher	Advanced Alert Publisher	Draft Alert Creator
Set default map view	✓	✓	✓	✓	–
Add shape layer	✓	✓	✓	✓	–
Add distribution list	✓	✓	✓	✓	–

Device settings

Task or page	Alert Manager	Advanced Alert Manager	Alert Publisher	Advanced Alert Publisher	Draft Alert Creator
Devices	–	–	–	–	–
Mass device endpoints	–	–	–	–	–
Desktop app	–	–	–	–	–
Mobile App - Configuration	–	–	–	–	–
SDK	–	–	–	–	–

Device manager

Task or page	Alert Manager	Advanced Alert Manager	Alert Publisher	Advanced Alert Publisher	Draft Alert Creator
Access device manager	–	–	–	–	–
View device details	–	–	–	–	–
Enable and disable devices	–	–	–	–	–
Edit devices	–	–	–	–	–
Copy devices	–	–	–	–	–
Delete devices	–	–	–	–	–

Task or page	Alert Manager	Advanced Alert Manager	Alert Publisher	Advanced Alert Publisher	Draft Alert Creator
Set device delivery preference	–	–	–	–	–
Update device name	–	–	–	–	–

Super enterprise

Task or page	Alert Manager	Advanced Alert Manager	Alert Publisher	Advanced Alert Publisher	Draft Alert Creator
Configure all settings and features in a Super Enterprise organization	–	–	–	–	–

API access

Alert Manager and Advanced Alert Manager

Task or page	Alert Manager	Advanced Alert Manager
GetOperatorAuditLog	✓	✓
GetAllDevices	✓	✓
GetDevice	✓	✓
GetOrgDevices	✓	✓
GetOrgMassDevices	✓	✓
GetOrganizations	✓	✓
GetOrganization	✓	✓
SyncByCommonNames	✓	✓
GetUsers	✓	✓
GetUserProfile	✓	✓

Task or page	Alert Manager	Advanced Alert Manager
UserSearchBasic	✓	✓
UserSearchAdvanced	✓	✓
AlertUsersTargeted	✓	✓
AlertDeviceCoverge	✓	✓
GetEvent	–	–
GetEventStatusSummary	–	–
GetEventDetailsWithStatus	–	–
GetUserEventStatusHistory	–	–
UpdateUserStatus	–	–
GetAccountabilityTemplates	–	–
GetAccountabilityTemplateDetails	–	–
PublishEvent	–	–
GetEvents	–	–
GetAccountabilityEventOfficers	–	–
GetOrgAllApiClient	–	–
GetApiClientDetails	–	–
SaveApiClient	–	–
ResetApiClientSecret	–	–
GetAttachmentDetails	✓	✓
GetAllAttributes	✓	✓
GetAttribute	✓	✓
UpdateAttribute	✓	✓
GetAttributeValues	–	–
GetAttributeValue	–	–
AddAttributeValues	–	–

Task or page	Alert Manager	Advanced Alert Manager
UpdateAttributeValues	–	–
UpdateAttributeValue	–	–
DeleteAttributeValues	–	–
UpdateUserAttributeValue	–	–
DeleteUserAttributeValue	–	–
GetDeliveryTemplates	–	✓
GetEmailDeliveryTemplatePreview	–	✓
GetDesktopPopupDeliveryTemplatePreview	–	✓
GetDeliveryTemplateDetails	–	✓
GetInboundAndExternalEvents	✓	✓
GetInboundAndExternalEvent	✓	✓
GetAllLists	✓	✓
GetAllStaticLists	✓	✓
GetAllDynamicLists	✓	✓
SyncStaticLists	✓	✓
DeleteStaticLists	✓	✓
GetStaticListRelations	✓	✓
SetStaticListRelations	✓	✓
PostStaticDistributionMembers	✓	✓
GetOperatorsPermission	–	–
GetOperatorPermissionDetails	–	–
PublishAlert	✓	✓
UpdateAlert	✓	✓
GetAlertTemplates	✓	✓
GetAlertTemplate	✓	✓

Task or page	Alert Manager	Advanced Alert Manager
GetAlertTypes	✓	✓
GetAlertSeverities	✓	✓
GetAlerts	✓	✓
GetAlertDetails	✓	✓
GetAlertFolders	✓	✓
GetAlertSummaryReport	✓	✓
GetAlertHierarchySummaryReport	✓	✓
GetAlertDeviceSummaryReport	✓	✓
GetAlertDistributionListSummaryReport	✓	✓
GetAlertResponseDetail	✓	✓
GetAlertDetailsByUser	✓	✓
GetAlertDetailsByUsersDevices	✓	✓
GetRolesController	–	–

Alert Publisher and Advanced Alert Publisher

Task or page	Alert Publisher	Advanced Alert Publisher
GetOperatorAuditLog	–	–
GetAllDevices	✓	✓
GetDevice	✓	✓
GetOrgDevices	✓	✓
GetOrgMassDevices	✓	✓
GetOrganizations	✓	✓
GetOrganization	✓	✓
SyncByCommonNames	✓	✓
GetUsers	–	–
GetUserProfile	–	–

Task or page	Alert Publisher	Advanced Alert Publisher
UserSearchBasic	–	–
UserSearchAdvanced	–	–
AlertUsersTargeted	✓	✓
AlertDeviceCoverge	✓	✓
GetEvent	–	–
GetEventStatusSummary	–	–
GetEventDetailsWithStatus	–	–
GetUserEventStatusHistory	–	–
UpdateUserStatus	–	–
GetAccountabilityTemplates	–	–
GetAccountabilityTemplateDetails	–	–
PublishEvent	–	–
GetEvents	–	–
GetAccountabilityEventOfficers	–	–
GetOrgAllApiClient	–	–
GetApiClientDetails	–	–
SaveApiClient	–	–
ResetApiClientSecret	–	–
GetAttachmentDetails	✓	✓
GetAllAttributes	✓	✓
GetAttribute	✓	✓
UpdateAttribute	–	–
GetAttributeValues	–	–
GetAttributeValue	–	–
AddAttributeValues	–	–

Task or page	Alert Publisher	Advanced Alert Publisher
UpdateAttributeValues	–	–
UpdateAttributeValue	–	–
DeleteAttributeValues	–	–
UpdateUserAttributeValue	–	–
DeleteUserAttributeValue	–	–
GetDeliveryTemplates	–	–
GetEmailDeliveryTemplatePreview	–	–
GetDesktopPopupDeliveryTemplatePreview	–	–
GetDeliveryTemplateDetails	–	–
GetInboundAndExternalEvents	✓	✓
GetInboundAndExternalEvent	✓	✓
GetAllLists	✓	✓
GetAllStaticLists	✓	✓
GetAllDynamicLists	✓	✓
SyncStaticLists	–	–
DeleteStaticLists	–	–
GetStaticListRelations	✓	✓
SetStaticListRelations	–	–
PostStaticDistributionMembers	–	–
GetOperatorsPermission	–	–
GetOperatorPermissionDetails	–	–
PublishAlert	✓	✓
UpdateAlert	✓	✓
GetAlertTemplates	✓	✓
GetAlertTemplate	✓	✓

Task or page	Alert Publisher	Advanced Alert Publisher
GetAlertTypes	✓	✓
GetAlertSeverities	✓	✓
GetAlerts	✓	✓
GetAlertDetails	✓	✓
GetAlertFolders	–	✓
GetAlertSummaryReport	–	✓
GetAlertHierarchySummaryReport	–	✓
GetAlertDeviceSummaryReport	–	✓
GetAlertDistributionListSummaryReport	–	✓
GetAlertResponseDetail	–	✓
GetAlertDetailsByUser	–	✓
GetAlertDetailsByUsersDevices	–	✓
GetRolesController	–	–

Draft Alert Creator

Task or page	Draft Alert Creator
GetOperatorAuditLog	–
GetAllDevices	✓
GetDevice	✓
GetOrgDevices	✓
GetOrgMassDevices	✓
GetOrganizations	✓
GetOrganization	✓
SyncByCommonNames	✓
GetUsers	–
GetUserProfile	–

Task or page	Draft Alert Creator
UserSearchBasic	–
UserSearchAdvanced	–
AlertUsersTargeted	✓
AlertDeviceCoverge	✓
GetEvent	–
GetEventStatusSummary	–
GetEventDetailsWithStatus	–
GetUserEventStatusHistory	–
UpdateUserStatus	–
GetAccountabilityTemplates	–
GetAccountabilityTemplateDetails	–
PublishEvent	–
GetEvents	–
GetAccountabilityEventOfficers	–
GetOrgAllApiClient	–
GetApiClientDetails	–
SaveApiClient	–
ResetApiClientSecret	–
GetAttachmentDetails	✓
GetAllAttributes	✓
GetAttribute	✓
UpdateAttribute	–
GetAttributeValues	–
GetAttributeValue	–
AddAttributeValues	–

Task or page	Draft Alert Creator
UpdateAttributeValues	–
UpdateAttributeValue	–
DeleteAttributeValues	–
UpdateUserAttributeValue	–
DeleteUserAttributeValue	–
GetDeliveryTemplates	–
GetEmailDeliveryTemplatePreview	–
GetDesktopPopupDeliveryTemplatePreview	–
GetDeliveryTemplateDetails	–
GetInboundAndExternalEvents	–
GetInboundAndExternalEvent	–
GetAllLists	✓
GetAllStaticLists	✓
GetAllDynamicLists	✓
SyncStaticLists	–
DeleteStaticLists	–
GetStaticListRelations	✓
SetStaticListRelations	–
PostStaticDistributionMembers	–
GetOperatorsPermission	–
GetOperatorPermissionDetails	–
PublishAlert	✓
UpdateAlert	✓
GetAlertTemplates	✓
GetAlertTemplate	✓

Task or page	Draft Alert Creator
GetAlertTypes	✓
GetAlertSeverities	✓
GetAlerts	✓
GetAlertDetails	✓
GetAlertFolders	–
GetAlertSummaryReport	–
GetAlertHierarchySummaryReport	–
GetAlertDeviceSummaryReport	–
GetAlertDistributionListSummaryReport	–
GetAlertResponseDetail	–
GetAlertDetailsByUser	–
GetAlertDetailsByUsersDevices	–
GetRolesController	–

Manager roles

Give the Distribution Lists Manager role to operators who need to manage and create distribution lists.

Give the End Users Manager role to operators who need to manage users.

Give the Report Manager role to operators who need to create, run and view reports.

Give the Geofence Manager role to operators who need to create, delete, or edit geofences in the BlackBerry AtHoc Geofencing app.

Alerts section

Task or page	Distribution List Manager	End Users Manager	Report Manager	Geofence Manager
New Alert - Create and publish an alert	–	–	–	✓
New Alert - Create and Save as a Draft	–	–	–	✓
Inbox - View, search, mark as reviewed	–	–	–	✓
Inbox - Forward alert, reply	–	–	–	✓
Sent Alerts - New, edit, duplicate, publish, delete, end	–	–	–	✓
Sent Alerts - New, edit, duplicate, delete, end (cannot publish)	–	–	–	–
Sent Alerts - Search, Live Map	–	–	✓	✓
Sent Alerts for suborganization - Search	–	–	–	–
Sent Alerts - Export	–	–	✓	✓
Sent Alerts for suborganization - Export	–	–	–	–

Task or page	Distribution List Manager	End Users Manager	Report Manager	Geofence Manager
Sent Alerts - View Advanced Reports	–	–	–	✓
Sent Alerts - View Users List	–	–	✓	✓
Alert Templates - create, edit, import, export, search, delete, duplicate	–	–	–	✓
Alert Templates - reset system alert template to default values	–	–	–	–
Alert Templates - Approve an alert	–	–	–	–
Alert Folders - Create new, edit own folder, and search	–	–	–	✓
Configure audio files	–	–	–	–
Configure delivery templates	–	–	–	–
Configure devices	–	–	–	–
Mobile alert settings - Configure	–	–	–	–
Alert rules	–	–	–	–
Alert placeholders - Create and edit	–	–	–	–
Activity Logs - View, search, export	–	–	–	–
Activity Logs - Create, modify, edit	–	–	–	–
Activity Logs - Publish	–	–	–	–

Users section

Task or page	Distribution List Manager	End Users Manager	Report Manager	Geofence Manager
Manage users	–	✓	–	✓
Manage Dependants	–	✓	–	✓
Manage Subscriptions	–	✓	–	✓
Move and subscribe users from their suborganization to other suborganizations	–	✓	–	✓
Grant operator permissions	–	–	–	–
Revoke operator permissions	–	–	–	–
Manage distribution lists	✓	–	–	✓
Manage user attributes	–	–	–	✓
Prioritize personal devices	–	✓	–	✓
Create and import service accounts	–	✓	–	–

Mobile publishing

Task or page	Distribution List Manager	End Users Manager	Report Manager	Geofence Manager
Publish alerts from the mobile app	–	–	–	✓

Publisher map

Task or page	Distribution List Manager	End Users Manager	Report Manager	Geofence Manager
Export users list	–	✓	–	✓

Live map

Task or page	Distribution List Manager	End Users Manager	Report Manager	Geofence Manager
Access the live map	–	–	–	✓
View layers	–	–	–	✓
View users	–	–	–	✓
View users in drawn shapes	–	–	–	✓
View incoming alerts	–	–	–	✓
View live alerts and events	–	–	–	✓
Publish a quick alert	–	–	–	–
Export users	–	–	–	✓

Geofence app

Task or page	Distribution List Manager	End Users Manager	Report Manager	Geofence Manager
Access the geofence application	–	–	–	✓
Create geofences	–	–	–	✓
View geofences	–	–	–	✓

Task or page	Distribution List Manager	End Users Manager	Report Manager	Geofence Manager
View geofence reports	–	–	–	✓
Edit geofences	–	–	–	✓

Account section

Task or page	Distribution List Manager	End Users Manager	Report Manager	Geofence Manager
View accountability templates	–	–	–	–
Create accountability template	–	–	–	–
Search templates	–	–	–	–
Delete templates	–	–	–	–
Duplicate templates	–	–	–	–
Create events	–	–	–	–
Search events	–	–	–	–
Live map	–	–	–	–
End event	–	–	–	–
Change end time	–	–	–	–
Delete event	–	–	–	–
View event dashboards	–	–	–	–
Export event reports	–	–	–	–
Report status on behalf of others	–	–	–	–

Reports section

Task or page	Distribution List Manager	End Users Manager	Report Manager	Geofence Manager
Personnel reports	✓	✓	✓	—
Alerts usage	—	—	—	—
User summary	—	—	—	—

Organizations (Connect) section

Task or page	Distribution List Manager	End Users Manager	Report Manager	Geofence Manager
View Connected organizations	—	—	—	—
Connect with organizations	—	—	—	—
Access All Organizations screen	—	—	—	✓
Sent Invitations	—	—	—	✓
Connect Profile	—	—	—	✓

Plan section

Task or page	Distribution List Manager	End Users Manager	Report Manager	Geofence Manager
Plan - View, create, edit, approve	—	—	—	—
Plan - Delete, duplicate, archive, disable, enable	—	—	—	—
Plan - View (read-only mode)	—	—	—	—

Task or page	Distribution List Manager	End Users Manager	Report Manager	Geofence Manager
Incident - Create, edit, end, publish, activate steps in, view activity, export activity log, add new entry in activity log	—	—	—	—
Incident - Edit draft incident	—	—	—	—

Collaborate section

Task or page	Distribution List Manager	End Users Manager	Report Manager	Geofence Manager
Collaboration - Start, end, export	—	—	—	—
Collaboration - View and participate in	—	—	—	—

Basic settings

Task or page	Distribution List Manager	End Users Manager	Report Manager	Geofence Manager
General settings	—	—	—	—
General settings - Update organization code	—	—	—	—
General settings - Dependant Enablement	—	—	—	—
General settings - Dependant Profile Layout	—	—	—	—

Task or page	Distribution List Manager	End Users Manager	Report Manager	Geofence Manager
General settings - Subscription Enablement	–	–	–	–
General settings - Subscription Configuration	–	–	–	–
Alert placeholders	–	–	–	–
Accountability templates	–	–	–	–
Alert templates	–	–	–	–
Alert folders	–	–	–	–
Delivery templates	–	–	–	–
Audio files	–	–	–	–
Mobile alert settings	–	–	–	–
Alert rules	–	–	–	–
Map settings	–	–	–	✓
External Events settings	–	–	–	✓

AtHoc Connect settings

Task or page	Distribution List Manager	End Users Manager	Report Manager	Geofence Manager
Connect profile	–	–	–	–

System Setup settings

Task or page	Distribution List Manager	End Users Manager	Report Manager	Geofence Manager
Security policy	–	–	–	–

Task or page	Distribution List Manager	End Users Manager	Report Manager	Geofence Manager
Global system health	—	—	—	—
System settings	—	—	—	—
System health	—	—	—	—
Access and export diagnostic log	—	—	—	—
Clear diagnostic log	—	—	—	—
Archive	—	—	—	—
Organizations manager	—	—	—	—
Feature enablement	—	—	—	—
Integration manager	—	—	—	—
API application	—	—	—	—
Operator audit trail	—	—	—	—
View geocoding summary and logs	—	✓	—	—
Enable SMS Opt-In Service	—	—	—	—

User settings

Task or page	Distribution List Manager	End Users Manager	Report Manager	Geofence Manager
External operator permissions	—	—	—	—
Disable and delete end users	—	—	—	—
Distribution list folders	—	—	—	✓

Task or page	Distribution List Manager	End Users Manager	Report Manager	Geofence Manager
User attributes	–	–	–	–
Translate custom user attributes	–	–	–	–
Translate custom device attributes	–	–	–	–
User authentication	–	–	–	–
Configure SMS Opt-In	–	–	–	–

Map settings

Task or page	Distribution List Manager	End Users Manager	Report Manager	Geofence Manager
Manage map settings	–	–	–	✓
Set default map view	–	–	–	–
Add shape layer	–	–	–	–
Add distribution list	–	–	–	–

Device settings

Task or page	Distribution List Manager	End Users Manager	Report Manager	Geofence Manager
Devices	–	–	–	–
Mass device endpoints	–	–	–	✓
Desktop app	–	–	–	✓
Mobile App - Configuration	–	–	–	✓
SDK	–	–	–	✓

Device manager

Task or page	Distribution List Manager	End Users Manager	Report Manager	Geofence Manager
Access device manager	—	—	—	—
View device details	—	—	—	—
Enable and disable devices	—	—	—	—
Edit devices	—	—	—	—
Copy devices	—	—	—	—
Delete devices	—	—	—	—
Set device delivery preference	—	—	—	—
Update device name	—	—	—	—

Super enterprise

Task or page	Distribution List Manager	End Users Manager	Report Manager	Geofence Manager
Configure all settings and features in a Super Enterprise organization	—	—	—	—

API access

Distribution List Manager and End Users Manager

Task or page	Distribution List Manager	End Users Manager
GetOperatorAuditLog	—	—
GetAllDevices	—	✓

Task or page	Distribution List Manager	End Users Manager
GetDevice	–	✓
GetOrgDevices	–	✓
GetOrgMassDevices	–	✓
GetOrganizations	✓	✓
GetOrganization	✓	✓
SyncByCommonNames	–	✓
GetUsers	–	✓
GetUserProfile	–	✓
UserSearchBasic	–	✓
UserSearchAdvanced	–	✓
AlertUsersTargeted	–	✓
AlertDeviceCoverge	–	✓
GetEvent	–	–
GetEventStatusSummary	–	–
GetEventDetailsWithStatus	–	–
GetUserEventStatusHistory	–	–
UpdateUserStatus	–	–
GetAccountabilityTemplates	–	–
GetAccountabilityTemplateDetails	–	–
PublishEvent	–	–
GetEvents	–	–
GetAccountabilityEventOfficers	–	–
GetOrgAllApiClient	–	–
GetApiClientDetails	–	–
SaveApiClient	–	–

Task or page	Distribution List Manager	End Users Manager
ResetApiClientSecret	–	–
GetAttachmentDetails	–	–
GetAllAttributes	–	✓
GetAttribute	–	✓
UpdateAttribute	–	–
GetAttributeValues	–	✓
GetAttributeValue	–	✓
AddAttributeValues	–	✓
UpdateAttributeValues	–	✓
UpdateAttributeValue	–	✓
DeleteAttributeValues	–	✓
UpdateUserAttributeValue	–	✓
DeleteUserAttributeValue	–	✓
GetDeliveryTemplates	–	–
GetEmailDeliveryTemplatePreview	–	–
GetDesktopPopupDeliveryTemplatePreview	–	–
GetDeliveryTemplateDetails	–	–
GetInboundAndExternalEvents	–	–
GetInboundAndExternalEvent	–	–
GetAllLists	–	✓
GetAllStaticLists	–	✓
GetAllDynamicLists	–	✓
SyncStaticLists	–	–
DeleteStaticLists	–	–
GetStaticListRelations	–	✓

Task or page	Distribution List Manager	End Users Manager
SetStaticListRelations	–	–
PostStaticDistributionMembers	–	–
GetOperatorsPermission	–	–
GetOperatorPermissionDetails	–	–
PublishAlert	–	–
UpdateAlert	–	–
GetAlertTemplates	–	–
GetAlertTemplate	–	–
GetAlertTypes	–	✓
GetAlertSeverities	–	✓
GetAlerts	–	–
GetAlertDetails	–	–
GetAlertFolders	–	–
GetAlertSummaryReport	–	✓
GetAlertHierarchySummaryReport	–	✓
GetAlertDeviceSummaryReport	–	✓
GetAlertDistributionListSummaryReport	–	✓
GetAlertResponseDetail	–	✓
GetAlertDetailsByUser	–	✓
GetAlertDetailsByUsersDevices	–	✓
GetRolesController	–	–

Report Manager and Geofence Manager

Task or page	Report Manager	Geofence Manager
GetOperatorAuditLog	–	–
GetAllDevices	✓	–

Task or page	Report Manager	Geofence Manager
GetDevice	✓	–
GetOrgDevices	✓	–
GetOrgMassDevices	✓	–
GetOrganizations	✓	–
GetOrganization	✓	✓
SyncByCommonNames	–	✓
GetUsers	–	✓
GetUserProfile	–	✓
UserSearchBasic	–	✓
UserSearchAdvanced	–	✓
AlertUsersTargeted	✓	✓
AlertDeviceCoverge	✓	✓
GetEvent	–	✓
GetEventStatusSummary	–	✓
GetEventDetailsWithStatus	–	✓
GetUserEventStatusHistory	–	✓
UpdateUserStatus	–	✓
GetAccountabilityTemplates	–	✓
GetAccountabilityTemplateDetails	–	–
PublishEvent	–	–
GetEvents	–	–
GetAccountabilityEventOfficers	–	–
GetOrgAllApiClients	–	–
GetApiClientDetails	–	–
SaveApiClient	–	–

Task or page	Report Manager	Geofence Manager
ResetApiClientSecret	–	–
GetAttachmentDetails	✓	–
GetAllAttributes	✓	–
GetAttribute	✓	–
UpdateAttribute	–	–
GetAttributeValues	–	–
GetAttributeValue	–	–
AddAttributeValues	–	✓
UpdateAttributeValues	–	✓
UpdateAttributeValue	–	✓
DeleteAttributeValues	–	✓
UpdateUserAttributeValue	–	–
DeleteUserAttributeValue	–	–
GetDeliveryTemplates	–	–
GetEmailDeliveryTemplatePreview	–	–
GetDesktopPopupDeliveryTemplatePreview	–	–
GetDeliveryTemplateDetails	–	–
GetInboundAndExternalEvents	–	–
GetInboundAndExternalEvent	–	–
GetAllLists	✓	–
GetAllStaticLists	✓	–
GetAllDynamicLists	✓	–
SyncStaticLists	–	–
DeleteStaticLists	–	✓
GetStaticListRelations	✓	✓

Task or page	Report Manager	Geofence Manager
SetStaticListRelations	–	✓
PostStaticDistributionMembers	–	✓
GetOperatorsPermission	–	✓
GetOperatorPermissionDetails	–	✓
PublishAlert	–	✓
UpdateAlert	–	✓
GetAlertTemplates	–	✓
GetAlertTemplate	✓	✓
GetAlertTypes	✓	–
GetAlertSeverities	✓	–
GetAlerts	✓	✓
GetAlertDetails	✓	✓
GetAlertFolders	–	✓
GetAlertSummaryReport	✓	✓
GetAlertHierarchySummaryReport	✓	✓
GetAlertDeviceSummaryReport	✓	✓
GetAlertDistributionListSummaryReport	✓	✓
GetAlertResponseDetail	✓	✓
GetAlertDetailsByUser	✓	✓
GetAlertDetailsByUsersDevices	✓	✓
GetRolesController	–	✓

Account roles

Give the Accountability Manager role to operators who need to create and send accountability events.

Give the Accountability Officer role to operators who need to respond on behalf of other operators in accountability events.

Alerts section

Task or page	Accountability Manager	Accountability Officer
New Alert - Create and publish an alert	—	—
New Alert - Create and Save as a Draft	—	—
Inbox - View, search, mark as reviewed	—	—
Inbox - Forward alert, reply	—	—
Sent Alerts - New, edit, duplicate, publish, delete, end	—	—
Sent Alerts - New, edit, duplicate, delete, end (cannot publish)	—	—
Sent Alerts - Search, Live Map	—	—
Sent Alerts for suborganization - Search	—	—
Sent Alerts - Export	—	—
Sent Alerts for suborganization - Export	—	—
Sent Alerts - View Advanced Reports	—	—
Sent Alerts - View Users List	—	—
Alert Templates - create, edit, import, export, search, delete, duplicate	—	—
Alert Templates - reset system alert template to default values	—	—

Task or page	Accountability Manager	Accountability Officer
Alert Templates - Approve an alert	—	—
Alert Folders - Create new, edit own folder, and search	—	—
Configure audio files	—	—
Configure delivery templates	—	—
Configure devices	—	—
Mobile alert settings - Configure	—	—
Alert rules	—	—
Alert placeholders - Create and edit	—	—
Activity Logs - View, search, export	—	—
Activity Logs - Create, modify, edit	—	—
Activity Logs - Publish	—	—

Users section

Task or page	Accountability Manager	Accountability Officer
Manage users	—	—
Manage Dependants	—	—
Manage Subscriptions	—	—
Move and subscribe users from their suborganization to other suborganizations	—	—
Grant operator permissions	—	—
Revoke operator permissions	—	—
Manage distribution lists	—	—
Manage user attributes	—	—
Prioritize personal devices	—	—

Task or page	Accountability Manager	Accountability Officer
Create and import service accounts	–	–

Mobile publishing

Task or page	Accountability Manager	Accountability Officer
Publish alerts from the mobile app	–	–

Publisher map

Task or page	Accountability Manager	Accountability Officer
Export users list	✓	–

Live map

Task or page	Accountability Manager	Accountability Officer
Access the live map	–	–
View layers	–	–
View users	–	–
View users in drawn shapes	–	–
View incoming alerts	–	–
View live alerts and events	–	–
Publish a quick alert	–	–
Export users	–	–

Geofence app

Task or page	Accountability Manager	Accountability Officer
Access the geofence application	–	–

Task or page	Accountability Manager	Accountability Officer
Create geofences	–	–
View geofences	–	–
View geofence reports	–	–
Edit geofences	–	–

Account section

Task or page	Accountability Manager	Accountability Officer
View accountability templates	✓	–
Create accountability template	✓	–
Search templates	✓	–
Delete templates	✓	–
Duplicate templates	✓	–
Create events	✓	–
Search events	✓	✓
Live map	✓	✓
End event	✓	–
Change end time	✓	–
Delete event	✓	–
View event dashboards	✓	✓
Export event reports	✓	✓
Report status on behalf of others	✓	✓

Reports section

Task or page	Accountability Manager	Accountability Officer
Personnel reports	–	–

Task or page	Accountability Manager	Accountability Officer
Alerts usage	–	–
User summary	–	–

Organizations (Connect) section

Task or page	Accountability Manager	Accountability Officer
View Connected organizations	–	–
Connect with organizations	–	–
Access All Organizations screen	–	–
Sent Invitations	–	–
Connect Profile	–	–

Plan section

Task or page	Accountability Manager	Accountability Officer
Plan - View, create, edit, approve	–	–
Plan - Delete, duplicate, archive, disable, enable	–	–
Plan - View (read-only mode)	–	–
Incident - Create, edit, end, publish, activate steps in, view activity, export activity log, add new entry in activity log	–	–
Incident - Edit draft incident	–	–

Collaborate section

Task or page	Accountability Manager	Accountability Officer
Collaboration - Start, end, export	–	–

Task or page	Accountability Manager	Accountability Officer
Collaboration - View and participate in	–	–

Basic settings

Task or page	Accountability Manager	Accountability Officer
General settings	–	–
General settings - Update organization code	–	–
General settings - Dependant Enablement	–	–
General settings - Dependant Profile Layout	–	–
General settings - Subscription Enablement	–	–
General settings - Subscription Configuration	–	–
Alert placeholders	–	–
Accountability templates	✓	–
Alert templates	–	–
Alert folders	–	–
Delivery templates	–	–
Audio files	–	–
Mobile alert settings	–	–
Alert rules	–	–
Map settings	–	–
External Events settings	–	–

AtHoc Connect settings

Task or page	Accountability Manager	Accountability Officer
Connect profile	–	–

System Setup settings

Task or page	Accountability Manager	Accountability Officer
Security policy	–	–
Global system health	–	–
System settings	–	–
System health	–	–
Access and export diagnostic log	–	–
Clear diagnostic log	–	–
Archive	–	–
Organizations manager	–	–
Feature enablement	–	–
Integration manager	–	–
API application	–	–
Operator audit trail	–	–
View geocoding summary and logs	–	–
Enable SMS Opt-In Service	–	–

User settings

Task or page	Accountability Manager	Accountability Officer
External operator permissions	–	–
Disable and delete end users	–	–

Task or page	Accountability Manager	Accountability Officer
Distribution list folders	–	–
User attributes	–	–
Translate custom user attributes	–	–
Translate custom device attributes	–	–
User authentication	–	–
Configure SMS Opt-In	–	–

Map settings

Task or page	Accountability Manager	Accountability Officer
Manage map settings	–	–
Set default map view	–	–
Add shape layer	–	–
Add distribution list	–	–

Device settings

Task or page	Accountability Manager	Accountability Officer
Devices	–	–
Mass device endpoints	–	–
Desktop app	–	–
Mobile App - Configuration	–	–
SDK	–	–

Device manager

Task or page	Accountability Manager	Accountability Officer
Access device manager	—	—
View device details	—	—
Enable and disable devices	—	—
Edit devices	—	—
Copy devices	—	—
Delete devices	—	—
Set device delivery preference	—	—
Update device name	—	—

Super enterprise

Task or page	Accountability Manager	Accountability Officer
Configure all settings and features in a Super Enterprise organization	—	—

API access

Task or page	Accountability Manager	Accountability Officer
GetOperatorAuditLog	—	—
GetAllDevices	✓	✓
GetDevice	✓	✓
GetOrgDevices	✓	✓
GetOrgMassDevices	✓	✓
GetOrganizations	✓	✓
GetOrganization	✓	✓
SyncByCommonNames	—	—

Task or page	Accountability Manager	Accountability Officer
GetUsers	–	–
GetUserProfile	–	–
UserSearchBasic	–	–
UserSearchAdvanced	–	–
AlertUsersTargeted	✓	✓
AlertDeviceCoverge	✓	✓
GetEvent	✓	✓
GetEventStatusSummary	✓	✓
GetEventDetailsWithStatus	✓	✓
GetUserEventStatusHistory	✓	✓
UpdateUserStatus	✓	✓
GetAccountabilityTemplates	✓	✓
GetAccountabilityTemplateDetails	✓	✓
PublishEvent	✓	–
GetEvents	✓	✓
GetAccountabilityEventOfficers	✓	✓
GetOrgAllApiClient	–	–
GetApiClientDetails	–	–
SaveApiClient	–	–
ResetApiClientSecret	–	–
GetAttachmentDetails	✓	✓
GetAllAttributes	✓	✓
GetAttribute	✓	✓
UpdateAttribute	–	–
GetAttributeValues	–	–

Task or page	Accountability Manager	Accountability Officer
GetAttributeValue	–	–
AddAttributeValues	–	–
UpdateAttributeValues	–	–
UpdateAttributeValue	–	–
DeleteAttributeValues	–	–
UpdateUserAttributeValue	–	–
DeleteUserAttributeValue	–	–
GetDeliveryTemplates	–	–
GetEmailDeliveryTemplatePreview	–	–
GetDesktopPopupDeliveryTemplatePreview	–	–
GetDeliveryTemplateDetails	–	–
GetInboundAndExternalEvents	–	–
GetInboundAndExternalEvent	–	–
GetAllLists	✓	✓
GetAllStaticLists	✓	✓
GetAllDynamicLists	✓	✓
SyncStaticLists	–	–
DeleteStaticLists	–	–
GetStaticListRelations	✓	✓
SetStaticListRelations	–	–
PostStaticDistributionMembers	–	–
GetOperatorsPermission	–	–
GetOperatorPermissionDetails	–	–
PublishAlert	–	–
UpdateAlert	–	–

Task or page	Accountability Manager	Accountability Officer
GetAlertTemplates	–	–
GetAlertTemplate	–	–
GetAlertTypes	✓	✓
GetAlertSeverities	✓	✓
GetAlerts	–	–
GetAlertDetails	–	–
GetAlertFolders	–	–
GetAlertSummaryReport	–	–
GetAlertHierarchySummaryReport	–	–
GetAlertDeviceSummaryReport	–	–
GetAlertDistributionListSummaryReport	–	–
GetAlertResponseDetail	–	–
GetAlertDetailsByUser	–	–
GetAlertDetailsByUsersDevices	–	–
GetRolesController	–	–

AtHoc Connect roles

Give the Connect Agreement Manager role to the people in your organization who need to manage AtHoc Connect.

Alerts section

Task or page	Connect Agreement Manager
New Alert - Create and publish an alert	—
New Alert - Create and Save as a Draft	—
Inbox - View, search, mark as reviewed	✓
Inbox - Forward alert, reply	—
Sent Alerts - New, edit, duplicate, publish, delete, end	—
Sent Alerts - New, edit, duplicate, delete, end (cannot publish)	—
Sent Alerts - Search, Live Map	—
Sent Alerts for suborganization - Search	—
Sent Alerts - Export	—
Sent Alerts for suborganization - Export	—
Sent Alerts - View Advanced Reports	—
Sent Alerts - View Users List	—
Alert Templates - create, edit, import, export, search, delete, duplicate	—
Alert Templates - reset system alert template to default values	—
Alert Templates - Approve an alert	—
Alert Folders - Create new, edit own folder, and search	—
Configure audio files	—
Configure delivery templates	—
Configure devices	—

Task or page	Connect Agreement Manager
Mobile alert settings - Configure	—
Alert rules	—
Alert placeholders - Create and edit	—
Activity Logs - View, search, export	—
Activity Logs - Create, modify, edit	—
Activity Logs - Publish	—

Users section

Task or page	Connect Agreement Manager
Manage users	—
Manage Dependants	—
Manage Subscriptions	—
Move and subscribe users from their suborganization to other suborganizations	—
Grant operator permissions	—
Revoke operator permissions	—
Manage distribution lists	—
Manage user attributes	—
Prioritize personal devices	—
Create and import service accounts	—

Mobile publishing

Task or page	Connect Agreement Manager
Publish alerts from the mobile app	—

Publisher map

Task or page	Connect Agreement Manager
Export users list	—

Live map

Task or page	Connect Agreement Manager
Access the live map	—
View layers	—
View users	—
View users in drawn shapes	—
View incoming alerts	—
View live alerts and events	—
Publish a quick alert	—
Export users	—

Geofence app

Task or page	Connect Agreement Manager
Access the geofence application	—
Create geofences	—
View geofences	—
View geofence reports	—
Edit geofences	—

Account section

Task or page	Connect Agreement Manager
View accountability templates	—
Create accountability template	—
Search templates	—
Delete templates	—
Duplicate templates	—
Create events	—
Search events	—
Live map	—
End event	—
Change end time	—
Delete event	—
View event dashboards	—
Export event reports	—
Report status on behalf of others	—

Reports section

Task or page	Connect Agreement Manager
Personnel reports	—
Alerts usage	—
User summary	—

Organizations (Connect) section

Task or page	Connect Agreement Manager
View Connected organizations	✓
Connect with organizations	✓
Access All Organizations screen	✓
Sent Invitations	✓
Connect Profile	✓

Plan section

Task or page	Connect Agreement Manager
Plan - View, create, edit, approve	—
Plan - Delete, duplicate, archive, disable, enable	—
Plan - View (read-only mode)	—
Incident - Create, edit, end, publish, activate steps in, view activity, export activity log, add new entry in activity log	—
Incident - Edit draft incident	—

Collaborate section

Task or page	Connect Agreement Manager
Collaboration - Start, end, export	—
Collaboration - View and participate in	—

Basic settings

Task or page	Connect Agreement Manager
General settings	—

Task or page	Connect Agreement Manager
General settings - Update organization code	—
General settings - Dependant Enablement	—
General settings - Dependant Profile Layout	—
General settings - Subscription Enablement	—
General settings - Subscription Configuration	—
Alert placeholders	—
Accountability templates	—
Alert templates	—
Alert folders	—
Delivery templates	—
Audio files	—
Mobile alert settings	—
Alert rules	—
Map settings	—
External Events settings	—

AtHoc Connect settings

Task or page	Connect Agreement Manager
Connect profile	✓

System Setup settings

Task or page	Connect Agreement Manager
Security policy	—
Global system health	—
System settings	—

Task or page	Connect Agreement Manager
System health	—
Access and export diagnostic log	—
Clear diagnostic log	—
Archive	—
Organizations manager	—
Feature enablement	—
Integration manager	—
API application	—
Operator audit trail	—
View geocoding summary and logs	—
Enable SMS Opt-In Service	—

User settings

Task or page	Connect Agreement Manager
External operator permissions	—
Disable and delete end users	—
Distribution list folders	—
User attributes	—
Translate custom user attributes	—
Translate custom device attributes	—
User authentication	—
Configure SMS Opt-In	—

Map settings

Task or page	Connect Agreement Manager
Manage map settings	—
Set default map view	—
Add shape layer	—
Add distribution list	—

Device settings

Task or page	Connect Agreement Manager
Devices	—
Mass device endpoints	—
Desktop app	—
Mobile App - Configuration	—
SDK	—

Device manager

Task or page	Connect Agreement Manager
Access device manager	—
View device details	—
Enable and disable devices	—
Edit devices	—
Copy devices	—
Delete devices	—
Set device delivery preference	—
Update device name	—

Super enterprise

Task or page	Connect Agreement Manager
Configure all settings and features in a Super Enterprise organization	–

API access

Task or page	Connect Agreement Manager
GetOperatorAuditLog	–
GetAllDevices	✓
GetDevice	✓
GetOrgDevices	✓
GetOrgMassDevices	✓
GetOrganizations	✓
GetOrganization	✓
SyncByCommonNames	–
GetUsers	–
GetUserProfile	–
UserSearchBasic	–
UserSearchAdvanced	–
AlertUsersTargeted	–
AlertDeviceCoverge	–
GetEvent	–
GetEventStatusSummary	–
GetEventDetailsWithStatus	–
GetUserEventStatusHistory	–
UpdateUserStatus	–

Task or page	Connect Agreement Manager
GetAccountabilityTemplates	–
GetAccountabilityTemplateDetails	–
PublishEvent	–
GetEvents	–
GetAccountabilityEventOfficers	–
GetOrgAllApiClient	–
GetApiClientDetails	–
SaveApiClient	–
ResetApiClientSecret	–
GetAttachmentDetails	–
GetAllAttributes	✓
GetAttribute	✓
UpdateAttribute	–
GetAttributeValues	–
GetAttributeValue	–
AddAttributeValues	–
UpdateAttributeValues	–
UpdateAttributeValue	–
DeleteAttributeValues	–
UpdateUserAttributeValue	–
DeleteUserAttributeValue	–
GetDeliveryTemplates	–
GetEmailDeliveryTemplatePreview	–
GetDesktopPopupDeliveryTemplatePreview	–
GetDeliveryTemplateDetails	–

Task or page	Connect Agreement Manager
GetInboundAndExternalEvents	✓
GetInboundAndExternalEvent	✓
GetAllLists	✓
GetAllStaticLists	✓
GetAllDynamicLists	✓
SyncStaticLists	–
DeleteStaticLists	–
GetStaticListRelations	✓
SetStaticListRelations	–
PostStaticDistributionMembers	–
GetOperatorsPermission	–
GetOperatorPermissionDetails	–
PublishAlert	–
UpdateAlert	–
GetAlertTemplates	–
GetAlertTemplate	–
GetAlertTypes	✓
GetAlertSeverities	✓
GetAlerts	–
GetAlertDetails	–
GetAlertFolders	–
GetAlertSummaryReport	–
GetAlertHierarchySummaryReport	–
GetAlertDeviceSummaryReport	–
GetAlertDistributionListSummaryReport	–

Task or page	Connect Agreement Manager
GetAlertResponseDetail	–
GetAlertDetailsByUser	–
GetAlertDetailsByUsersDevices	–
GetRolesController	–

Situation Response roles

Give the Collaboration Manager role to operators who need to start and manage collaborations.

Give the Plan Incident Manager role to operators who need to create and manage incidents.

Give the Plan Manager role to operators who need to create, view, edit and approve plans.

Alerts section

Task or page	Collaboration Manager	Plan Incident Manager	Plan Manager
New Alert - Create and publish an alert	—	✓	✓
New Alert - Create and Save as a Draft	—	✓	✓
Inbox - View, search, mark as reviewed	—	✓	✓
Inbox - Forward alert, reply	—	✓	✓
Sent Alerts - New, edit, duplicate, publish, delete, end	—	✓	✓
Sent Alerts - New, edit, duplicate, delete, end (cannot publish)	—	—	—
Sent Alerts - Search, Live Map	—	✓	✓
Sent Alerts for suborganization - Search	—	—	—
Sent Alerts - Export	—	✓	✓
Sent Alerts for suborganization - Export	—	—	—
Sent Alerts - View Advanced Reports	—	—	—
Sent Alerts - View Users List	—	—	—

Task or page	Collaboration Manager	Plan Incident Manager	Plan Manager
Alert Templates - create, edit, import, export, search, delete, duplicate	—	✓	✓
Alert Templates - reset system alert template to default values	—	—	—
Alert Templates - Approve an alert	—	✓	✓
Alert Folders - Create new, edit own folder, and search	—	✓	✓
Configure audio files	—	✓	✓
Configure delivery templates	—	✓	✓
Configure devices	—	✓	✓
Mobile alert settings - Configure	—	✓	✓
Alert rules	—	✓	✓
Alert placeholders - Create and edit	—	✓	✓
Activity Logs - View, search, export	—	✓	✓
Activity Logs - Create, modify, edit	—	✓	✓
Activity Logs - Publish	—	✓	✓

Users section

Task or page	Collaboration Manager	Plan Incident Manager	Plan Manager
Manage users	—	—	—
Manage Dependants	—	—	—
Manage Subscriptions	—	—	—

Task or page	Collaboration Manager	Plan Incident Manager	Plan Manager
Move and subscribe users from their suborganization to other suborganizations	—	—	—
Grant operator permissions	—	—	—
Revoke operator permissions	—	—	—
Manage distribution lists	—	—	—
Manage user attributes	—	—	—
Prioritize personal devices	—	—	—
Create and import service accounts	—	—	—

Mobile publishing

Task or page	Collaboration Manager	Plan Incident Manager	Plan Manager
Publish alerts from the mobile app	—	—	—

Publisher map

Task or page	Collaboration Manager	Plan Incident Manager	Plan Manager
Export users list	—	✓	✓

Live map

Task or page	Collaboration Manager	Plan Incident Manager	Plan Manager
Access the live map	—	✓	✓
View layers	—	✓	✓

Task or page	Collaboration Manager	Plan Incident Manager	Plan Manager
View users	—	✓	✓
View users in drawn shapes	—	✓	✓
View incoming alerts	—	✓	✓
View live alerts and events	—	✓	✓
Publish a quick alert	—	✓	✓
Export users	—	✓	✓

Geofence app

Task or page	Collaboration Manager	Plan Incident Manager	Plan Manager
Access the geofence application	—	—	—
Create geofences	—	—	—
View geofences	—	—	—
View geofence reports	—	—	—
Edit geofences	—	—	—

Account section

Task or page	Collaboration Manager	Plan Incident Manager	Plan Manager
View accountability templates	—	✓	✓
Create accountability template	—	✓	✓
Search templates	—	✓	✓
Delete templates	—	✓	✓
Duplicate templates	—	✓	✓

Task or page	Collaboration Manager	Plan Incident Manager	Plan Manager
Create events	—	✓	✓
Search events	—	✓	✓
Live map	—	✓	✓
End event	—	✓	✓
Change end time	—	✓	✓
Delete event	—	✓	✓
View event dashboards	—	✓	✓
Export event reports	—	✓	✓
Report status on behalf of others	—	—	—

Reports section

Task or page	Collaboration Manager	Plan Incident Manager	Plan Manager
Personnel reports	—	—	—
Alerts usage	—	—	—
User summary	—	—	—

Organizations (Connect) section

Task or page	Collaboration Manager	Plan Incident Manager	Plan Manager
View Connected organizations	—	—	—
Connect with organizations	—	—	—
Access All Organizations screen	—	—	—
Sent Invitations	—	—	—
Connect Profile	—	—	—

Plan section

Task or page	Collaboration Manager	Plan Incident Manager	Plan Manager
Plan - View, create, edit, approve	—	—	✓
Plan - Delete, duplicate, archive, disable, enable	—	—	✓
Plan - View (read-only mode)	—	✓	✓
Incident - Create, edit, end, publish, activate steps in, view activity, export activity log, add new entry in activity log	—	✓	✓
Incident - Edit draft incident	—	✓	—

Collaborate section

Task or page	Collaboration Manager	Plan Incident Manager	Plan Manager
Collaboration - Start, end, export	✓	✓	✓
Collaboration - View and participate in	✓	✓	✓

Basic settings

Task or page	Collaboration Manager	Plan Incident Manager	Plan Manager
General settings	—	—	—
General settings - Update organization code	—	—	—
General settings - Dependant Enablement	—	—	—
General settings - Dependant Profile Layout	—	—	—

Task or page	Collaboration Manager	Plan Incident Manager	Plan Manager
General settings - Subscription Enablement	—	—	—
General settings - Subscription Configuration	—	—	—
Alert placeholders	—	—	—
Accountability templates	—	—	—
Alert templates	—	—	—
Alert folders	—	—	—
Delivery templates	—	—	—
Audio files	—	—	—
Mobile alert settings	—	—	—
Alert rules	—	—	—
Map settings	—	—	—
External Events settings	—	—	—

AtHoc Connect settings

Task or page	Collaboration Manager	Plan Incident Manager	Plan Manager
Connect profile	—	—	—

System Setup settings

Task or page	Collaboration Manager	Plan Incident Manager	Plan Manager
Security policy	—	—	—
Global system health	—	—	—
System settings	—	—	—
System health	—	—	—

Task or page	Collaboration Manager	Plan Incident Manager	Plan Manager
Access and export diagnostic log	—	—	—
Clear diagnostic log	—	—	—
Archive	—	—	—
Organizations manager	—	—	—
Feature enablement	—	—	—
Integration manager	—	—	—
API application	—	—	—
Operator audit trail	—	—	—
View geocoding summary and logs	—	—	—
Enable SMS Opt-In Service	—	—	—

User settings

Task or page	Collaboration Manager	Plan Incident Manager	Plan Manager
External operator permissions	—	—	—
Disable and delete end users	—	—	—
Distribution list folders	—	—	—
User attributes	—	—	—
Translate custom user attributes	—	—	—
Translate custom device attributes	—	—	—
User authentication	—	—	—
Configure SMS Opt-In	—	—	—

Map settings

Task or page	Collaboration Manager	Plan Incident Manager	Plan Manager
Manage map settings	—	✓	✓
Set default map view	—	✓	✓
Add shape layer	—	✓	✓
Add distribution list	—	✓	✓

Device settings

Task or page	Collaboration Manager	Plan Incident Manager	Plan Manager
Devices	—	—	—
Mass device endpoints	—	—	—
Desktop app	—	—	—
Mobile App - Configuration	—	—	—
SDK	—	—	—

Device manager

Task or page	Collaboration Manager	Plan Incident Manager	Plan Manager
Access device manager	—	—	—
View device details	—	—	—
Enable and disable devices	—	—	—
Edit devices	—	—	—
Copy devices	—	—	—
Delete devices	—	—	—
Set device delivery preference	—	—	—

Task or page	Collaboration Manager	Plan Incident Manager	Plan Manager
Update device name	–	–	–

Super enterprise

Task or page	Collaboration Manager	Plan Incident Manager	Plan Manager
Configure all settings and features in a Super Enterprise organization	–	–	–

API access

Collaboration Manager

Task or page	Collaboration Manager
GetOperatorAuditLog	–
GetAllDevices	✓
GetDevice	✓
GetOrgDevices	✓
GetOrgMassDevices	✓
GetOrganizations	✓
GetOrganization	✓
SyncByCommonNames	–
GetUsers	–
GetUserProfile	–
UserSearchBasic	–
UserSearchAdvanced	–
AlertUsersTargeted	–
AlertDeviceCoverge	–
GetEvent	–

Task or page	Collaboration Manager
GetEventStatusSummary	–
GetEventDetailsWithStatus	–
GetUserEventStatusHistory	–
UpdateUserStatus	–
GetAccountabilityTemplates	–
GetAccountabilityTemplateDetails	–
PublishEvent	–
GetEvents	–
GetAccountabilityEventOfficers	–
GetOrgAllApiClient	–
GetApiClientDetails	–
SaveApiClient	–
ResetApiClientSecret	–
GetAttachmentDetails	–
GetAllAttributes	✓
GetAttribute	✓
UpdateAttribute	–
GetAttributeValues	–
GetAttributeValue	–
AddAttributeValues	–
UpdateAttributeValues	–
UpdateAttributeValue	–
DeleteAttributeValues	–
UpdateUserAttributeValue	–
DeleteUserAttributeValue	–

Task or page	Collaboration Manager
GetDeliveryTemplates	–
GetEmailDeliveryTemplatePreview	–
GetDesktopPopupDeliveryTemplatePreview	–
GetDeliveryTemplateDetails	–
GetInboundAndExternalEvents	–
GetInboundAndExternalEvent	–
GetAllLists	✓
GetAllStaticLists	✓
GetAllDynamicLists	✓
SyncStaticLists	–
DeleteStaticLists	–
GetStaticListRelations	✓
SetStaticListRelations	–
PostStaticDistributionMembers	–
GetOperatorsPermission	–
GetOperatorPermissionDetails	–
PublishAlert	–
UpdateAlert	–
GetAlertTemplates	–
GetAlertTemplate	–
GetAlertTypes	✓
GetAlertSeverities	✓
GetAlerts	–
GetAlertDetails	–
GetAlertFolders	–

Task or page	Collaboration Manager
GetAlertSummaryReport	–
GetAlertHierarchySummaryReport	–
GetAlertDeviceSummaryReport	–
GetAlertDistributionListSummaryReport	–
GetAlertResponseDetail	–
GetAlertDetailsByUser	–
GetAlertDetailsByUsersDevices	–
GetRolesController	–

Plan Incident Manager and Plan Manager

Task or page	Plan Incident Manager	Plan Manager
GetOperatorAuditLog	–	–
GetAllDevices	✓	✓
GetDevice	✓	✓
GetOrgDevices	✓	✓
GetOrgMassDevices	✓	✓
GetOrganizations	✓	✓
GetOrganization	✓	✓
SyncByCommonNames	–	–
GetUsers	–	–
GetUserProfile	–	–
UserSearchBasic	–	–
UserSearchAdvanced	–	–
AlertUsersTargeted	✓	✓
AlertDeviceCoverge	✓	✓
GetEvent	✓	✓

Task or page	Plan Incident Manager	Plan Manager
GetEventStatusSummary	✓	✓
GetEventDetailsWithStatus	✓	✓
GetUserEventStatusHistory	✓	✓
UpdateUserStatus	✓	✓
GetAccountabilityTemplates	✓	✓
GetAccountabilityTemplateDetails	✓	✓
PublishEvent	✓	✓
GetEvents	✓	✓
GetAccountabilityEventOfficers	✓	✓
GetOrgAllApiClient	–	–
GetApiClientDetails	–	–
SaveApiClient	–	–
ResetApiClientSecret	–	–
GetAttachmentDetails	✓	✓
GetAllAttributes	✓	✓
GetAttribute	✓	✓
UpdateAttribute	–	–
GetAttributeValues	–	–
GetAttributeValue	–	–
AddAttributeValues	–	–
UpdateAttributeValues	–	–
UpdateAttributeValue	–	–
DeleteAttributeValues	–	–
UpdateUserAttributeValue	–	–
DeleteUserAttributeValue	–	–

Task or page	Plan Incident Manager	Plan Manager
GetDeliveryTemplates	✓	✓
GetEmailDeliveryTemplatePreview	✓	✓
GetDesktopPopupDeliveryTemplatePreview	✓	✓
GetDeliveryTemplateDetails	✓	✓
GetInboundAndExternalEvents	✓	✓
GetInboundAndExternalEvent	✓	✓
GetAllLists	✓	✓
GetAllStaticLists	✓	✓
GetAllDynamicLists	✓	✓
SyncStaticLists	–	–
DeleteStaticLists	–	–
GetStaticListRelations	✓	✓
SetStaticListRelations	–	–
PostStaticDistributionMembers	–	–
GetOperatorsPermission	–	–
GetOperatorPermissionDetails	–	–
PublishAlert	✓	✓
UpdateAlert	✓	✓
GetAlertTemplates	✓	✓
GetAlertTemplate	✓	✓
GetAlertTypes	✓	✓
GetAlertSeverities	✓	✓
GetAlerts	✓	✓
GetAlertDetails	✓	✓
GetAlertFolders	✓	✓

Task or page	Plan Incident Manager	Plan Manager
GetAlertSummaryReport	–	–
GetAlertHierarchySummaryReport	–	–
GetAlertDeviceSummaryReport	–	–
GetAlertDistributionListSummaryReport	–	–
GetAlertResponseDetail	–	–
GetAlertDetailsByUser	–	–
GetAlertDetailsByUsersDevices	–	–
GetRolesController	–	–

External app roles

The SDK User role is used by external applications to perform tasks such as sending alerts and creating users.

Alerts section

Task or page	SDK User
New Alert - Create and publish an alert	—
New Alert - Create and Save as a Draft	—
Inbox - View, search, mark as reviewed	—
Inbox - Forward alert, reply	—
Sent Alerts - New, edit, duplicate, publish, delete, end	—
Sent Alerts - New, edit, duplicate, delete, end (cannot publish)	—
Sent Alerts - Search, Live Map	—
Sent Alerts for suborganization - Search	—
Sent Alerts - Export	—
Sent Alerts for suborganization - Export	—
Sent Alerts - View Advanced Reports	—
Sent Alerts - View Users List	—
Alert Templates - create, edit, import, export, search, delete, duplicate	—
Alert Templates - reset system alert template to default values	—
Alert Templates - Approve an alert	—
Alert Folders - Create new, edit own folder, and search	—
Configure audio files	—
Configure delivery templates	—
Configure devices	—
Mobile alert settings - Configure	—

Task or page	SDK User
Alert rules	–
Alert placeholders - Create and edit	–
Activity Logs - View, search, export	–
Activity Logs - Create, modify, edit	–
Activity Logs - Publish	–

Users section

Task or page	SDK User
Manage users	–
Manage Dependants	–
Manage Subscriptions	–
Move and subscribe users from their suborganization to other suborganizations	–
Grant operator permissions	–
Revoke operator permissions	–
Manage distribution lists	–
Manage user attributes	–
Prioritize personal devices	–
Create and import service accounts	–

Mobile publishing

Task or page	SDK User
Publish alerts from the mobile app	–

Publisher map

Task or page	SDK User
Export users list	—

Live map

Task or page	SDK User
Access the live map	—
View layers	—
View users	—
View users in drawn shapes	—
View incoming alerts	—
View live alerts and events	—
Publish a quick alert	—
Export users	—

Geofence app

Task or page	SDK User
Access the geofence application	—
Create geofences	—
View geofences	—
View geofence reports	—
Edit geofences	—

Account section

Task or page	SDK User
View accountability templates	—
Create accountability template	—
Search templates	—
Delete templates	—
Duplicate templates	—
Create events	—
Search events	—
Live map	—
End event	—
Change end time	—
Delete event	—
View event dashboards	—
Export event reports	—
Report status on behalf of others	—

Reports section

Task or page	SDK User
Personnel reports	—
Alerts usage	—
User summary	—

Organizations (Connect) section

Task or page	SDK User
View Connected organizations	—
Connect with organizations	—
Access All Organizations screen	—
Sent Invitations	—
Connect Profile	—

Plan section

Task or page	SDK User
Plan - View, create, edit, approve	—
Plan - Delete, duplicate, archive, disable, enable	—
Plan - View (read-only mode)	—
Incident - Create, edit, end, publish, activate steps in, view activity, export activity log, add new entry in activity log	—
Incident - Edit draft incident	—

Collaborate section

Task or page	SDK User
Collaboration - Start, end, export	—
Collaboration - View and participate in	—

Basic settings

Task or page	SDK User
General settings	—

Task or page	SDK User
General settings - Update organization code	—
General settings - Dependant Enablement	—
General settings - Dependant Profile Layout	—
General settings - Subscription Enablement	—
General settings - Subscription Configuration	—
Alert placeholders	—
Accountability templates	—
Alert templates	—
Alert folders	—
Delivery templates	—
Audio files	—
Mobile alert settings	—
Alert rules	—
Map settings	—
External Events settings	—

AtHoc Connect settings

Task or page	SDK User
Connect profile	—

System Setup settings

Task or page	SDK User
Security policy	—
Global system health	—
System settings	—

Task or page	SDK User
System health	—
Access and export diagnostic log	—
Clear diagnostic log	—
Archive	—
Organizations manager	—
Feature enablement	—
Integration manager	—
API application	—
Operator audit trail	—
View geocoding summary and logs	—
Enable SMS Opt-In Service	—

User settings

Task or page	SDK User
External operator permissions	—
Disable and delete end users	—
Distribution list folders	—
User attributes	—
Translate custom user attributes	—
Translate custom device attributes	—
User authentication	—
Configure SMS Opt-In	—

Map settings

Task or page	SDK User
Manage map settings	—
Set default map view	—
Add shape layer	—
Add distribution list	—

Device settings

Task or page	SDK User
Devices	—
Mass device endpoints	—
Desktop app	—
Mobile App - Configuration	—
SDK ¹	✓

¹SDK only used for ServiceNow, UEM notifications, and User Sync Client set-up. Contact AtHoc support if this role is needed.

Device manager

Task or page	SDK User
Access device manager	—
View device details	—
Enable and disable devices	—
Edit devices	—
Copy devices	—
Delete devices	—
Set device delivery preference	—

Task or page	SDK User
Update device name	–

Super enterprise

Task or page	SDK User
Configure all settings and features in a Super Enterprise organization	–

API access

Task or page	SDK User
GetOperatorAuditLog	–
GetAllDevices	✓
GetDevice	✓
GetOrgDevices	✓
GetOrgMassDevices	✓
GetOrganizations	✓
GetOrganization	✓
SyncByCommonNames	–
GetUsers	–
GetUserProfile	–
UserSearchBasic	–
UserSearchAdvanced	–
AlertUsersTargeted	–
AlertDeviceCoverge	–
GetEvent	–
GetEventStatusSummary	–

Task or page	SDK User
GetEventDetailsWithStatus	–
GetUserEventStatusHistory	–
UpdateUserStatus	–
GetAccountabilityTemplates	–
GetAccountabilityTemplateDetails	–
PublishEvent	–
GetEvents	–
GetAccountabilityEventOfficers	–
GetOrgAllApiClient	–
GetApiClientDetails	–
SaveApiClient	–
ResetApiClientSecret	–
GetAttachmentDetails	–
GetAllAttributes	✓
GetAttribute	✓
UpdateAttribute	–
GetAttributeValues	–
GetAttributeValue	–
AddAttributeValues	–
UpdateAttributeValues	–
UpdateAttributeValue	–
DeleteAttributeValues	–
UpdateUserAttributeValue	–
DeleteUserAttributeValue	–
GetDeliveryTemplates	–

Task or page	SDK User
GetEmailDeliveryTemplatePreview	–
GetDesktopPopupDeliveryTemplatePreview	–
GetDeliveryTemplateDetails	–
GetInboundAndExternalEvents	–
GetInboundAndExternalEvent	–
GetAllLists	✓
GetAllStaticLists	✓
GetAllDynamicLists	✓
SyncStaticLists	–
DeleteStaticLists	–
GetStaticListRelations	✓
SetStaticListRelations	–
PostStaticDistributionMembers	–
GetOperatorsPermission	–
GetOperatorPermissionDetails	–
PublishAlert	–
UpdateAlert	–
GetAlertTemplates	–
GetAlertTemplate	–
GetAlertTypes	✓
GetAlertSeverities	✓
GetAlerts	–
GetAlertDetails	–
GetAlertFolders	–
GetAlertSummaryReport	–

Task or page	SDK User
GetAlertHierarchySummaryReport	–
GetAlertDeviceSummaryReport	–
GetAlertDistributionListSummaryReport	–
GetAlertResponseDetail	–
GetAlertDetailsByUser	–
GetAlertDetailsByUsersDevices	–
GetRolesController	–

Activity log roles

Give the Activity Log Manager role to operators who need to create, modify and edit the activity log.

Give the Activity Log Viewer role to operators who need to view, search or export the activity log.

Alerts section

Task or page	Activity Log Manager	Activity Log Viewer
New Alert - Create and publish an alert	—	—
New Alert - Create and Save as a Draft	—	—
Inbox - View, search, mark as reviewed	—	—
Inbox - Forward alert, reply	—	—
Sent Alerts - New, edit, duplicate, publish, delete, end	—	—
Sent Alerts - New, edit, duplicate, delete, end (cannot publish)	—	—
Sent Alerts - Search, Live Map	—	—
Sent Alerts for suborganization - Search	—	—
Sent Alerts - Export	—	—
Sent Alerts for suborganization - Export	—	—
Sent Alerts - View Advanced Reports	—	—
Sent Alerts - View Users List	—	—
Alert Templates - create, edit, import, export, search, delete, duplicate	—	—
Alert Templates - reset system alert template to default values	—	—
Alert Templates - Approve an alert	—	—

Task or page	Activity Log Manager	Activity Log Viewer
Alert Folders - Create new, edit own folder, and search	—	—
Configure audio files	—	—
Configure delivery templates	—	—
Configure devices	—	—
Mobile alert settings - Configure	—	—
Alert rules	—	—
Alert placeholders - Create and edit	—	—
Activity Logs - View, search, export	✓	✓
Activity Logs - Create, modify, edit	✓	—
Activity Logs - Publish	—	—

Users section

Task or page	Activity Log Manager	Activity Log Viewer
Manage users	—	—
Manage Dependants	—	—
Manage Subscriptions	—	—
Move and subscribe users from their suborganization to other suborganizations	—	—
Grant operator permissions	—	—
Revoke operator permissions	—	—
Manage distribution lists	—	—
Manage user attributes	—	—
Prioritize personal devices	—	—
Create and import service accounts	—	—

Mobile publishing

Task or page	Activity Log Manager	Activity Log Viewer
Publish alerts from the mobile app	–	–

Publisher map

Task or page	Activity Log Manager	Activity Log Viewer
Export users list	–	–

Live map

Task or page	Activity Log Manager	Activity Log Viewer
Access the live map	–	–
View layers	–	–
View users	–	–
View users in drawn shapes	–	–
View incoming alerts	–	–
View live alerts and events	–	–
Publish a quick alert	–	–
Export users	–	–

Geofence app

Task or page	Activity Log Manager	Activity Log Viewer
Access the geofence application	–	–
Create geofences	–	–
View geofences	–	–
View geofence reports	–	–

Task or page	Activity Log Manager	Activity Log Viewer
Edit geofences	–	–

Account section

Task or page	Activity Log Manager	Activity Log Viewer
View accountability templates	–	–
Create accountability template	–	–
Search templates	–	–
Delete templates	–	–
Duplicate templates	–	–
Create events	–	–
Search events	–	–
Live map	–	–
End event	–	–
Change end time	–	–
Delete event	–	–
View event dashboards	–	–
Export event reports	–	–
Report status on behalf of others	–	–

Reports section

Task or page	Activity Log Manager	Activity Log Viewer
Personnel reports	–	–
Alerts usage	–	–
User summary	–	–

Organizations (Connect) section

Task or page	Activity Log Manager	Activity Log Viewer
View Connected organizations	—	—
Connect with organizations	—	—
Access All Organizations screen	—	—
Sent Invitations	—	—
Connect Profile	—	—

Plan section

Task or page	Activity Log Manager	Activity Log Viewer
Plan - View, create, edit, approve	—	—
Plan - Delete, duplicate, archive, disable, enable	—	—
Plan - View (read-only mode)	—	—
Incident - Create, edit, end, publish, activate steps in, view activity, export activity log, add new entry in activity log	—	—
Incident - Edit draft incident	—	—

Collaborate section

Task or page	Activity Log Manager	Activity Log Viewer
Collaboration - Start, end, export	—	—
Collaboration - View and participate in	—	—

Basic settings

Task or page	Activity Log Manager	Activity Log Viewer
General settings	–	–
General settings - Update organization code	–	–
General settings - Dependant Enablement	–	–
General settings - Dependant Profile Layout	–	–
General settings - Subscription Enablement	–	–
General settings - Subscription Configuration	–	–
Alert placeholders	–	–
Accountability templates	–	–
Alert templates	–	–
Alert folders	–	–
Delivery templates	–	–
Audio files	–	–
Mobile alert settings	–	–
Alert rules	–	–
Map settings	–	–
External Events settings	–	–

AtHoc Connect settings

Task or page	Activity Log Manager	Activity Log Viewer
Connect profile	–	–

System Setup settings

Task or page	Activity Log Manager	Activity Log Viewer
Security policy	—	—
Global system health	—	—
System settings	—	—
System health	—	—
Access and export diagnostic log	—	—
Clear diagnostic log	—	—
Archive	—	—
Organizations manager	—	—
Feature enablement	—	—
Integration manager	—	—
API application	—	—
Operator audit trail	—	—
View geocoding summary and logs	—	—
Enable SMS Opt-In Service	—	—

User settings

Task or page	Activity Log Manager	Activity Log Viewer
External operator permissions	—	—
Disable and delete end users	—	—
Distribution list folders	—	—
User attributes	—	—
Translate custom user attributes	—	—
Translate custom device attributes	—	—
User authentication	—	—

Task or page	Activity Log Manager	Activity Log Viewer
Configure SMS Opt-In	–	–

Map settings

Task or page	Activity Log Manager	Activity Log Viewer
Manage map settings	–	–
Set default map view	–	–
Add shape layer	–	–
Add distribution list	–	–

Device settings

Task or page	Activity Log Manager	Activity Log Viewer
Devices	–	–
Mass device endpoints	–	–
Desktop app	–	–
Mobile App - Configuration	–	–
SDK	–	–

Device manager

Task or page	Activity Log Manager	Activity Log Viewer
Access device manager	–	–
View device details	–	–
Enable and disable devices	–	–
Edit devices	–	–
Copy devices	–	–

Task or page	Activity Log Manager	Activity Log Viewer
Delete devices	–	–
Set device delivery preference	–	–
Update device name	–	–

Super enterprise

Task or page	Activity Log Manager	Activity Log Viewer
Configure all settings and features in a Super Enterprise organization	–	–

API access

Task or page	Activity Log Manager	Activity Log Viewer
GetOperatorAuditLog	–	–
GetAllDevices	✓	✓
GetDevice	✓	✓
GetOrgDevices	✓	✓
GetOrgMassDevices	✓	✓
GetOrganizations	✓	✓
GetOrganization	✓	✓
SyncByCommonNames	–	–
GetUsers	–	–
GetUserProfile	–	–
UserSearchBasic	–	–
UserSearchAdvanced	–	–
AlertUsersTargeted	–	–
AlertDeviceCoverge	–	–

Task or page	Activity Log Manager	Activity Log Viewer
GetEvent	–	–
GetEventStatusSummary	–	–
GetEventDetailsWithStatus	–	–
GetUserEventStatusHistory	–	–
UpdateUserStatus	–	–
GetAccountabilityTemplates	–	–
GetAccountabilityTemplateDetails	–	–
PublishEvent	–	–
GetEvents	–	–
GetAccountabilityEventOfficers	–	–
GetOrgAllApiClient	–	–
GetApiClientDetails	–	–
SaveApiClient	–	–
ResetApiClientSecret	–	–
GetAttachmentDetails	–	–
GetAllAttributes	✓	✓
GetAttribute	✓	✓
UpdateAttribute	–	–
GetAttributeValues	–	–
GetAttributeValue	–	–
AddAttributeValues	–	–
UpdateAttributeValues	–	–
UpdateAttributeValue	–	–
DeleteAttributeValues	–	–
UpdateUserAttributeValue	–	–

Task or page	Activity Log Manager	Activity Log Viewer
DeleteUserAttributeValue	–	–
GetDeliveryTemplates	–	–
GetEmailDeliveryTemplatePreview	–	–
GetDesktopPopupDeliveryTemplatePreview	–	–
GetDeliveryTemplateDetails	–	–
GetInboundAndExternalEvents	–	–
GetInboundAndExternalEvent	–	–
GetAllLists	✓	✓
GetAllStaticLists	✓	✓
GetAllDynamicLists	✓	✓
SyncStaticLists	–	–
DeleteStaticLists	–	–
GetStaticListRelations	✓	✓
SetStaticListRelations	–	–
PostStaticDistributionMembers	–	–
GetOperatorsPermission	–	–
GetOperatorPermissionDetails	–	–
PublishAlert	–	–
UpdateAlert	–	–
GetAlertTemplates	–	–
GetAlertTemplate	–	–
GetAlertTypes	✓	✓
GetAlertSeverities	✓	✓
GetAlerts	–	–
GetAlertDetails	–	–

Task or page	Activity Log Manager	Activity Log Viewer
GetAlertFolders	–	–
GetAlertSummaryReport	–	–
GetAlertHierarchySummaryReport	–	–
GetAlertDeviceSummaryReport	–	–
GetAlertDistributionListSummaryReport	–	–
GetAlertResponseDetail	–	–
GetAlertDetailsByUser	–	–
GetAlertDetailsByUsersDevices	–	–
GetRolesController	–	–

Basic roles

The Basic Operator role is available only in the BlackBerry AtHoc Basic edition.

Alerts section

Task or page	Basic Operator
New Alert - Create and publish an alert	✓
New Alert - Create and Save as a Draft	–
Inbox - View, search, mark as reviewed	✓
Inbox - Forward alert, reply	✓
Sent Alerts - New, edit, duplicate, publish, delete, end	✓
Sent Alerts - New, edit, duplicate, delete, end (cannot publish)	–
Sent Alerts - Search, Live Map	✓
Sent Alerts for suborganization - Search	–
Sent Alerts - Export	✓
Sent Alerts for suborganization - Export	–
Sent Alerts - View Advanced Reports	–
Sent Alerts - View Users List	–
Alert Templates - create, edit, import, export, search, delete, duplicate	✓
Alert Templates - reset system alert template to default values	–
Alert Templates - Approve an alert	–
Alert Folders - Create new, edit own folder, and search	–
Configure audio files	–
Configure delivery templates	–
Configure devices	–
Mobile alert settings - Configure	–

Task or page	Basic Operator
Alert rules	—
Alert placeholders - Create and edit	—
Activity Logs - View, search, export	—
Activity Logs - Create, modify, edit	—
Activity Logs - Publish	—

Users section

Task or page	Basic Operator
Manage users	—
Manage Dependants	—
Manage Subscriptions	—
Move and subscribe users from their suborganization to other suborganizations	—
Grant operator permissions	—
Revoke operator permissions	—
Manage distribution lists	—
Manage user attributes	—
Prioritize personal devices	—
Create and import service accounts	—

Mobile publishing

Task or page	Basic Operator
Publish alerts from the mobile app	—

Publisher map

Task or page	Basic Operator
Export users list	–

Live map

Task or page	Basic Operator
Access the live map	✓
View layers	✓
View users	✓
View users in drawn shapes	✓
View incoming alerts	–
View live alerts and events	–
Publish a quick alert	✓
Export users	–

Geofence app

Task or page	Basic Operator
Access the geofence application	–
Create geofences	–
View geofences	–
View geofence reports	–
Edit geofences	–

Account section

Task or page	Basic Operator
View accountability templates	—
Create accountability template	—
Search templates	—
Delete templates	—
Duplicate templates	—
Create events	—
Search events	—
Live map	—
End event	—
Change end time	—
Delete event	—
View event dashboards	—
Export event reports	—
Report status on behalf of others	—

Reports section

Task or page	Basic Operator
Personnel reports	—
Alerts usage	—
User summary	—

Organizations (Connect) section

Task or page	Basic Operator
View Connected organizations	—
Connect with organizations	—
Access All Organizations screen	—
Sent Invitations	—
Connect Profile	—

Plan section

Task or page	Basic Operator
Plan - View, create, edit, approve	—
Plan - Delete, duplicate, archive, disable, enable	—
Plan - View (read-only mode)	—
Incident - Create, edit, end, publish, activate steps in, view activity, export activity log, add new entry in activity log	—
Incident - Edit draft incident	—

Collaborate section

Task or page	Basic Operator
Collaboration - Start, end, export	—
Collaboration - View and participate in	—

Basic settings

Task or page	Basic Operator
General settings	—

Task or page	Basic Operator
General settings - Update organization code	—
General settings - Dependant Enablement	—
General settings - Dependant Profile Layout	—
General settings - Subscription Enablement	—
General settings - Subscription Configuration	—
Alert placeholders	—
Accountability templates	✓
Alert templates	—
Alert folders	—
Delivery templates	—
Audio files	—
Mobile alert settings	—
Alert rules	—
Map settings	—
External Events settings	—

AtHoc Connect settings

Task or page	Basic Operator
Connect profile	—

System Setup settings

Task or page	Basic Operator
Security policy	—
Global system health	—
System settings	—

Task or page	Basic Operator
System health	—
Access and export diagnostic log	—
Clear diagnostic log	—
Archive	—
Organizations manager	—
Feature enablement	—
Integration manager	—
API application	—
Operator audit trail	—
View geocoding summary and logs	—
Enable SMS Opt-In Service	—

User settings

Task or page	Basic Operator
External operator permissions	—
Disable and delete end users	—
Distribution list folders	—
User attributes	—
Translate custom user attributes	—
Translate custom device attributes	—
User authentication	—
Configure SMS Opt-In	—

Map settings

Task or page	Basic Operator
Manage map settings	—
Set default map view	—
Add shape layer	—
Add distribution list	—

Device settings

Task or page	Basic Operator
Devices	—
Mass device endpoints	—
Desktop app	—
Mobile App - Configuration	—
SDK	—

Device manager

Task or page	Basic Operator
Access device manager	—
View device details	—
Enable and disable devices	—
Edit devices	—
Copy devices	—
Delete devices	—
Set device delivery preference	—
Update device name	—

Super enterprise

Task or page	Basic Operator
Configure all settings and features in a Super Enterprise organization	—

API access

Task or page	Basic Operator
GetOperatorAuditLog	—
GetAllDevices	✓
GetDevice	✓
GetOrgDevices	✓
GetOrgMassDevices	✓
GetOrganizations	✓
GetOrganization	✓
SyncByCommonNames	—
GetUsers	—
GetUserProfile	—
UserSearchBasic	—
UserSearchAdvanced	—
AlertUsersTargeted	✓
AlertDeviceCoverge	✓
GetEvent	—
GetEventStatusSummary	—
GetEventDetailsWithStatus	—
GetUserEventStatusHistory	—
UpdateUserStatus	—

Task or page	Basic Operator
GetAccountabilityTemplates	–
GetAccountabilityTemplateDetails	–
PublishEvent	–
GetEvents	–
GetAccountabilityEventOfficers	–
GetOrgAllApiClient	–
GetApiClientDetails	–
SaveApiClient	–
ResetApiClientSecret	–
GetAttachmentDetails	✓
GetAllAttributes	✓
GetAttribute	✓
UpdateAttribute	–
GetAttributeValues	–
GetAttributeValue	–
AddAttributeValues	–
UpdateAttributeValues	–
UpdateAttributeValue	–
DeleteAttributeValues	–
UpdateUserAttributeValue	–
DeleteUserAttributeValue	–
GetDeliveryTemplates	–
GetEmailDeliveryTemplatePreview	–
GetDesktopPopupDeliveryTemplatePreview	–
GetDeliveryTemplateDetails	–

Task or page	Basic Operator
GetInboundAndExternalEvents	✓
GetInboundAndExternalEvent	✓
GetAllLists	✓
GetAllStaticLists	✓
GetAllDynamicLists	✓
SyncStaticLists	–
DeleteStaticLists	–
GetStaticListRelations	✓
SetStaticListRelations	–
PostStaticDistributionMembers	–
GetOperatorsPermission	–
GetOperatorPermissionDetails	–
PublishAlert	✓
UpdateAlert	✓
GetAlertTemplates	✓
GetAlertTemplate	✓
GetAlertTypes	✓
GetAlertSeverities	✓
GetAlerts	✓
GetAlertDetails	✓
GetAlertFolders	–
GetAlertSummaryReport	✓
GetAlertHierarchySummaryReport	✓
GetAlertDeviceSummaryReport	✓
GetAlertDistributionListSummaryReport	✓

Task or page	Basic Operator
GetAlertResponseDetail	✓
GetAlertDetailsByUser	✓
GetAlertDetailsByUsersDevices	✓
GetRolesController	–

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>.

Legal notice

© 2025 BlackBerry Limited. Trademarks, including but not limited to BLACKBERRY, EMBLEM Design, ATHOC, and SECUSMART are the trademarks or registered trademarks of BlackBerry Limited, its subsidiaries and/or affiliates, used under license, and the exclusive rights to such trademarks are expressly reserved. All other trademarks are the property of their respective owners.

Patents, as applicable, identified at: www.blackberry.com/patents.

This documentation including all documentation incorporated by reference herein such as documentation provided or made available on the BlackBerry website provided or made accessible "AS IS" and "AS AVAILABLE" and without condition, endorsement, guarantee, representation, or warranty of any kind by BlackBerry Limited and its affiliated companies ("BlackBerry") and BlackBerry assumes no responsibility for any typographical, technical, or other inaccuracies, errors, or omissions in this documentation. In order to protect BlackBerry proprietary and confidential information and/or trade secrets, this documentation may describe some aspects of BlackBerry technology in generalized terms. BlackBerry reserves the right to periodically change information that is contained in this documentation; however, BlackBerry makes no commitment to provide any such changes, updates, enhancements, or other additions to this documentation to you in a timely manner or at all.

This documentation might contain references to third-party sources of information, hardware or software, products or services including components and content such as content protected by copyright and/or third-party websites (collectively the "Third Party Products and Services"). BlackBerry does not control, and is not responsible for, any Third Party Products and Services including, without limitation the content, accuracy, copyright compliance, compatibility, performance, trustworthiness, legality, decency, links, or any other aspect of Third Party Products and Services. The inclusion of a reference to Third Party Products and Services in this documentation does not imply endorsement by BlackBerry of the Third Party Products and Services or the third party in any way.

EXCEPT TO THE EXTENT SPECIFICALLY PROHIBITED BY APPLICABLE LAW IN YOUR JURISDICTION, ALL CONDITIONS, ENDORSEMENTS, GUARANTEES, REPRESENTATIONS, OR WARRANTIES OF ANY KIND, EXPRESS OR IMPLIED, INCLUDING WITHOUT LIMITATION, ANY CONDITIONS, ENDORSEMENTS, GUARANTEES, REPRESENTATIONS OR WARRANTIES OF DURABILITY, FITNESS FOR A PARTICULAR PURPOSE OR USE, MERCHANTABILITY, MERCHANTABILITY QUALITY, NON-INFRINGEMENT, SATISFACTORY QUALITY, OR TITLE, OR ARISING FROM A STATUTE OR CUSTOM OR A COURSE OF DEALING OR USAGE OF TRADE, OR RELATED TO THE DOCUMENTATION OR ITS USE, OR PERFORMANCE OR NON-PERFORMANCE OF ANY SOFTWARE, HARDWARE, SERVICE, OR ANY THIRD PARTY PRODUCTS AND SERVICES REFERENCED HEREIN, ARE HEREBY EXCLUDED. YOU MAY ALSO HAVE OTHER RIGHTS THAT VARY BY STATE OR PROVINCE. SOME JURISDICTIONS MAY NOT ALLOW THE EXCLUSION OR LIMITATION OF IMPLIED WARRANTIES AND CONDITIONS. TO THE EXTENT PERMITTED BY LAW, ANY IMPLIED WARRANTIES OR CONDITIONS RELATING TO THE DOCUMENTATION TO THE EXTENT THEY CANNOT BE EXCLUDED AS SET OUT ABOVE, BUT CAN BE LIMITED, ARE HEREBY LIMITED TO NINETY (90) DAYS FROM THE DATE YOU FIRST ACQUIRED THE DOCUMENTATION OR THE ITEM THAT IS THE SUBJECT OF THE CLAIM.

TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW IN YOUR JURISDICTION, IN NO EVENT SHALL BLACKBERRY BE LIABLE FOR ANY TYPE OF DAMAGES RELATED TO THIS DOCUMENTATION OR ITS USE, OR PERFORMANCE OR NON-PERFORMANCE OF ANY SOFTWARE, HARDWARE, SERVICE, OR ANY THIRD PARTY PRODUCTS AND SERVICES REFERENCED HEREIN INCLUDING WITHOUT LIMITATION ANY OF THE FOLLOWING DAMAGES: DIRECT, CONSEQUENTIAL, EXEMPLARY, INCIDENTAL, INDIRECT, SPECIAL, PUNITIVE, OR AGGRAVATED DAMAGES, DAMAGES FOR LOSS OF PROFITS OR REVENUES, FAILURE TO REALIZE ANY EXPECTED SAVINGS, BUSINESS INTERRUPTION, LOSS OF BUSINESS INFORMATION, LOSS OF BUSINESS OPPORTUNITY, OR CORRUPTION OR LOSS OF DATA, FAILURES TO TRANSMIT OR RECEIVE ANY DATA, PROBLEMS ASSOCIATED WITH ANY APPLICATIONS USED IN CONJUNCTION WITH BLACKBERRY PRODUCTS OR SERVICES, DOWNTIME COSTS, LOSS OF THE USE OF BLACKBERRY PRODUCTS OR SERVICES OR ANY PORTION THEREOF OR OF ANY AIRTIME SERVICES, COST OF SUBSTITUTE GOODS, COSTS OF COVER, FACILITIES OR SERVICES, COST OF CAPITAL, OR OTHER SIMILAR PECUNIARY LOSSES, WHETHER OR NOT SUCH DAMAGES

WERE FORESEEN OR UNFORESEEN, AND EVEN IF BLACKBERRY HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW IN YOUR JURISDICTION, BLACKBERRY SHALL HAVE NO OTHER OBLIGATION, DUTY, OR LIABILITY WHATSOEVER IN CONTRACT, TORT, OR OTHERWISE TO YOU INCLUDING ANY LIABILITY FOR NEGLIGENCE OR STRICT LIABILITY.

THE LIMITATIONS, EXCLUSIONS, AND DISCLAIMERS HEREIN SHALL APPLY: (A) IRRESPECTIVE OF THE NATURE OF THE CAUSE OF ACTION, DEMAND, OR ACTION BY YOU INCLUDING BUT NOT LIMITED TO BREACH OF CONTRACT, NEGLIGENCE, TORT, STRICT LIABILITY OR ANY OTHER LEGAL THEORY AND SHALL SURVIVE A FUNDAMENTAL BREACH OR BREACHES OR THE FAILURE OF THE ESSENTIAL PURPOSE OF THIS AGREEMENT OR OF ANY REMEDY CONTAINED HEREIN; AND (B) TO BLACKBERRY AND ITS AFFILIATED COMPANIES, THEIR SUCCESSORS, ASSIGNS, AGENTS, SUPPLIERS (INCLUDING AIRTIME SERVICE PROVIDERS), AUTHORIZED BLACKBERRY DISTRIBUTORS (ALSO INCLUDING AIRTIME SERVICE PROVIDERS) AND THEIR RESPECTIVE DIRECTORS, EMPLOYEES, AND INDEPENDENT CONTRACTORS.

IN ADDITION TO THE LIMITATIONS AND EXCLUSIONS SET OUT ABOVE, IN NO EVENT SHALL ANY DIRECTOR, EMPLOYEE, AGENT, DISTRIBUTOR, SUPPLIER, INDEPENDENT CONTRACTOR OF BLACKBERRY OR ANY AFFILIATES OF BLACKBERRY HAVE ANY LIABILITY ARISING FROM OR RELATED TO THE DOCUMENTATION.

Prior to subscribing for, installing, or using any Third Party Products and Services, it is your responsibility to ensure that your airtime service provider has agreed to support all of their features. Some airtime service providers might not offer Internet browsing functionality with a subscription to the BlackBerry® Internet Service. Check with your service provider for availability, roaming arrangements, service plans and features. Installation or use of Third Party Products and Services with BlackBerry's products and services may require one or more patent, trademark, copyright, or other licenses in order to avoid infringement or violation of third party rights. You are solely responsible for determining whether to use Third Party Products and Services and if any third party licenses are required to do so. If required you are responsible for acquiring them. You should not install or use Third Party Products and Services until all necessary licenses have been acquired. Any Third Party Products and Services that are provided with BlackBerry's products and services are provided as a convenience to you and are provided "AS IS" with no express or implied conditions, endorsements, guarantees, representations, or warranties of any kind by BlackBerry and BlackBerry assumes no liability whatsoever, in relation thereto. Your use of Third Party Products and Services shall be governed by and subject to you agreeing to the terms of separate licenses and other agreements applicable thereto with third parties, except to the extent expressly covered by a license or other agreement with BlackBerry.

The terms of use of any BlackBerry product or service are set out in a separate license or other agreement with BlackBerry applicable thereto. NOTHING IN THIS DOCUMENTATION IS INTENDED TO SUPERSEDE ANY EXPRESS WRITTEN AGREEMENTS OR WARRANTIES PROVIDED BY BLACKBERRY FOR PORTIONS OF ANY BLACKBERRY PRODUCT OR SERVICE OTHER THAN THIS DOCUMENTATION.

BlackBerry Enterprise Software incorporates certain third-party software. The license and copyright information associated with this software is available at <http://worldwide.blackberry.com/legal/thirdpartysoftware.jsp>.

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

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

Published in Canada