



BlackBerry AtHoc

Operator Roles and Permissions Reference

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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	–	–
GetOrgAllApiClient	–	–
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.

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