



BlackBerry AtHoc

Manage the Activity Log Guide

7.12

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Manage the Activity Log

This guide describes how to manage and view the Activity Log.

Note: The Activity Log is an advanced feature that requires additional licensing, so it is not available by default. Contact your BlackBerry AtHoc representative if you are interested in using the Activity Log.

If you have the Activity Log Manager or the Activity Log Viewer role and a license for the Activity Log feature, you can use the Activity Log to view and create log entries, such as phone calls, incidents, meeting minutes, or other relevant information for your organization. You can also forward published alerts to additional recipients or organizations.

Add an entry to the Activity Log

You can add entries to the Activity Log to record an action or event, such as a response to a distress call.

1. In the navigation bar, click **Alerts**.
2. Click **Activity Log**.
3. Click **New**.
4. Enter a title and body for the log entry.
5. Optionally, enter a URL that users can click to access related information.
6. Specify a severity level.

If the log entry is published as an alert, the severity level will be used. You can change the severity level when you review the content before publishing the alert.

7. Click **Create** to save the log entry or click **Create and Forward as Alert** to open the **Review and Publish** screen from which you can [publish the content as an alert](#).

When you create a log entry and forward it as an alert:

- The alert title, body, additional link, and severity are copied to the alert.
- An entry is added to the log with the log type: Alert Published.

Publish a log entry as an alert

1. In the navigation bar, click **Alerts**.
2. Click **Activity Log**.
3. Select the log entry to be published and click **Forward Alert** in the **details** pane.
4. On the **New Alert** screen, complete the alert **content** and **targets** sections and then publish the alert.

Note: Published activity log entries can be forwarded, but not edited, and have the log type: Alert Published.

Forward published alerts

1. In the navigation bar, click **Alerts**.
2. Click **Activity Log**.
3. Select the alert to be forwarded and click **Forward as Alert** from the **details** pane.
4. On the **New Alert** screen, complete the alert **content** and **targets** and then publish the alert.

Export the Activity Log to PDF or CSV

1. In the navigation bar, click **Alerts**.
2. Click **Activity Log**.
3. Click **Export** and specify a date range for the entries to be exported.
4. Choose one of the following actions:
 - Click **Export PDF** to create a PDF that can be printed, shared, or exported to another format such as a Word file.
 - Click **Export CSV** to create a file that can be opened in a spreadsheet application.

The export file appears in your downloads list and is available to be opened or saved.

BlackBerry AtHoc Customer Support Portal

BlackBerry AtHoc customers can obtain more information about BlackBerry AtHoc products or get answers to questions about their BlackBerry AtHoc systems through the Customer Support Portal:

<https://support.athoc.com>

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

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Published in Canada