



BlackBerry AtHoc

Operator Quick Start Guide

7.12

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Getting started

This guide provides basic information for operators to get started using the BlackBerry AtHoc management system.

For detailed information about creating and publishing alerts, see the [*BlackBerry AtHoc Create and Publish Alerts Guide*](#).

For detailed information about operator roles and permissions, see the [*BlackBerry AtHoc Manage Operators and Administrators Guide*](#) or the [*BlackBerry AtHoc Roles and Permissions Matrix*](#).

For detailed information about creating alert templates, see the [*BlackBerry AtHoc Manage Alert Templates User Guide*](#).

Log in and out of BlackBerry AtHoc

There are two general types of users that access the BlackBerry AtHoc management system: operators and administrators. Administrators have system, organization, and user management type roles and operators have publishing-related roles.

Log in

An online user session lasts until the Administrator or operator logs out or the session times out. Administrators can configure the timeout interval using the System Parameters screen. For more information, see "[Manage system settings](#)" in the *BlackBerry AtHoc System Administrator Configuration Guide*.

Before logging in to BlackBerry AtHoc, verify that the following are all true:

- The BlackBerry AtHoc server is installed on a server connected to the network and is accessible to you.
- The system has Internet Explorer version 9 or higher; or any version of the following browsers: Internet Explorer, Firefox, Chrome, or Safari.
- The BlackBerry AtHoc administrator has provided you with the following:
 - The URL (an Internet address) for accessing the BlackBerry AtHoc management system
 - A BlackBerry AtHoc username and password, or a smart card

Note: If the system has Internet Explorer, log in will not occur when the content advisor filter is set to specific values.

1. Contact your administrator to get the BlackBerry AtHoc management system address.
2. Open a web browser and navigate to the BlackBerry AtHoc URL.

Note: Administrators should use Internet Explorer to have full access to settings features. Operators can use Internet Explorer, Firefox, Chrome, or Safari.

3. Click **Accept** to agree to the terms of the Security Disclaimer. Note that if you select **Decline**, you cannot use BlackBerry AtHoc.
4. After you accept the security policy, the login screen fields become accessible.
5. Do one of the following:
 - Log in Manually:
 - a. Type your **username** and your **password**, which is case sensitive.
 - b. Click **Log In**.
 - Insert your smart card and click **Access Smart Card**.
6. If a disclaimer screen displays immediately after you click **Log In**, read it, then click **OK**.

The BlackBerry AtHoc management system homepage displays.

Change organization

An organization is the logical grouping of operators and alert recipients. The members of the organization can send and receive alerts. Depending on the type of system you use, you might have access to more than one organization.

If you have access to multiple organizations, you can change between them.

1. In the navigation bar, click your username.
2. Click **Change Organization**.

3. Select an organization and click **OK**.
4. The homepage for the selected organization opens.

Log out

1. In the navigation bar, click your username.
2. Click **Log Out**.
3. Click **OK**.

Reset your forgotten password

Note: The information in the following topic is relevant only if you log in to Self Service manually using a username and password.

1. On the login screen, click **Forgot Password?** under the **Password** field.
2. On the **Reset Password** screen, from the **Select Verification Method** list, select **Email** or **Text Message**.
3. Enter the email address or text-messaging number associated with your AtHoc account.
4. If your system has reCAPTCHA enabled for user verification, select the **I'm not a robot** check box.
5. Click **Submit**. If your email address or text-messaging number is found in the BlackBerry AtHoc system, a message is displayed instructing you to check your email or text for instructions on resetting your password. If your email or text-messaging number is not found in the BlackBerry AtHoc system, a message is displayed.
6. Open the email or text message, then click the **Create/reset your password here** link embedded in the body of the message.
7. On the **Create/Reset Password** screen, enter your username.
8. Click **Next**.
9. On the **Create/Reset Password** screen, enter and re-enter your new password.
10. Click **Next**.

If your password meets the length and complexity requirements set by your administrator, a confirmation screen appears.

11. Click **Go to Login** to log in.

Recover your forgotten username

Note: The information in the following topic is relevant only if you log in to Self Service manually using a username and password.

1. On the **login** screen, click **Forgot Username?** under the **Username** field.
2. On the **Retrieve Username** screen, from the **Select Verification Method** list, select **Email** or **Text Message**.
3. Enter the email or text-messaging number associated with your AtHoc account.
4. If your system has reCAPTCHA enabled for user verification, select the **I'm not a robot** check box.
5. Click **Submit**. If your email address or text-messaging number is found in the BlackBerry AtHoc system, a message is displayed instructing you to check for your username in your email or text. If your email or text-messaging number is not found in the BlackBerry AtHoc system, a message is displayed.
6. Log in to Self Service using the username that appears in the email or text message.

Change your login password

1. In the navigation bar, click your username.
2. Click **My Details**. Your user details screen opens, displaying all of the information associated with you in the system.
3. In the **Password** section, click **Edit**.
4. On the Password screen that pops up, enter your current password.
5. Enter your new password.
6. Re-enter your new password to confirm it.
Note: Any password rules that your organization has created will appear on the screen under the Confirm New Password field. If you do not follow the rules, an error message will appear and your password will not be accepted.
7. Click **Update**.

Subscribe to organizations

If your administrator has configured the ability for users to subscribe to different suborganizations and has configured subscription organizations, you can subscribe users to those organizations from the BlackBerry AtHoc management system or by using the .csv user import process.



You can also subscribe to any suborganization that has been configured for subscription from the My Profile screen in Self Service. For more information, see the [BlackBerry AtHoc Self Service User Guide](#).

To subscribe multiple users to organizations using the .csv user import process, see "[Managing organization subscriptions](#)" in the *BlackBerry AtHoc Manage Users Guide*.

When you subscribe users to other organizations, they can be targeted in alerts and accountability events from both their home and subscribed organizations. You can subscribe a user to up to three organizations.

Dependent users cannot be subscribed to organizations. If you subscribe a user to an organization their dependents remain in their home organization and are still targetable in alerts and events from the home organization. They cannot be targeted from any subscribed organizations.

You can cancel organization subscriptions at any time from the Organization Subscriptions section of the user profile screen.

1. Log in to the BlackBerry AtHoc management system.
2. Click **Users > Users**.
3. On the **Users** screen, select a user from the list.
4. On the user profile screen, click **Edit User**.
5. On the user profile screen, in the **Organization Subscriptions** section, click **Add Subscription**.
6. On the **Subscribe Organization** screen, select an organization from the list.
7. Click **Apply**.
8. In the **Organization Subscriptions** section, enter a date or click  to select a start date for the subscription.
9. Optionally, in the **Organization Subscriptions** section, click  next to the subscribed organization to set an end date for the subscription.
10. Optionally, in the **Basic Info** section, enter an address in the **Temporary work location** field.
11. Click **Save**.

BlackBerry AtHoc homepage components

Quick action guides

Alerts

- [Create and publish an AtHoc alert](#)
- [Send an alert with fill count](#)
- [Send an alert with escalation](#)
- [End a sent alert](#)
- [View alerts in the Inbox](#)

Alert templates

- [Create an alert template](#)
- [Organize my alert templates](#)

Operators and users

- [Manage operator roles and permissions](#)
- [Create a user](#)
- [Create a static distribution list](#)
- [Create a dynamic distribution list](#)

The buttons and links that appear on the BlackBerry AtHoc homepage vary depending on the role you have been assigned in the system, so some of the components discussed below might be unavailable to you.

The BlackBerry AtHoc system does not support use of the Web browser **Back** button. Clicking the **Back** button can produce unexpected results so it should not be used. Use the Navigation bar or buttons on the screen to navigate from screen to screen within the application.

The BlackBerry AtHoc homepage is divided into two main sections: the **main area** and the **sidebar**.

Main area fields

The following fields appear in the main area of the homepage and might vary depending on your permissions in the system.

Branding area

Displays the logo of the company or organization of the user and any customized welcome message that has been created by the company or organization.

Live alerts

Displays a summary of all live alerts in the system, including the following information:

- The title of the alert
- The time the alert was published
- The time remaining in the alert. Note that this information is visible only in the tooltip field that appears when you hover your cursor over an alert title.
- The number of users targeted by the alert
- The number of users the alert was sent to
- The number of users who responded to the alert

Note: To view complete details about any of the alerts in the list, click the alert name in the Alert Title column. To view a list of scheduled alerts, click the corresponding link at the top of the section.

Quick publish

Displays all alert templates for which the "Available for quick publish" check box has been enabled on the alert template details screen. Note that a template can appear in this Quick Publish field even if its details are incomplete.

- If the alert template details are complete, a **Publish** button appears next to its name in the **Ready to Publish** column. Clicking this button takes you to the **Review & Publish** screen.
- If the alert template details are not complete or if you want to make edits to it prior to publishing, you can click **Edit Alert**, which takes you to the Edit & Publish screen.
- If the alert template you want to access is not listed, click **See All Alert Templates** at the top of the field. The New Alert screen then opens, containing an alert template search field.
- If you want to create a new alert, you can do so directly from this section by clicking **Create a Blank Alert**.

Live accountability events

Displays all live accountability events in the system. For each event, the following information is provided: event name, start time, number of affected users, number of affected users who have provided a status. The top corner of the field displays an **All Accountability Events** link that allows you to view a list of accountability events that have ended.

Recently received alerts

Displays all live inbound alerts that have been recorded for the company or organization. For each alert, the following information is provided: title, time, source, and type. Titles of alerts that have not yet been reviewed appear in bold font; titles of reviewed alerts appear in plain font. In addition, all live alerts appear on the map that appears in this section. When there are no recently received alerts, the map displays the default map view configured for your organization.

Sidebar fields

The following fields appear in the sidebar and vary depending on your permissions in the system.

Update link

Provides a clickable icon that refreshes all data on the screen.

View live map

Provides a map that displays active alerts and events.

Quick links

Provides links to screens within the BlackBerry AtHoc application that users frequently need to access, such as *Manage Users*, *Publish an Alert*, *Start Accountability Event*, and *Connect to Organizations*.

System status

- If no errors have been reported, displays a green circle and the message, "System is Healthy."
- If warnings have been reported, the field displays a yellow circle and the message, "System is Unhealthy" with a **More** link. Click the link to view information about the warnings.
- If errors have been reported, the field displays a red circle and the message, "System is Unhealthy" with a **More** link under it. Click the link to view information about the errors.

Note: If warnings and errors occur at the same time, the red icon displays and the errors appear first in the list when the **More** link is clicked.

Situation response

Displays any Plans that are waiting for your review or approval. Click the link to go to the Plan Manager, filtered to display only the Plans that require your review or approval.

Organizations and users

Displays the total number of organizations and enabled users that the user has access to. It also shows how many of the total users are currently online via desktop and via mobile device and how many do not have a device active. If you have been invited to join an organization, a **View** link appears below the Organizations title, taking you to a screen where you can respond. If dependents are enabled for your organization, the number of sponsors and dependents is displayed.

The lower portion of the section contains two charts that are updated every 30 minutes. The first shows the number of online users over the past 24 hours by hour; the second shows the number of messages sent out each hour over the past 24 hours.

Login and password information

Displays the date and time you last logged in and the date and time you last changed your password.

If you cannot log in, the **Last Login** field also lists the number of failed attempts and provides a link to the **My Profile** screen where you can change your password if necessary.

View your account details

When you are logged in to an organization, you can view detailed information about your account such as your login information, contact information, and memberships and subscriptions.

1. In the navigation bar, click your username.
2. Click **My Profile**.

Your user details screen opens, displaying all of your profile information divided into the following sections:

- **Basic Information:** Username, first name, last name, display name, creation date, organizational hierarchy, temporary work location, and user ID
- **Numbers:** Home and mobile numbers
- **Online Addresses:** Personal email, work email, and text messaging number
- **Physical Addresses:** Home and work addresses
- **Subscriptions:** Any distribution list
- **Password:** Displays black dots to represent your password in the system along with the date your password was last changed. An **Edit** link allows you to change your password at any time.

Note: This is the only field on the screen that is editable by all operators.

- **Organization Subscriptions:** This section only appears if organization subscriptions are enabled for your organization and if your administrator has configured organizations for subscription. This section displays your organization subscriptions and the end date for each subscription, if set.
- **AtHoc Apps:** This section shows whether any Desktop or Mobile apps are connected using your account.
 - Desktop App:
 - Active: The desktop client for this user is currently connected.
 - Inactive: The desktop client has not been seen for at least 30 days.
 - Not Available: No desktop client for this user has ever been connected.
 - Mobile App:
 - The number of users logged in with your ID for each mobile client is displayed if any mobile clients are connected.
 - Not Available: No mobile clients are logged in

Tip: Click **Active** (x) beside **Mobile App** to delete an unused mobile device.

- **Permissions:** Displays your login history along with the roles you have been granted within BlackBerry AtHoc. This field also displays the permissions you have been given with regard to each of the following items:
 - Folder management and publishing
 - Distribution list management and publishing
 - User base access
 - Dependents management and publishing
- **Advanced Information:** Any user attributes defined by your system administrator

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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