



# **BlackBerry AtHoc**

## **Manage Distribution Lists Guide**

7.12



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# Manage distribution lists

The following sections describe how to manage distribution lists within the BlackBerry AtHoc system.

# Create a static distribution list

If you have End User Manager privileges, you can create a static distribution list.

1. In the navigation bar, click **Users**.
2. Click **Distribution Lists**.
3. Click **New** in the top menu bar, and then select **Static**.
4. Enter values in the following fields in the **Basic Info** section of the screen:
  - **Name:** Enter a unique and easily identifiable name for the distribution list. The distribution list name has a 128 character limit.
  - **Common Name:** (Optional) This field auto-populates based on the text entered into the Name field, but you can override it with a different name if you want. The distribution list common name has a 128 character limit.
  - **Type:** This field cannot be edited.
  - **Description:** Optionally, enter details about the distribution list you are creating that will later allow other users to decide if the distribution list should be included in their alert.
  - **Folder:** Optionally, click **Select** and then drill down into the folder hierarchy to find the location where you want to store the distribution list. If you do not click the link, the distribution list will appear by default at the top level of the folder hierarchy.
5. Enter or import values in the following fields in the **Distribution List Members** section of the screen:
  - **Members:** Complete any or all of the following actions in order to add users to the distribution list:
    - Click **Modify** to open a screen that lists all members that can be added to the new distribution list. Select the check boxes next to the names of users you want to include, and then click **Add Selected** in the top menu bar.
    - Click **Import File** to open a screen that allows you to upload a .csv file containing user names.
  - **Nested Static Lists:** Optionally, click **Modify** to view and select the nested lists you want to include in the new distribution list.
6. Click **Save**.

# Create a dynamic distribution list

You must have End User Manager privileges to create a dynamic distribution list.

1. In the navigation bar, click **Users**.
2. Click **Distribution Lists**.
3. Click the **New** drop-down list in the top menu bar, and then select the **Dynamic** option.
4. Enter values in the following fields in the **Basic Info** section of the screen:
  - **Name:** Enter a unique and easily identifiable name for the distribution list. The distribution list name has a 128 character limit.
  - **Common Name:** (Optional) This field auto-populates based on the text entered into the Name field, but you can override it with a different name if you want. The distribution list common name has a 128 character limit.
  - **Type:** This field cannot be edited.
  - **Description:** Optionally, enter details about the distribution list you are creating that will later allow other users to decide if the distribution list should be included in their alert.
  - **Folder:** Optionally, click the **Select** link and drill down into the folder hierarchy to find the location where you want to store the distribution list. If you do not click the link, the distribution list will appear by default at the top level of the folder hierarchy.
5. In the **Distribution List Members** section, click **View**. The Create Conditions window opens.
6. In the **Select Attribute** drop-down list, select the first attribute you want to use as targeting criteria for the distribution list.
7. In the **Select Operation** drop-down list, select the operation that you want to assign to the attribute.

**Note:** The list of operations varies depending on the type of attribute selected.
8. In the third field, enter or select a value for the attribute.
9. Optionally, click **Add Condition** and then repeat steps 6 through 8 for each additional attribute condition you want to add as targeting criteria.
10. Optionally, if your organization is set up to display organizations, in the **Organization Hierarchy** section of the **Attribute** list, select one or more organizations or organizational nodes to use as targeting criteria for the distribution list.

**Note:** Users must belong to the selected organizational nodes and meet the other specified attribute conditions in order to be included in the distribution list.
11. When you have finished adding conditions, click **Add** to add the new criteria to the dynamic list.
12. Click **Save**.

# Create a dynamic distribution list based on user role

You must have End User Manager privileges to create a dynamic distribution list.

1. In the navigation bar, click **Users**.
2. Click **Distribution Lists**.
3. Click the **New** drop down list in the top menu bar, and then select the **Dynamic** option.
4. Enter values in the following fields in the **Basic Info** section of the screen:
  - **Name:** Enter a unique and easily identifiable name for the distribution list.
  - **Common Name:** (Optional) This field auto-populates based on the text entered into the Name field, but you can override it with a different name if you want.
  - **Type:** This field cannot be edited.
  - **Description:** Optionally, enter details about the distribution list you are creating that will later allow other users to decide if the distribution list should be included in their alert.
  - **Folder:** Optionally, click **Select** and drill down into the folder hierarchy to find the location where you want to store the distribution list. If you do not click the link, the distribution list will appear by default at the top level of the folder hierarchy.
5. In the **Distribution List Members** section, click **View**. The Create Conditions window opens.
6. Click the **Select Attribute** list, and then scroll down and click the **Roles** attribute in the **Operator Attribute** section.
7. In the **Select Operation** field that appears, select the **equals** operator.
8. A third field appears on the screen listing each of the roles available in the system. Click the role or roles you want to include in the distribution list.

**Note:** Operator roles that are associated with disabled features do not appear in the list. For more information, see "[BlackBerry AtHoc roles](#)" in the *BlackBerry AtHoc Manage Operators and Administrators Guide*.
9. Click **Apply**.

The Distribution List Members section then displays all user roles that are included in the distribution list.

# Create a dynamic distribution list based on organization subscriptions

You must have End User Manager privileges to create a dynamic distribution list.

You can create a dynamic distribution list based on organization subscriptions to view users who are subscribed to each sub organization within an enterprise organization and to target them in alerts and accountability events.

1. In the navigation bar, click **Users > Distribution Lists**.
2. On the **Distribution Lists** screen, click **New > Dynamic**.
3. Enter values in the following fields in the **Basic Info** section of the screen:
  - **Name:** Enter a unique and easily identifiable name for the distribution list.
  - **Common Name:** (Optional) This field auto-populates based on the text entered into the Name field, but you can override it with a different name if you want.
  - **Type:** This field cannot be edited.
  - **Description:** Optionally, enter details about the distribution list you are creating that will later allow other users to decide if the distribution list should be included in their alert.
  - **Folder:** Optionally, click **Select** and drill down into the folder hierarchy to find the location where you want to store the distribution list. If you do not click the link, the distribution list will appear by default at the top level of the folder hierarchy.
4. In the **Distribution List Members** section, click **View**.
5. On the **Create Conditions** window, click the **Select Attribute** list, and then scroll down and click **Subscribed Organizations** in the **Attribute** section.
6. In the **Select Operation** field that appears, select the **equals** operator. In the field that appears, select your organization.
7. Click **Apply**.
8. Optionally, in the **Distribution List Members** section, click **View** to view the users and their subscribed organizations.
9. Click **Save**.

# View all distribution lists

If you have End User Manager privileges, you can access the Distribution Lists screen by navigating to **Users > Distribution Lists**.

The Distribution Lists screen opens, displaying all distribution lists you have permission to view in the system. The following details are provided for each distribution list:

- The name of the list in the system
- The type of list: Static or Dynamic
- The system folder where the list is located

# Search for distribution lists

To search for a distribution list, complete the following steps:

1. In the navigation bar, click **Users**.
2. Click **Distribution Lists**.
3. Enter all or part of a distribution list name in the **Search list by name** field.
4. Optionally, to limit the search to a particular type of distribution list, select and deselect the relevant check boxes in the **Show lists of type** field.
5. Click  to view the results.

# View distribution list details

You must have End User Manager privileges to view information about distribution lists.

1. In the navigation bar, click **Users**.
2. Click **Distribution Lists**.
3. Select a distribution list.

The distribution list details screen opens, displaying all of the information in the system for the corresponding list.

**Note:** The content of the details screen varies depending on whether the list is static or dynamic.

# Edit distribution list details

If you want to edit a static or dynamic distribution list that is from a remote organization, the only two fields that you can update are Name and Folder.

1. In the navigation bar, click **Users**.
2. Click **Distribution Lists**.
3. Click  next to the distribution list you want to edit.

**Note:** The content of the distribution list edit screen varies depending on whether the list is static or dynamic.

4. Make changes to any of the editable fields on the screen.
5. Click **Save**.

# Delete a distribution list

If you have Administrator privileges, you can delete distribution lists in the system as long as *all* of the following are true:

- The list is not currently part of an alert template
- The list is not part of a draft alert
- The list is not nested within another distribution list

To delete a distribution list, complete the following steps:

1. In the navigation bar, click **Users**.
2. Click **Distribution Lists**.

The Distribution Lists screen opens.

3. If the distribution list you want to delete already appears in the results table, select the check box next to its name. Otherwise, use the **Search list by name** field to locate the list, then click its name in the results field.
4. Click **Delete**.
5. If the lists you selected can be deleted, click **Delete** on the screen that appears. If a list cannot be deleted, the popup screen displays details about where the list is currently in use in the system. To delete the list, you must first delete it from the alert or remove it from the distribution list within which it is nested.

# Export a distribution list

You must have End User Manager privileges to export all members of a distribution list. To export only selected members of a distribution list, see [Export the members of a dynamic distribution list](#) and [Export the members of a static distribution list](#).

1. In the navigation bar, click **Users**.
2. Click **Users**.
3. Click .
4. Select a distribution list and then click **Apply**.
5. In the user list, select the check box next to each member name that you want to export.
6. Click **More Actions > Export > Users**.
7. On the **Export Users** screen, choose a set of columns to export.
8. Click **Export PDF** or **Export CSV**.
9. When the export is complete, open the .pdf or .csv file.

# Export the members of a dynamic distribution list

You must have End User Manager privileges to export the members of a distribution list.

1. In the navigation bar, click **Users > Distribution Lists**.
2. On the **Distribution Lists** screen, select a dynamic distribution list.
3. In the **Distribution List Members** section, beside **Users**, click **View**.
4. Optionally, on the **Member Users** screen, click **All Users** and select to filter the list by **Enabled Users with Operator Permissions** or **All Users with Operator Permissions**.
5. Optionally, click **Add** to add additional columns to the export. Only displayed columns are included in the export file.
6. Click **Export CSV**.

# Export the members of a static distribution list

You must have End User Manager privileges to export the members of a distribution list.

1. In the navigation bar, click **Users > Distribution Lists**.
2. On the **Distribution Lists** screen, select a static distribution list.
3. In the **Distribution List Members** section, beside **Members**, click **View**.
4. Optionally, click **More Actions > Modify** to remove specific distribution list members from the export.
5. Optionally, click **Add** to add additional columns to the export. Only displayed columns are included in the export file.
6. Click **More Actions > Export CSV**.

# Configure distribution list folders

Distribution list folders define the structure of static and dynamic lists that can be selected as alert or event targets. You can create distribution lists using the Distribution Lists screen or by integrating with an external user directory.

1. In the navigation bar, click .
2. In the **Users** section, click **Distribution List Folders**.
3. On the **Distribution List Folders** screen, click **Add Node** to add a new node. If no nodes are selected, the new node is added to the bottom of the distribution list hierarchy. Select an existing node and click **Add Node** to add a new node under it.
4. Type the node name in the new field and hit **Enter**. The node name has a 128 character limit.
5. Optionally, to move a node, drag the node to the new location.
6. Optionally, to edit a node name, double-click on the node name and type your changes.
7. Optionally, to delete a node, select the name, and click the **Delete Node** button.
8. Optionally, to revert your changes, click **Remove Changes**.
9. Click **Save**.

All new and modified nodes are displayed in italics until 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