



BlackBerry AtHoc

Manage Incoming Alerts from the Inbox User Guide

7.12

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Manage incoming alerts from the inbox

The Inbox displays information about live and expired alerts coming from mobile users, Connect organizations, other agencies, and the Integrated Public Alert and Warning System (IPAWS). The Inbox provides organizations with a means of managing incoming alerts and monitoring what is happening in their system. Updates to the Inbox are fully automated, so if a new alert is received or an operator reviews or replies to an alert, the list will update immediately to display the new item. Alerts coming from mobile users and outside organizations are called incoming alerts.



Access the inbox

BlackBerry AtHoc administrators and operators must be members of the Emergency Community to see items in the Inbox.

1. In the navigation bar, click **Alerts**.
2. Click **Inbox**.

The Inbox opens, showing all incoming alerts in the system. Alerts that have not yet been reviewed appear in bold font.

The Inbox list displays the following for each incoming alert:

- **Severity icon:** Hovering your cursor over the icon displays the severity level, which is one of the following: High, Moderate, Low, Informational, or Unknown.
- **Alert title:** Displays the subject of the alert.
- **Source type icon:** Displays  if the source is a person or  if the source is an organization.
- **Source name** Displays the name of the person or organization that created the alert.
- **Creation date and time:** Displays the time and date stamp for the alert.
- **Latitude, Longitude:** Displays GPS coordinates (for incoming live mobile alerts only).
- **Alert type:** Displays the category of alert.
- **Reply, Replied icon:** If an alert requires a response, a **Reply** icon appears next to the alert type. Clicking anywhere in the alert line opens the alert details field containing a Reply button. After you or another authorized user responds to an alert, a **Replied** icon replaces the Reply icon.
- **Location icon:** Displays only if the related alert has a map associated with it.
- **Attachments icon:** Displays only if the related alert has files, videos, or images attached to it.



View incoming alert details



1. In the navigation bar, click **Alerts**.
2. Click **Inbox**.

The Inbox opens, displaying all incoming alerts in the system.

3. Locate the alert you want to view.
4. Click anywhere in the alert row.
5. A detailed view of the alert that includes the following items appears next to the list:
 - Alert title
 - Severity
 - Type
 - Source

- Creation time
- Expiration time (if any)
- GPS coordinates (for incoming live mobile alerts only).
- Body
- Review status (reviewed or not)
- Reviewer's name (if applicable)
- Review time (if applicable)
- Reply status (replied to or not, if applicable)
- Reply that was sent (if applicable)
- The name of the person who replied (if applicable)
- The time the event was replied to (if applicable)
- The location of the event
- Any attachments to the event

Alerts that have maps associated with them display a  in the alert row. To view a full-sized map of the incoming alert location, click the alert row. In the alert details section, click  next to the small map image that appears in the lower part of the alert details section.

Incoming alerts that have attachments associated with them contain a  in the alert row. To view the attached image, video, markup, or text file, click the alert row, then in the alert details section click the thumbnail of the attachment to see it as a pop-up or click the  to download it.

Reply to an incoming alert

Within the Inbox, *reviewing* refers to the action of looking at the details of an alert while *replying* refers to the action of responding to the alert by clicking a button and selecting a response option. You can reply to an alert if it meets all of the following criteria:

- It requires a reply
- It has not yet expired
- It has not yet been replied to
- It was sent from another organization

Note: Reviewing is a *per alert* action, not a *per person* action. Only one person must review an alert for it to be marked as reviewed in the system. If another operator reviews an alert, their review is reflected on your screen. If you mark an alert as reviewed, that action will be reflected on the screens of all operators.

There are two ways to reply to an incoming alert. The method you chose will depend on how much information you need prior to replying.

Reply directly from the Inbox list

Replying to an event directly from the Inbox list is a fast and easy way to reply to an alert that you either know about already or that is not complex or detailed. To reply from the Inbox list, complete the following steps:

1. In the navigation bar, click **Alerts**.
2. Click **Inbox**.
3. In the **Inbox**, locate the alert that you want to reply to.
4. Click **Reply** at the end of the alert row.

Note: The **Reply** button will be disabled if the alert does not require a response, if the alert has expired, or if you have already responded to it.

A pop-up screen appears listing the response options for the alert.

5. Select the option you want, and click **Reply Now**.

Reply through the Alert Details section

Replying to an alert from the Alert Details section is more appropriate for alerts that contain attachments, maps, or complex or detailed responses.

1. In the navigation bar, click **Alerts**.
2. Click **Inbox**.
3. In the **Inbox**, locate the alert that you want to reply to.
4. Click anywhere in the alert row. The details of the alert appear next to the **Inbox** list.
5. Click **Reply** at the top of the details section.

Note: The **Reply** button is disabled if the alert does not require a response, if the alert has expired, or if you have already responded to it.

A pop-up screen appears listing the response option(s) for the alert with the first option already selected by default.

6. Select the option you want, and click **Reply Now**.

Forward an incoming alert

1. In the navigation bar, click **Alerts**.
2. Click **Inbox**.
3. In the **Inbox**, locate the alert that you want to forward.
4. Click anywhere in the alert row. The details of the alert appear next to the **Inbox** list.
5. Click **Forward Alert** at the top of the details section.
6. Optionally, if attachments are included in the alert, the **Select Attachments** window opens. Select the attachments that you want to include in the forwarded alert and click **Close**.

The Alert Details screen appears, displaying the title, message body, attachments, and the default response options for the alert.

7. Optionally, modify the title and message body if necessary.
8. Optionally, in the **Attachments** field, drag and drop or click **Browse** to include additional attachments.
9. Optionally, add more response options if the current options do not include all of the possible responses that you want to make available to recipients.
10. In the **Targeting** field, click **Click to select target**.
11. On the **Select Recipients** screen, select the people and organizations that you want to forward the alert to.
12. Click **OK** to add the recipients to the alert.
13. On the **Forward Alert** screen, click **Publish**.

Mark alerts as reviewed or not reviewed

Reviewing is a *per alert* action, not a *per person* action. Only one person needs to review an alert for it to be marked as reviewed in the system. If another operator reviews an alert, their review is reflected on your screen. If you mark an alert as reviewed, that action will be reflected on the screens of the other operators.

1. In the navigation bar, click **Alerts**.
2. Click **Inbox**. The Inbox opens, showing all incoming alerts in the system.

3. Locate the alert whose review status you want to change. If the list is extensive, you can narrow it down by filtering for alerts that are not reviewed yet or that have been reviewed already. For details on how to filter the list, see [Run an advanced search for an incoming alert](#).
4. Click the name of the alert. The details of the alert appear next to the **Inbox** list.
5. Click **Mark as Reviewed** or **Mark as Not Reviewed** at the top of the details section.

The review status of the event is updated. Your identity and the time you made the update are recorded and displayed in the event details section below the source name field.

View details about an alert creator

1. In the navigation bar, click **Alerts**.
2. Click **Inbox**. The Inbox opens, showing all incoming alerts in the system.
3. Locate the alert whose creator details you want to view.
4. Click the name of the alert. The details of the alert appear next to the **Inbox** list.
5. Under the **alert title** field, click the name of the alert creator.



If the creator is a person, the screen that opens displays the contact details of the person, any information in the system that relates to the teams, communities, and lists he or she belongs to and his or her Mobile app details.

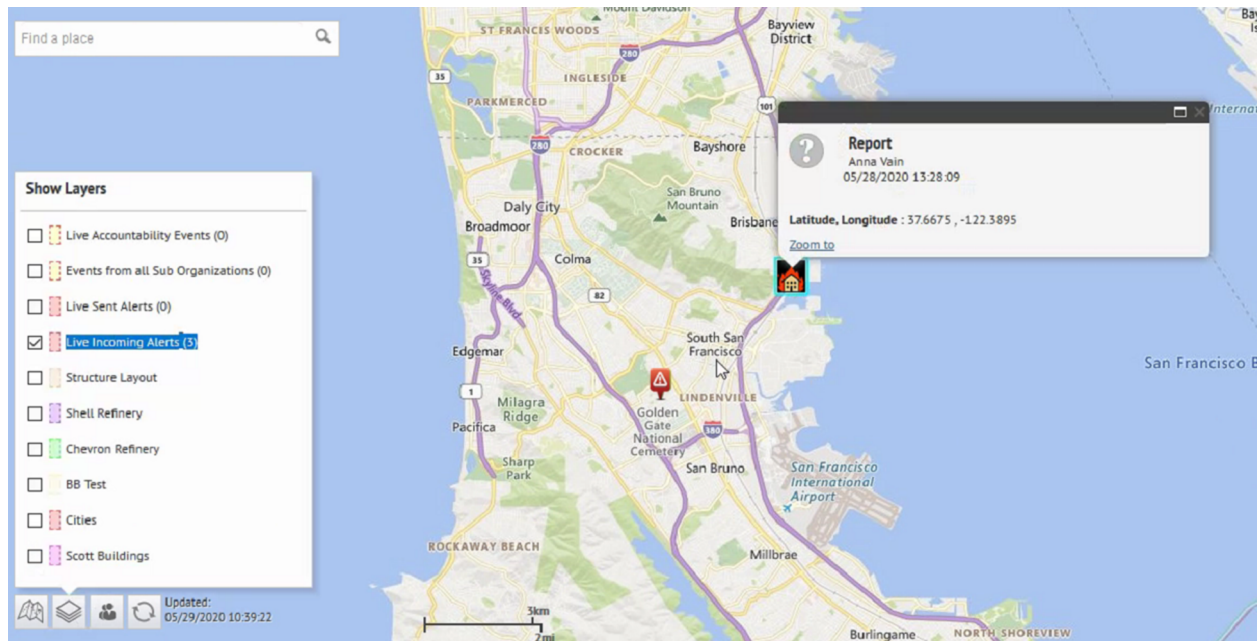
If the creator is an organization, the screen that opens displays a description of the organization, the organization type, and the Website URL (if available). The screen also displays points of contact within the organization, the address of the organization, and a map that displays where the organization is located (if appropriate.)

View incoming alerts on a map

Select **Live Incoming Alerts** in the **Show Layers** list to view all of the incoming external alerts that fall within the current map area and include location information. External alerts are alerts from the mobile app (check-ins, emergencies, and reports) and from connected organizations. To view incoming alert details, click the corresponding alert icon on the map.

Note: Alert icons on the map can be customized in BlackBerry AtHoc in the Mobile Alert Settings page. The mobile app Emergency and Check In icons cannot be customized.

1. Do one of the following:
 - Click  in the small map in the **Recently Received Alerts** section of the BlackBerry AtHoc management system home page.
 - Click **View Live Map** on the BlackBerry AtHoc management system home page.
2. In the bottom left corner of the map, click .
3. In the **Show Layers** list, select one or more options.
4. Click the icon of the alert you want to view. The following information is displayed in the alert details pop-up:
 - Severity icon
 - Alert type
 - Date and timestamp
 - Location in Latitude,Longitude
5. Optionally, on the alert details pop-up, click **Zoom to** to move the map focus to the alert location.



Update the Inbox manually

The Inbox updates automatically as new alerts are added and existing alerts are updated. Click **Update** in the top corner of the screen to manually update the contents of the Inbox.

Manage BlackBerry AtHoc requests and updates from the Inbox

You can view and respond to AtHoc Connect requests from the Inbox.

All requests, responses, and updates appear in the list and are labeled as Connect Update. Accept or Decline updates for invitations to outside organizations also appear in the Inbox.

To view invitations that you have sent to outside organizations, including the status, select **Sent Invitations** from the **Organizations** tab.

Run a basic search for an alert

1. In the navigation bar, click **Alerts**.
2. Click **Inbox**. The Inbox opens.
3. In the search field, type or paste a word or phrase found in the alert title or alert contents.
4. Click **Search** to view the results.

Run an advanced search for an incoming alert

1. In the navigation bar, click **Alerts**.
2. Click **Inbox**. The Inbox opens.
3. Optionally, in the **search** field, type or paste a word or phrase found in the alert title or alert contents.

4. Click **Advanced**. The search field expands to display additional search criteria.
5. Select from the criteria you want to use to find the event.
 - **Source Name**: The name of the person or organization that created the event.
 - **Alert Type**: To view a list of all available alert types, see [Mobile alert types](#).
 - **Date**
 - **Severity**: Options include High, Moderate, Low, Informational, or Unknown.
 - **Reviewed**
 - **Pending Reply**
 - **Status**: Options include Live and Expired.
6. Click **Search**.

The screen refreshes to display the results of your search, with each of the search criteria you selected appearing as a separate pill under the search field.

Note: You can click **X** in any pill to remove it as a search criteria. If you do so, the search results field updates automatically.

Sort the Inbox

1. In the navigation bar, click **Alerts**.
2. Click **Inbox**. The Inbox opens, displaying all incoming alerts in the system.
3. At the top of the list, click the **Sort by** list and select one of the following options:
 - **Time**
 - **Severity**: Each incoming alert is assigned one of the following severity types: High, Moderate, Low, Informational, or Unknown. Selecting this option sorts the alerts by level of severity.
 - **Type**: Sorts the list by each of the available incoming alert types in the system. To view a list of the types, see [Mobile alert types](#).
 - **Source**: Sorts the list based on the person or organization that created each incoming alert.
 - **Title**
4. Optionally, click **Ascending/Descending** next to the **Sort by** list to change the current sort order of the incoming alerts.

View live alerts on a map


You can view live accountability events and alerts on a map.

The map displays all live accountability events and alerts for your organization. If you are logged in to an enterprise organization, it also displays live events from your sub organizations.

Click an event or alert on the map to open a pop-up window that displays the following information for the live event or alert:










- Name of the event or alert
- Type of item: accountability event or alert
- Last updated date and time
- GPS coordinates in Latitude, Longitude (for incoming mobile alerts only)
- Number of affected users
- Number and percentage of users with a status
- Summary of user statuses by response option

In the event pop-up window, click **Open Event** to go to the Summary tab of the event in the event manager.

If there are multiple events or alerts in the same location on the map, click the  to scroll through the event pop-ups for each alert or event.

Map controls

The following control options are available on the live map:


- Find a  place: Enter an address and press **Enter** on your keyboard to move the map view to that location.
- : Change the items that are displayed on the map. You can select to view or not view accountability events from suborganizations, live sent alerts, live incoming alerts, and organizations. Live incoming alerts include Connect alerts and Emergency, Check in, and Reports events from the mobile app. You can select to view imported layers and shape files.
- : Select the type of map you want to view.
- : Display users from distribution lists on the live map.
- : Refresh the map. The map updates automatically once a minute.
- : Move to the working area on the map.
- : Zoom in.
- : Move to the default view.
- : Zoom out.

Configure mobile alert settings

Configure mobile alert settings to configure the response to alerts. From the **Event Rules** tab, you can edit incoming alert types, manage report categories, and associate alert templates with incoming mobile alerts. From the **Scheduled Location Access** tab you can configure location access rules.

Note: To configure incoming alerts with standard types (such as geophysical, security, or fire), see [Manage alert rules](#).

Note: For information about how to create a new incoming alert report that users can access through their mobile devices, see [Create a field report for the Mobile App](#). For information about how to create location access, see [Configure scheduled location access](#).

1. In the navigation bar, click .
2. In the **Basic** section, click **Mobile Alert Settings**.

The Mobile Alert Settings screen opens with the **Event Rules** tab open. The Event Rules tab displays information about incoming alert types, any alert templates associated with incoming alert types.

3. Optionally, select an event rule to open it and view or edit the rule defaults.

The following characteristics apply to the Edit screens for incoming alert categories:

- **Emergency** and **Checked In** event rule titles and icons are preset and cannot be changed.
- Report titles and icons are configurable and can be edited by any authorized user. Report event categories also contain a **Message** field.
- For all types of event categories, the following are true:
 - The **Default Severity** option is preset and can be changed as needed. Options include High, Moderate, Low, Informational, or Unknown.
 - The **Run Alert Template** option is sometimes preset and can be changed as needed. Select None to avoid running an alert template.

4. Enter or select values in each of the fields on the screen.
5. Click **Save**.


Mobile alert types

The following event types are available in the system:

- Mobile Standard
 - Emergency (Duress)
 - Check-in
 - Report: Send a Message

Create a field report for the mobile app

When a mobile user sends a field report, they can choose from a list of report types. These field reports types can trigger an alert template.

1. In the navigation bar, click .
2. In the **Basic** section, click **Mobile Alert Settings**.
3. On the **Mobile Alerts Settings** screen, on the **Event Rules** tab, click **New**.
4. On the **Event Rule details** screen, add or select values in the following fields:

- **Title:** Enter a descriptive label that identifies the field report.
 - **Message:** Optionally, enter the default message you want to appear in the message field. This text can be edited by end users prior to them sending the field report.
 - **Icon:** Select the specific icon you want to use on maps to represent the event report.
 - **Default Severity:** Select the default severity of the field report. Severity options include High, Moderate, Low, Informational, or Unknown. End users can change the severity prior to sending the report.
 - **Run Alert Template:** Select an alert template to be published when a user sends the field report. Only alert templates that are ready to be published are displayed.
5. Click **Save**.
 6. Optionally, repeat steps 3 through 5 to add additional report types that end users can access when preparing to send an event report.


Configure scheduled location access

The scheduled location access feature enables operators to actively track a group of users for a selected interval. Scheduled location access enables operators to more accurately track where mobile personnel are without relying on end users performing manual check-ins from the mobile app. When location access is enabled, the last known location for all users in the selected distribution lists are updated at the configured interval. Operators can then target alerts and events by geolocation based on users' locations. End users receive a notification on their mobile app when tracking starts. By default, end users have the option to opt out from the location tracking.

If a user belongs to multiple distribution lists that are selected for tracking, the tracking interval for that user is set to the lowest selected tracking interval.

Before you begin:

- The Mobile App gateway and mobile app device must be enabled.
- Scheduled location access must be enabled in **Settings > Feature Enablement**.
- Distributions lists for targeting must be created.

1. In the navigation bar, click .
2. In the **Basic** section, click **Mobile Alert Settings**.
3. On the **Mobile Alert Settings** page, click **Scheduled Location Access**.
4. Click **New**.
5. On the **Schedule Location Access** screen, select a distribution list.
6. Optionally, select an **Interval**. The default is 24 hours.
7. Select one or more days of the week for the **Recurrence**. All days are selected by default.
8. From the **Start Date** and **Start Time** fields, select when to begin tracking.
9. From the **End Date** and **End Time** fields, select when to stop tracking, or select **No End Date**.
10. Optionally, select **Enforce geolocation (No Opt-out)**. If this option is selected, the end user does not receive the opt-out option on the mobile app when tracking begins.
11. Click **Save**.

Manage alert rules

Note: This section provides rules for connect and weather alert types. To configure mobile alerts, see [Configure mobile alert settings](#). You must have Enterprise, System, or Basic administration roles to access alert rules.

Alert rules help determine which alert templates to run when an alert arrives in the Inbox.

Note: For connect alerts, the Alert Rule Manager supports a maximum 150 rules per organization.

Two connect rules are provided for your use:

- Urgent Alert Rule
- Informational Alert Rule

You can create alert rules to associate a condition and an action with an incoming alert. Each rule has one or more conditions specifying an alert attribute value, an operation, and the value of the attribute.

For example, an operator creates an alert rule for fire emergencies. The operator specifies two alert conditions for triggering an alert template:

- Severity equals High
- Title contains "Fire"

The operator then specifies the action to trigger an alert template called "Emergency: Fire" that publishes an alert to the Fire Department when the conditions are met.

View or edit alert rules

You can view a list of processing rules for alerts to create, edit, or delete existing rules, or define the processing order of the rules.

1. From the navigation bar, click **Alerts** or **Organization**.
2. Click **Alert Rules**. The Connect tab is open by default. To view or edit a Weather Alert rule, click the **Weather** tab.
3. Click the name of the rule that you want to view or edit.

Important: Only alert templates that are ready are listed. Each rule has a field for the associated alert template.

4. Make changes to the rule and then click **Save**.

You can change the name and the conditions. You can also select a different alert template or change the processing actions.

Create a Connect alert rule

Add a new rule to specify what happens when a connect alert is received in the Inbox.

1. From the navigation bar, click **Alerts** or **Organization**.
2. Click **Alert Rules**. The Connect tab is open by default.
3. Click **New Rule**.
4. Enter a rule name, in the **Name** field.
5. Create a condition that triggers the rule:
 - a. Click **Add Condition** in the **Conditions** section.
 - b. Select from the list of existing attributes.

- **Severity:** The importance of the incoming alert (High, Medium, Low, None.)
 - **Source Organization:** The list of your existing connections (the organizations that can send alerts to your organization.)
 - **Title:** The title of the incoming alert.
 - **Type:** The type of alert, such as "Geophysical" or "Safety."
- c. Provide an operation that defines the relationship between the attribute and the value. For example, "equals," or "not equals."
 - d. Enter or select the value of the attribute, such as "Fire".

For example, the condition might look like the following:

```
Type equals "Fire"
```

Attribute values that contain multiple items are separated by commas. One or more of the values can be true for the condition to be met.

6. In the **Publish Alert** field, select an alert template that is published when the conditions of the rule are met.

For example, if the title of the incoming alert contains the word "fire", you might select a template called "Emergency: Fire" to publish an alert to the fire department.

7. To use the response options from the incoming alert, select **Use sender response options and return first response to sender**.


When this check box is selected, the response options from the incoming alert are copied to the triggered alert. Additionally, the first response that is received is sent to the sender of the incoming alert.

8. Select **Stop processing more rules** to prevent more rules from being processed after the current rule. This option prevents the processing of the next rule or rules that match the same incoming alert.
9. Click **Save**.

Configure the processing order of rules

Note: This section applies only to Connect alert rules.

More than one rule can be run on a connect alert when it arrives in the Inbox. The rules run in the order in which they appear in the list. You can specify the order in which the rules are run, and can indicate when processing stops.

1. Using the drag icon  to drag rules to the order in which they should run.
2. Ensure that the last rule has the **Stop processing more rules** check box selected.

Note: When a rule has the **Stop processing more rules** check box selected, the processing stops at that rule and others are ignored.

Create a weather alert rule

To begin processing Integrated Weather Alerts, you must create alert rules that are designed to trigger alert templates. Each weather alert rule must contain a selected county and alert template before it can be enabled.

You must create weather alert rules for each organization from which you want to send integrated weather alerts.

1. Log in to the BlackBerry AtHoc management console.
2. In the navigation bar, click **Alerts**.
3. Click **Alert Rules**.
4. On the **Alert Rule** page, click the **Weather** tab.

5. Click **New Rule**.
6. Enter a name for the rule.
7. In the **Condition** section, click **Select** next to **Counties**.
8. On the **Select Counties** window, on the **All Counties** tab, select one or more counties. You can use the arrow next to **All States** to filter counties by state. You can also search for a specific zip code.
9. Optionally, click **Selected Counties** to verify the counties you have selected.
10. Optionally, click **Modify** to change your county selection.
11. Click **Apply**. You are returned to the **Alert Rule** page. The counties you selected appear in the **Counties** area.
12. Optionally, select a **Weather Severity**. You can select multiple levels of severity.
13. Optionally, select a **Weather Type**. You can select multiple weather types.
14. Optionally, select a **Message Type**. You can select multiple message types.
15. In the Action section, select an alert template.
16. Optionally, select **Override Geo Information**. When selected, the map from the incoming weather feed overrides any map in the alert template. If the alert template has geo-targeting enabled, the alert is triggered for the location from the feed. If not selected, the map and geo-targeting from the original alert template is used in the triggered alert.
17. Click **Save**. The new weather alert rule is created and is enabled by default.

All conditions you specify must be met by a weather feed before an alert is triggered. For example, if you select a Severity of High, and Event Type of Flood for San Mateo county, only weather feeds that are high severity flood events that target San Mateo county trigger the selected alert template.

Delete an alert rule

When a rule becomes obsolete, you can delete it.

1. From the navigation bar, click **Alerts** or **Organization**.
2. Click **Alert Rules**. The **Connect** tab is open by default. To delete a Weather Alert rule, click the **Weather** tab.
3. Select the check box next to the rule to be deleted.

If you want to delete all rules, click the global check box in the heading of the list.

4. Click **Delete**.

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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