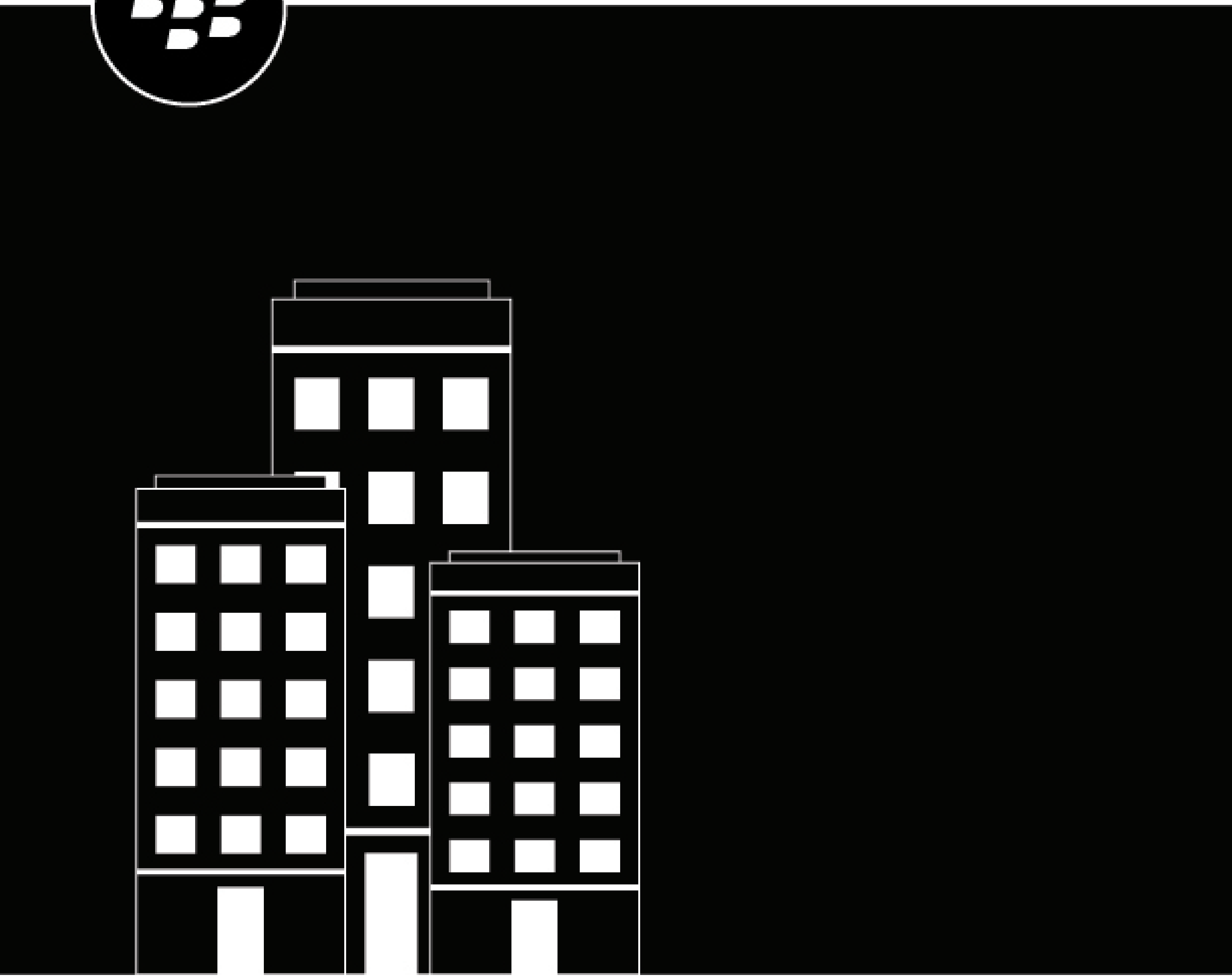


BlackBerry AtHoc

Account User Guide

7.7

Contents

What is AtHoc Account?

AtHoc Account helps reduce post-emergency chaos by providing the tools you need to account for your personnel efficiently, reliably, and systematically. The following are the core capabilities of AtHoc Account:

- The ability to plan ahead by letting you establish and review your accountability procedures.
- Automated outreach work flow to quickly identify at-risk staff so that containment, rescue, and recovery efforts can be concentrated where they are needed the most.
- Automatic follow-up alerts to people who have not responded to rapidly identify those who need help.
- Individual status changes as events unfold.
- The ability to respond on behalf of other employees and to designate Accountability Officers who can report on behalf of others during an event.
- Automatic consolidation of information from all sources with advanced reporting and analysis tools.
- Available as a license and can be deployed in the cloud or via an on-premises implementation. AtHoc's cloud offering for US Federal government agencies is FedRAMP authorized.
- Compatible with the BlackBerry AtHoc Mobile App version 3.2 for iOS and Android.

To get started or request a demo, go to http://www2.athoc.com/personnel-accountability.

Manage AtHoc Account

Note: Only Accountability Managers, Accountability Officers, and Enterprise Administrators can access AtHoc Account features and functions.

AtHoc Account can help you to create an efficient process to determine what the safety status of the personnel in your organization is in a systematic way. In a disaster, you need to quickly determine who is impacted, and who is safe.

Use AtHoc Account to plan ahead before an incident

- Review and adjust the out-of-the box "Incident Recovery" template to account for personnel during and after an emergency or a crisis situation.
- Perform regular drills with the "Routine Accountability Exercise" template to evaluate the effectiveness of workflow processes, accuracy of data, and end-to-end experience for users.
- Use the "Incident Mitigation/Prevention" template to ensure awareness of preventive or mitigation measures for seasonal events. For example, airborne viruses or hurricane season.
- Use the "Incident Preparedness" template to check users' preparedness before an incident. For example, have users evacuated the area or are they sheltering in place?
- Assign dedicated Accountability Officers who can report on behalf of other personnel during an incident.

Use AtHoc Account during an incident

- Select the "Incident Recovery" template to collect the safety status of your users.
- Quickly narrow down a large set of personnel to only those in an affected area by targeting users by location advanced targeting.
- Choose User Historical Status to capture any user status set by previous safety events or set manually by the user.
- Choose Accountability Officers to delegate status collection.
- Start the event, which starts alerting all affected users and Accountability Officers. This will also schedule reminder messages for users that do not reply to the first alerts.
- As responses are received, monitor the situation in real time using the main event dashboard.
- For users who do not respond to alerts, manually set status based on other communication channels.
- Focus the deployment of your resources on those who need assistance.
- Export reports and send them to management and first responders.

Use AtHoc Account after an incident

- Perform recall of key team member to restore operations with the "Restore Business Operations" template.
- Provide detailed report and analysis of your accountability processes to ensure more efficient responses for future events.
- Refine and adjust templates for future incidents.

AtHoc Account use cases

Responding to a terrorist attack

A terrorist attack occurs near a company's satellite office. AtHoc Account enables the company's emergency management team to target only employees in the area of the satellite office. Using AtHoc Account's preplanned workflow and templates, emergency management sends out a roll call request to all employees at the satellite office. Because of the chaos, not everyone responds immediately. In each round of alerting, AtHoc Account tracks employees who have not responded and automatically re-sends another roll call request. Additionally, assigned Accountability Officers help in accounting for staff by reporting on behalf of fellow employees they know are not in the affected area because they were out of the office that day on vacation, were working from home, or in another office for a conference.

After four rounds of alerts, fears are put to rest as HQ knows everyone is safe. After the incident, the emergency management officer has detailed reports on how and when employees responded to report back to the CEO to improve future incident response.

Weather incident

A major city is hit by the strongest blizzard in 25 years, which causes the city to shut down key metro rail and busing operations. The city operations manager needs to know when she can restart transportation services, which requires a minimum number of key personnel to be available. She uses AtHoc Account to initiate a recall process, asking employees when they would be able to return to work. After three rounds of automatic alerts and reliance on Accountability Officers, the manager can tell that there are enough available employees to return to work. With this information, the operations manager is able to coordinate continuity of business operations.

Chemical leak

A chemical leak occurs at the manufacturing plant near a company's headquarters. Using AtHoc Account, the head safety and security officer initiates the preplanned account procedure for unplanned incidents to quickly assess the safety of all employees and to deploy resources to help those in need. During the first round of alerts, only 30% of employees responded. AtHoc Account automatically re-alerts unnacounted-for employees. Some employees misplace their phones during the panic, so they are able to ask coworkers to report for them, bringing the total to 80% after 30 minutes of the incident. Within 45 minutes, all personnel are accounted for, and the security officer is able to send company shuttles to employees' locations to move them outside of the affected areas quickly and safely.

Accountability officer workflow

Accountability Officers can provide status on behalf of other users during or after an accountability event, and can generate accountability event reports.

Accountability Officers can be designated to serve as reporters based on location, job function, or team membership. The Accountability Officer role can be added to any user with operator permissions, or as a standalone role.

Before an event

System administrators should include Accountability Officer messages with appropriate targeting as part of their accountability templates. This enables administrators to quickly include Accountability Officers as part of their emergency accountability process. When creating a template, administrators can include an initial message, tailored to Accountability Officers, that informs them that an event has started and requests that the Accountability Officers begin accounting for their users. Administrators can also configure an Accountability Officer ending message, informing their Accountability Officers when an event has ended, or when all users that the Accountability Officer is responsible for have a reported status.

Out of the box accountability templates include standard response options for the Accountability Officer initial message. Accountability Officers can select from "I'm available to update user status" or "I'm not available to update user status."

During an event

When an event begins, the system administrator selects an accountability template with accountability officer messages already predefined in the system. During the publishing flow, the system administrator has the option to add additional Accountability Officers prior to publishing the accountability event.

Once the event is published, the Accountability Officer receives a notification that an accountability event has started. The notification can contain instructions for the Accountability Officer about how to report status on behalf of other affected users for the event. The notification also includes response options that the Accountability Officer can use to indicate their availability to update their users' statuses. Accountability Officers can select a response option using Self Service, mobile devices, email, or text messaging.

Notifications can be sent on any of the devices targeted when the event was published. Devices are system based and can include one or more of the following: email, phone, SMS, and mobile app. Email notifications can contain a link which takes the Accountability Officer to the login screen of the BlackBerry AtHoc management system. The severity of the notification email is the same as the severity set for the accountability event.

After logging in, the Accountability Officer is sent directly to the Users tab of the live Accountability Event for the specific organization or provider. The Users tab displays only the users with no reported status for whom the Accountability Officer is responsible for reporting status. The Accountability Officer can then select a single user, or multiple affected users, and update status on their behalf.

Accountability Officers can view and export reports of the status of their users as the event progresses.

After an event

The Accountability Officer receives a notification in an email that the accountability event has ended. The notification contains a link which takes the Accountability Officer to the login screen of the BlackBerry AtHoc management system. After logging in, the Accountability Officers is sent directly to the Users tab of the live Accountability Event for the specific organization or provider. On the Event Dashboard, the Accountability Officer can view and export reports of their users after an event has ended.

These reports detail the time each user reported status, what the status was, and how many users reported their own status or had their status reported by an Accountability Officer.

Grant Accountability Officer permissions

You can grant Accountability Officer permissions to users in your organization that you want to provide status on behalf of others during live accountability events.

To designate a user in your organization as an Accountability Officer, complete the following steps:

1. Click the **Users** tab.
2. Click on a user to whom you want to grant Accountability Officer permissions. The user information page opens.
3. Click **Edit Operator Permissions**. The Operator Permissions screen opens.
4. Click the Operator Roles dropdown list and then click to select **Accountability Officer**.
5. Click **Save** to grant the user Accountability Officer permissions in the system.

Restrict the user base for an Accountability Officer

The user base of an Accountability Officer can be restricted based on standard or user attributes assigned to end users, as well as membership in organizational hierarchies. The user base is defined using dynamic queries that are performed when an alert is created and when it is published.

1. In the Navigation bar, click the **Users** button.
2. Click the **Users** link.
3. Click anywhere in the row containing the Accountability Officer name.

   The details of the Accountability Officer are displayed.
4. Click the **Edit Operator Permissions** button. The user details screen opens.
5. Scroll down to the **User Base** section and then select the **Restricted** radio button.
6. Click the **Modify** link that appears next to the Restricted radio button. The Create Conditions screen appears.
7. Click the **Select Attribute** dropdown list and then select the first attribute you want to use as restriction criteria.

8. Click the **Select Operation** list and select the operation that you want to assign to the attribute.

   Note: The list of operations varies depending on the type of attribute selected.
9. In the next field that appears, enter or select a value for the attribute.
10. (Optional) Click the **Add Condition** button and then repeat steps 7 through 9 for each additional attribute condition you want to add.
11. (Optional) If your organization is set up to display organizations, in the **Organization Hierarchy** section of the User Attribute list, select one or more options that the operator can select from as alert targets.

    Note: Users must belong to the selected organizational nodes and meet the other specified attribute conditions in order to be included in a user base.
12. When you are done creating restriction criteria, click **Apply**.
13. (Optional) On the Operator Permissions screen, view the list of end users who meet the criteria by clicking the **View users** link in the User Base section.
14. Click **Save**.

Create an accountability template

To create an accountability template, complete the following steps:

1. In the navigation bar, click the **Account** button.
2. Click the **Accountability Templates** link.
3. Click the **New** button on the Accountability Templates screen, or select one of the out-of-the-box templates.
4. On the screen that appears, select or enter values in each of the following sections, details of which can be found in the following topics:
    - Define accountability template details
    - Define details for an accountability template or event
    - Define affected users for an accountability template or event
    - Define user messages and workflow for an accountability template or event
    - Define Accountability Officer messages
5. After you have reviewed the template details, click **Save**.

Access the Accountability Templates Screen

To access the Accountability Templates screen, complete the following steps:

1. In the navigation bar, click the **Account** button.
2. Click the **Accountability Templates** link.

    The Accountability Templates screen opens, displaying the name, description, and last publishing time and date for each Accountability template in the system.
3. At this point, you can do any of the following:
    - Click the **Delete** button to delete the template or templates that you have selected.
    - Click the **Duplicate** button to create an exact copy of an existing template that you have selected.
    - Click the **New** button on the screen to create a new Accountability template.
    - Search and sort the accountability templates that appear in the list.

Note: You can also access the Accountability Templates screen by going to **Settings**, and the clicking **Accountability Templates** link in the Basic section.

Define accountability template details

The Accountability Template section is used to establish the identifying characteristics of an accountability template in the system. To configure them, complete the following steps:

1. In the navigation bar, click the **Account** button.
2. Click the **Accountability Templates** link.
3. Click the **New** button to open the New Accountability Template screen, or select one of the out-of-the box templates.
4. In the **Name** field of the Accountability Template section, enter a meaningful name for the template to help Operators identify it. For example, "Account for People Post-Emergency." The Name and Description display only in the BlackBerry AtHoc application. They are not displayed to end users.
5. In the **Description** field, provide details about the purpose or content of the accountability template. For example, “Start this event when you need to determine the location and safety status of all your personnel

following an emergency." This description is not seen by end users; it is visible only to operators within the BlackBerry AtHoc application.
6. When you are done, go to the Event Details section and configure the fields in it.

Define details for an accountability template or event

The Event Details section is used to define the key parts of an accountability event or template in the system: the severity, type, name, description, status attributes, Website links, or location details that are relevant.

To add details, complete the following steps:

1. (Optional) If you are creating an accountability event or template in a language other than default language displayed on the screen, click the button next to the Type field and select the language from the list that appears. Note that this does not change the language displayed on the screen. Instead, it changes the language in which the message is delivered. If text-to-speech is enabled on the system, the audio portion of the event is delivered in the language you selected.
2. In the **Severity** field, select the severity level from the dropdown list.

   Important: High severity is reserved for extreme emergencies. On the Mobile application, it overrides the device sound settings to emit any sounds associated with the event or template.
3. In the **Type** field, select the type of event or event template you are creating.
4. In the **Name** field, enter a one-line summary that communicates the purpose of the event or template. There is a 100 character maximum in this field. The name is required and displays at the top of the recipients' screen when the event is started.
5. (Optional) If you want to insert a placeholder into the event or template title, click the (**Expand**) icon and select the placeholder in the dropdown list that appears.
6. In the **Description** field, enter up to 4000 characters of text that communicate why the event has been created and provide instructions to the affected users.
7. (Optional) If you want to insert a placeholder into the event or template body, click the (**Expand**) icon and select the placeholder in the dropdown list that appears.
8. (Optional) In the **Location** field, click the **Add** button to access a map on which you can designate a geographic area for the event or template. If you select Email or Desktop Popup in the Select Personal Devices section when you create an event from this template, the map image is included in the event if this capability has been enabled for your organization.

   For a detailed description on how to specify a geographic location, see "Select an alert or event location" in the *BlackBerry AtHoc Create and Publish Alerts User Guide*.
9. (Optional) In the **More Info Link** field, enter one of the following:

   - A URL that opens a Web page where users can go to get more details about the event when an alert is sent out. When users receive alerts generated from the event, a **For Further Information** link within it will take them to the Web page.
   - A URL that opens an attachment (media or documents) stored on Dropbox. For details on how to store an attachment on Dropbox, see "Add an attachment using Dropbox" in the *BlackBerry AtHoc Create and Publish Alerts User Guide*.
10. If you entered a URL in Step 9, click the **Test URL** link to verify that the link works correctly.
11. In the **Status** field, click the list to view predefined statuses you can add to the event or template. The Status field represents the response options the event recipient can choose from when responding to the event alert. Each status comes with a set of predefined responses that event recipients must choose from in order to stop receiving follow-up messages for the same event. You can create customized accountability statuses. See Create a custom accountability status response.
12. When you are done, go to the Affected Users section and configure the fields within it. See Define affected users for an accountability template or event.

Create a custom accountability status response

You can create custom accountability status responses. An accountability status response enables you to customize the responses available to accountability event end users. You can also select one of the out-of-the-box user status responses. To create a custom accountability status, complete the following steps:

1. In the navigation bar, click **Settings**.
2. In the Users region, click **User Attributes**.
3. Select **Status** from the New dropdown.
4. Enter a name for the accountability status.
5. Click **Add value** to add a new status. Enter a value for the accountability status. For example, "I am safe."
6. Click **Save**.
7. Click **Add value** to add additional status response values.
8. Click **Save** to save each status response value.
9. Click **Save** to save the Status user attribute. The Status accountability user attribute is available to select when creating an accountability template and appears in the Status pull-down.

Define affected users for an accountability template or event

The Affected Users section enables you to identify the users you want to send an event to or block from receiving the event. As you create an event or template, users can be identified based on their names, attributes, roles, group memberships, distribution list memberships, or physical locations.

As the event progresses, the affected users list updates in real time. For example, if you select to notify "By Location" if additional people enter the selected area during an event with tracking enabled on their mobile device they are added to the list of affected users and begin receiving messages.

Target affected users by groups

Using the By Groups tab, Operators can target groups of users based on their memberships in organizational hierarchical nodes and in distribution lists. Alerts generated from the event are sent to users within the selected groups.

The Operator can also block recipient groups (exclude them from receiving alerts generated from the event).

The Group target categories displayed are:

- **Organizational Hierarchy**—If your system is set up for them. The "All User Base" is the first node that appears and is the only node from the hierarchy that appears when collapsed.
- **Distribution Lists**—Static and dynamic

Note: The Administrator can restrict the contents of these categories for each Operator. For example, an Operator might have permission to view only one of four organizational hierarchies.

To select groups of users as recipients of alerts generated from the event, complete the following steps:

1. In the Affected Users section, click the **By Groups** tab if it is not already selected.
2. In the Groups field, select the check box next to each group or distribution list that you want to target.

   If you select a group or distribution list that contains sub-groups or sub-distribution lists, those are automatically selected, too. However, any of them can be manually deselected by clicking the check box next to its name. If you select all of the sub-groups or sub-distribution lists manually, the parent group or distribution list is not automatically selected.

Note: The presence of a black square (or a black hyphen if you are using Google Chrome) in a check box indicates that some of its sub-groups or sub-distribution lists have been selected and some have not.

Target or block affected users individually

Targeting users can be done through the By Users tab in the Affected Users section by completing the following steps:

1. In the Affected Users section, click the **By Users** tab.
2. In the Users field, click the **Add/Block Users** link.
3. On the Add/Block Users screen that appears, select the check box next to each user you want to target in the alert and click the **Block** link next to any user you want to block from receiving alerts generated from the event.

   Note: If the user's name does not appear on the screen, enter the name in the search field, then click **Search**.

   As you select (and block) users, the total number selected updates automatically at the top of the screen and the total number targeted and blocked appears below the search field.
4. (Optional) To target dependents, click the **Dependents** tab and then select the **Include all dependents of affected sponsors** check box.
5. After you have selected all users you want to include or block, click the **Apply** button.

   The Users screen then reappears, displaying the names of the users you added with a ✔ (**Checkmark**) icon next to their name. If you blocked any users, a ⊘ (**Blocked**) icon appears next to their name.

   Note: To remove a targeted user from the recipient list, click the ✖ (**Remove**) icon next to their name.

Target dependents

If dependents are enabled for your organization and in the accountability template, you can target them from the Dependents tab in the Targeting section.

To target dependents, complete the following steps:

1. In the **Affected Users** section, click **Dependents**.
2. Select the **Include all dependents of affected sponsors** check box.

Target affected users by location

In order to target affected users by location, you must first define a location in the Event Details section of the event or template.

To target users based on a geographical location that you select on a map, complete the following steps:

1. In the Affected Users section, click the **By Location** tab.
2. Select the check box next to the phrase **Users in the defined location**.

   The Affected Users Summary field at the bottom of the Affected Users section then updates automatically to display the total number of locations on the map that will be used to target recipients when events are generated from the template.
3. Click the number in the By Location field to open a new screen that displays a map showing each of the locations that have been targeted. This is the same map that can be seen in the **Location** field within the Event Details section above.

Target or block affected users by advanced query

You can perform ad hoc targeting or blocking of users based on general attributes, organization hierarchies, geolocation, user attributes, or device types. To target or block users based on advanced query criteria, complete the following steps:

1. In the Affected Users section, click the **By Advanced Query** tab.
2. Click the **Add Condition** link.
3. In the **Select Attribute** dropdown list, select the first attribute, organization hierarchy, geolocation, user attribute, or device you want to use as targeting criteria.
4. In the **Select Operation** field, select the operation that you want to assign to the attribute. To block users who have specific attributes, select a negative operator such as **not equals** or **does not contain**.

   Note: The list of operators varies depending on the type of attribute selected.
5. If the Operator you selected in Step 4 requires additional query values, a third field appears on the screen. Enter or select a value for the attribute.
6. (Optional) Click the **Add Condition** link and then repeat steps 3 through 5 for each additional condition you want to add.

   Note: In order to be included in the target group, users must meet all conditions specified by the condition statements.

   The Affected Users Summary field at the bottom of the Affected Users section updates automatically to display the total number of users who match all of the query conditions you have created.
7. (Optional) Click the number in the By Advanced Query field within the Affected Users Summary to view a screen that displays the criteria that you created for the advanced query.
8. (Optional) Modify the query conditions as needed to isolate the exact user group you want to send event-generated alerts to. You can add more conditions by clicking the Add Condition link or remove existing conditions by clicking the icon next to the condition.

Select personal devices for an accountability template or event

After selecting the users or groups you want to include in the event or template, you must select the personal devices that will be used to contact the target group. To select personal devices, complete the following steps:

1. In the Affected Users section, click the **Select Personal Devices** tab.

   A list of all available personal devices appears, accompanied by statistics that reveal the total number of your selected users who can be reached by each device type.
2. Select the check box next to each personal device you want to include.

   As you select devices, the pie chart on the side of the screen updates to show the number of reachable and unreachable users based on your current selections.
3. (Optional) Click the number next to the **Total Affected** field to view a Users screen that shows the username and organizational hierarchy for each of the users in the target group.
4. (Optional) Click the numbers next to the **Reachable Users** and **Unreachable Users** fields to view separate popup screens providing user details for those subgroups.

Note: If no users are reachable based on the targeted users and devices you select, the event is not publishable.

Specify personal device options for a template or event

After you select personal devices for an event or template, you can specify options for most of the devices by completing the following steps:

1. In the Affected Users field, click the **Select Personal Devices** tab.
2. In the Personal Devices field, select the check boxes next to the personal devices you want to use as targeting methods.
3. Click the **Options** link in the top corner of the Personal Devices field.

The Personal Devices Options screen opens, displaying separate tabs and separate options for each of the devices you selected in Step 2.

4. After selecting options, click the **Apply** button at the bottom of the screen.

   The following table details the options that are available for the most common device types.

<table>
<tr><th>Device Type</th><th>Options</th><th>Explanation</th></tr>
<tr><td>Desktop Popup</td><td>App Template</td><td>All desktop popup event messages display the severity and type, and, if available, a link to the event location. BlackBerry AtHoc provides default templates, one for each type of severity: High, Moderate, Low, Informational, Unknown.
Specify the desktop delivery template, either the default template or a custom template.
If you choose Use Custom Template, you can pick from any existing templates.
Best Practice: Click the Preview button to preview the custom template.
Important: If your operating system has been magnified to 150% or higher, reduce the amount of text in the event message. If the event message exceeds the size of the event dialog, the scroll bars might be unavailable.</td></tr>
<tr><td></td><td>App Audio</td><td>Select whether to use the default or a custom audio sound. The default audio is predefined by your organization.
If you choose Use Custom Audio, you can pick from any existing audio sound. Best Practice: Click the # button to preview audio selections.</td></tr>
<tr><td></td><td>Map Image in Alert</td><td>Select the Enable check box to include the location set in an alert template as a map image in an event message. Users who receive the event message can click the image of the map in the message to go to an interactive map.</td></tr>
<tr><td>Email</td><td>Email Template</td><td>Specify the email template, either the default template or a custom template. BlackBerry AtHoc provides default templates, one for each type of severity: High, Moderate, Low, Informational, Forgot Password.
Note: If you select a custom template and your email delivery system does not support it, the default template is used.</td></tr>
</table>

Device Type	Options	Explanation
	Message Content	• Select the **Alert Title and Body** radio button to use the information in the alert title and body fields as the email message content. • Select the **Custom Text** radio button to enter a custom subject and message body as the email message content.
	Map Image in Alert	• Select the **Enable** check box to include the location set in an alert template as a map image in an event message. Users who receive the event message can click the image of the map in the message to go to an interactive map.
Text Messaging	Content Sent Via Text	• Select the **Alert Title and Body** radio button to use the information in the alert title and body fields as the text message content. • Select the **Alert Title** radio button to use only the information in the alert title as the text message content. • Select the **Custom Text** radio button to enter a custom message as the text message content. • Targeted users within countries that have a provisioned SMS country code can respond to SMS alerts. Users within countries that do not have a provisioned country code cannot respond to SMS alerts. For more information, including a list of countries with a provisioned code, refer to *How does AtHoc SMS support sending text messages to countries abroad?* on the BlackBerry AtHoc Support site.
Pager	Content	• Select the **Alert Title and Body** radio button to use the information in the alert title and body fields as the pager message content. • Select the **Custom Text** radio button to enter a custom message as the pager message content.
Cisco IP Phone Display	Alert Image	• Select the **None** radio button if you do not want an image to accompany the alert. • Select the **Image** radio button to select an image from a predefined list. • Select the **Online Image** radio button to enter the URL for an image that you want to accompany the alert.

Device Type	Options	Explanation
	Ringtone	• Select the **No Ringtone** radio button if you do not want a ringtone to play before the alert • Select the **Use Ringtone** radio button to select a ringtone from a predefined list. The tone will sound before the alert content plays.
	Audio Broadcast	• Select the **No audio message** option from the dropdown list if you want no audio to play when the alert is received. • Select the **Audio - Title and Body** option from the list if you want the alert title and body to play when the alert is received. If you select this option, you have the option of setting the alert to replay as many times as you want. • Select the **Audio - Title Only** option from the list if you want the alert title to play when the alert is received. If you select this option, you have the option of setting the alert to replay as many times as you want. • Select the **Audio - Body Only** option from the list if you want the alert body to play when the alert is received. If you select this option, you have the option of setting the alert to replay as many times as you want. • Select the **Custom** option from the list if you want to enter custom text for the alert. If you select this option, you have the option of setting the alert to replay as many times as you want.
Phone	Phone Message Content	• Select the **Send Alert Title and Body** radio button to use the information in the alert title and body fields as the phone message content. • Select the **Send Custom Text** radio button to enter a custom title and message body as the phone message content.
	Recipient Answers the Call	Select what you want to happen after the recipient answers the call: • Deliver alert without any authentication • Deliver alert only after the provided PIN is entered • Deliver alert only after user validation
	Recipient Does Not Answer the Call	Select what you want to happen if the call is not answered: • Deliver alert as voice mail • Leave callback information in the voicemail • No voice mail

Device Type	Options	Explanation
	Requires Acknowledgment	Select if the alert has no response options. The acknowledgment steps are provided at the end of the alert
	Stop Calling Options	Select the criteria you want to use to stop calls from being made to the alert recipient: • Recipient acknowledged the message • Recipient listened to entire message • Entire message left on piecemeal
	Call Attempts	Enter the number of attempts the system should make to contact each recipient.
	Retry Interval	Enter the amount of time that must elapse before the system tries again to contact the recipient.

<table>
<tr><th>Device Type</th><th>Options</th><th>Explanation</th></tr>
<tr><td>BlackBerry AtHoc Mobile App</td><td>Repeat Notification</td><td>Each alert is only sent once. This option is used to specify if and how often notifications about the alert are repeated on a mobile device.
None: Send the alert notification once
Default: Use the default time that has been defined for the selected severity.
For alerts with a severity level of High, the default is one notification a minute for 10 minutes.
For alerts with a severity of Moderate, Low, Informational, or Unknown, the default is one notification a minute for 2 minutes.
Custom:
Select how long to repeat the notification if the user does not respond.
Select how long to pause between each repetition.
Note: Ensure that the pause time is smaller than the repetition timeframe. For example, you can set the Stop Repetition After value for 5 minutes, and the Pause between Notifications value to 30 seconds - the notification can be repeated up to 9 times. However, if the Stop Repetition After value is 5 minutes, but the Pause between Notifications value is 6 minutes, the notification is repeated only once.
Alert notifications repeat until one of the following occurs:
The recipient responds to the alert from at least one device
The defined timeframe for repeat notifications elapses
The alert ends</td></tr>
<tr><td></td><td>Deliver Alert with Sound</td><td>Select the Yes radio button if you want the mobile device to play a sound according to the alert severity and device settings. For high severity alerts, this setting overrides the device settings and plays a sound when an alert is delivered. For all non high-severity alerts, the sound setting on the mobile device takes precedence.

Select the No radio button to prevent the mobile device from playing any sounds. Alerts of any severity are delivered silently.</td></tr>
</table>

Define user messages and workflow for an accountability template or event

After selecting the personal devices you want to include in the event or template, you must define the workflow and messaging for the event.

1. In the User Messages and Workflow section, set the duration of the event in minutes, hours, or days.
2. (Optional) If you want to include the status of each recipient from before the event started in the event statistics (either set by previous safety events or set manually by the user), select the **User Historical Status Enabled** check box. Specify how many days, minutes, or hours before the start of the event you want to start tracking user statuses.
3. In the User Messages field, click any of the Message lines to expand the section and view the current title and body for the Initial, Reminder, and Ending messages.
4. By default, the check box for each message type is selected. Deselect the check box next to any of the messages you do not want to send.
5. Click the **Edit** button next to any of the messages to change its content. The edit screen that appears contains text-entry fields for the message title and body. If you want to include an event placeholder rather than or in addition to regular text, click the button within the text-entry field and select the placeholder you want to add to the event title or description.
6. For the editable Reminder Message screen only, select a time span in the **Send reminder messages to users every** field.
7. Click Apply to save any changes you make to the message content.
8. (Optional) In the User Messages field, click **Preview** to see how the event messages will look to recipients.
9. Click **Save** at the top of the screen to save all of the event details and settings.

Add Accountability Officers

After defining the user messages and workflow for an accountability template or event, you can add Accountability Officers to the event or template.

To add an Accountability Officer to an accountability template or event, complete the following steps:

1. Click the **Add Accountability Officers** link in the Accountability Officers section of accountability template or event. The Add Accountability Officers window opens and displays any users in the organization with Accountability Officer permissions.
2. Select the check box next to each user you want to add as an Accountability Officer to the accountability event or template.
3. Click **Apply**. The Accountability Officers are displayed in the Informed Accountability officers area.
4. Click **Save** at the top of the screen to save all of the accountability event details and settings.

Define Accountability Officer messages

After adding Accountability Officers to your accountability template or event, you can create Accountability Officer messages for the event. Use these messages to inform your designated Accountability Officers that an accountability event has started or ended and to report status on behalf of their users.

Out of the box accountability templates include response options in the Initial Message section that Accountability Officers can use to indicate if they are available to update their users' statuses.

1. The check box for the Initial and Ending accountability officer messages are selected by default. Deselect the check box if you do not want to send an Initial or Ending accountability officer message.
2. Click the **Edit** button next to either of the messages to change its content. The edit screen that appears contains text-entry fields for the message title and body. If you want to include an event placeholder rather than or in addition to regular text, click the button in the text-entry field and select the placeholder you want to add to the message title or description.
3. Click **Apply** to save any changes.
4. (Optional) In the Initial Message or Ending Message field, click **Preview** to see how the event will look to the assigned Accountability Officers.
5. Click **Save** at the top of the screen to save all of the accountability event details and settings.

Edit an accountability template

Within BlackBerry AtHoc, accountability templates typically consist of event details, statuses, a list of affected recipients, a list of delivery devices for a specific event, and messages and workflow settings.

You can edit an existing accountability template to change features such as the default header, body text, and affected audience by completing the following steps:

1. In the navigation bar, click the **Account** button.
2. Click the **Accountability Templates** link.
3. Use the search field or scroll down in the accountability templates list to locate the accountability template you want to edit.
4. Click the name of the template.
5. Edit values in any of the following sections:
    - Accountability Template
    - Event Details
    - Affected Users
    - Messages and Workflow
    - Accountability Officers
    - Accountability Officer Messages
6. Click the **Save** button.

Duplicate an accountability template

Duplicate an accountability template to create an exact copy. Duplicating speeds the creation of similar templates.

You can duplicate any template that contains a check box next to its name by completing the following steps:

1. In the navigation bar, click the **Account** button.
2. Click the **Accountability Templates** link.
3. Use the search field or scroll down in the template list to locate the accountability template you want to duplicate.
4. Select the check box next to the template name.

    Note: If the template does not have a check box next to its name, it cannot be duplicated.
5. Click the **Duplicate** button at the top of the screen.

    A **Copy of <Template name>** screen appears, displaying all of the values that were part of the original template.

6. Make whatever changes you want to the template details.

   Note: At a minimum, you should change the name of the template so that you can distinguish it from the original.
7. Click **Save**.

The screen refreshes and the new template appears in the list on the Accountability Templates screen.

Delete an accountability template

You can delete accountability templates individually or in groups from the Accountability Templates screen by completing the following steps:

1. In the navigation bar, click the **Account** button.
2. Click the **Accountability Templates** link.
3. Use the search field or scroll down in the list to locate each of the templates you want to delete.
4. Select the check box next to each template that you want to delete.
5. Click the **Delete** button at the top of the screen.

   A confirmation popup screen opens, listing each of the templates you are about to delete.
6. Click **Delete** to delete the template or templates.

Configure accountability template settings

The contents and behavior of the different sections of the accountability template creation screen are controlled from a central Accountability Template Settings screen.

The visibility settings you select affect all events that are started from the template. For example, if you choose to hide the Severity field from a template called "Accountability – Severe Weather," that field will be hidden for all events that are started from that template.

You can customize the visibility settings for the fields in the Event Details, Affected Users, and Messages and Workflow sections of the event creation screen.

Manage visibility options for event details fields

To manage the visibility settings for the Event Details fields in an accountability template, complete the following steps:

1. In the navigation bar, click the **Account** button.
2. Click the **Accountability Templates** link.
3. Click the **New** button.
4. Click the **Settings** button on the details screen for the accountability template.

   The Accountability Template Settings screen appears with the Event Details tab open by default.
5. In the **Enable** section, select the check boxes next to each of the content options you want to make visible to operators who are creating events based on this template. You can show or hide any of the following options within the Event Details section:

   - **Location**—Select this check box if you want users creating events from this template to be able to designate on a map a specific location for the event.
   - **Is Location Mandatory**—Select this check box if you want to make it mandatory for users creating events from this template to select a location for the event.
   - **Dropbox**—Select this check box if you want users to be able to include an attachment in an event. Users can then upload media or documents on Dropbox and include a link to those resources within the event.
   - **Show Severity field**—Select this check box if you want event creators to be able to select a severity for the event. Some events have a default severity, so selecting this option enables creators to change the default before starting the event.
   - **Show Type field**—Select this check box if you want event creators to be able to select from a predefined list of event types while creating the event.
6. In the Visibility in Event section, do one of the following:

   - Select the **Show Event Details section** radio button, then select the check boxes next to each option you want to make available in the template.
     - Select the **Show as initially collapsed** check box if you want the Event Details section to display in its collapsed state when the template is first opened.
     - Select the **Show as read-only and prevent operator from editing** check box if you want the template Event Details section to be visible, but not editable.
   - Select the **Hide Event Details section** radio button if you do not want users who are creating events from the template to be able to see the Event Details section.

   Note: If a section of the template is not ready, you cannot set the visibility options for that section to "Read-Only" or "Hide."
7. Click **Apply**.

Manage visibility options for affected users fields

To manage the visibility settings for the accountability template Affected Users fields, complete the following steps:

1. In the navigation bar, click the **Account** button.
2. Click the **Accountability Templates** link. The Accountability Templates window opens.
3. Click the **New** button. The New Accountability Template window opens.
4. Click the **Settings** button. The Accountability Template Settings window opens.
5. Click the **Affected Users** tab.
6. (Optional) In the **Enable** section, select the check box to enable targeting dependents in events.
7. In the **Enable Targeting** section, select the check boxes next to each of the user targeting options you want to make visible to users who are creating events based on this template.

   Note: You must select at least one targeting method.

   You can show or hide any of the following options for targeting users:

   - By groups
   - By name
   - By advanced query
   - By location
   - By personal devices. This option displays a list of all personal devices you can make visible or hide from users who are creating events based on the template.
8. In the Visibility in Event section, do one of the following:

   - Select the **Show Affected Users section** option, then select the check boxes next to each option you want to make available to users who are creating accountability events from the template.

     - Select the **Show as initially collapsed** check box if you want the Affected Users section to display in its collapsed state when the template is first opened by the accountability event creator.

     - Select the **Show as read-only and prevent operator from editing** check box if you want the accountability event creator to be able to see the Affected Users section without being able to edit any fields within it.

   - Select the **Hide Affected Users section** option if you do not want users who are creating accountability events from the template to be able to see the Affected Users section.

     Note: If a section of the template is not ready for publication, you cannot set the visibility options for that section to "Read-Only" or "Hide."
9. Click **Apply**.

Manage visibility options for user messages and workflow fields

To manage the visibility settings for the accountability template Messages and Workflow fields, complete the following steps:

1. In the navigation bar, click the **Account** button.
2. Click the **Accountability Templates** link.
3. Click the **New** button.
4. Click the **Settings** button on the details screen for the accountability template.

   On the Accountability Template Settings screen that appears, click the **User Messages and Workflow** tab.
5. In the Visibility in Event section, do one of the following:

- Select the **Show User Messages and Workflow section** radio button, then select the check boxes next to each option you want to make available to users who are creating events from the template.
  - Select the **Show as initially collapsed** check box if you want the Messages and Workflow section to display in its collapsed state when the template is first opened by the event creator.
  - Select the **Show as read-only and prevent operator from editing** check box if you the event creator to be able to see the Messages and Workflow section without being able to edit any fields within it.
- Select the **Hide Messages and Workflow section** radio button if you do not want users who are creating events from the template to be able to see the Messages and Workflow section.

Note: If a section of the template is not ready for publication, you cannot set the visibility options for that section to "Read-Only" or "Hide."

6. Click **Apply**.

Manage visibility options for Accountability Officer fields

To manage the visibility settings for the accountability template Messages and Workflow fields, complete the following steps:

1. In the navigation bar, click the **Account** button.
2. Click the **Accountability Templates** link.
3. Double click on an existing accountability template, or click the **New** button to create a new accountability template.
4. Click the **Settings** button on the details screen for the accountability template. The Accountability Template Settings page opens.
5. Click the **Accountability Officers** tab.
6. (Optional) Select the **Show Accountability Officer Messages** check box.

   Note: When **Show Accountability Officer Messages** is not checked, each message section is hidden, but users can still select each message section to have it available during event creation.
7. In the Visibility in Event section, do one of the following:
   - Select the **Show Accountability Officer section** radio button, and then select the check boxes next to each option you want to make available to users who are creating events from the template.
     - Select the **Show as initially collapsed** check box if you want the Accountability Officer Messages section to display in its collapsed state when the template is first opened by the event creator.
     - Select the **Show as read-only and prevent accountability managers from editing** check box if you the event creator to be able to see the Accountability Officer Messages section without being able to edit any fields within it.
   - Select the **Hide Accountability Officer section** radio button if you do not want users who are creating events from the template to be able to see the Accountability Officer Messages section.

   Note: If a section of the template is not ready for publication, you cannot set the visibility options for that section to "Read-Only" or "Hide."
8. Click **Apply**.

Manage accountability events

The following sections describe how to create and manage AtHoc Account events:

- Start an accountability event
- Search for and sort accountability events
- Change the end time of a live event
- Report on behalf of users
- End an accountability event
- Generate an accountability event report
- Delete an accountability event

Start an accountability event

Tip: In BlackBerry AtHoc, click **Complete a Task** > **Personnel Accountability** > **Create a New Accountability Event** to view a guided walk-through of this task.

To start a new accountability event, complete the following steps:

1. In the navigation bar, click the **Account** button.
2. Click **New Event**. The Select Accountability Template screen opens.
3. Click the **Select** button next to the template you want to use as the basis for the event.
4. Refer to the following topics for detailed instructions on how to fill in or modify existing content in the template and identify affected users:
    - Define details for an accountability template or event
    - Define affected users for an accountability template or event
    - Define user messages and workflow for an accountability template or event
    - Add Accountability Officers
    - Define Accountability Officer messages
5. When you have finished creating the event, click **Review and Start** to review the details and settings for the event before starting it.
6. If you need to change anything, click **Cancel** on the Review and Start screen and then make the changes on the event creation screen.
7. Click **Start**.

Search for and sort accountability events

The accountability events search engine matches any set of letters or numbers anywhere in an accountability template name or description and is not case-sensitive. You can search using multiple terms. Each search term entry creates a separate pill and has an AND condition between them.

Wildcards are not supported in searches.

To search for an accountability event, complete the following steps:

1. In the navigation bar, click the **Account** button.
2. Click the **All Events** link.
3. On the Accountability Events screen, type or paste a word or phrase found in the event title in the search box and then click the search icon or press **Enter**.

4. (Optional) Click the **Advanced** link next to the search box. In the Advanced Filter window, you can select to filter events by severity, event status, status attribute, or by date.
5. (Optional—Enterprise organizations) In the Advanced Filter window, select an organization from the **Event From** menu to view accountability events from sub organizations.
6. (Optional—Enterprise organizations with sub organizations) Click the options next to the **All Accountability Events** menu to view events from only the organization you are currently logged in to, only sub organizations, or all organizations.
7. Click the **Search** icon.

You can sort the list of accountability events by **Name**, **Event Status**, **Start Time**, or **Started By** values by clicking the corresponding column header.

Change the end time of a live event

After an Accountability Event has been published and is still live, you can change the end time of the event.

To change the end time of a live accountability event, complete the following steps:

1. In the navigation bar, click the **Account** button.
2. Click the **All Events** link.
3. Click the accountability event whose end time you want to change.
4. On the Accountability Events Summary tab, select **Change End Time** from the **More Actions** menu. The Change End Time window opens and displays the current end time.
5. Select the new end time and then click **Apply**.

You can also change the end time of a live accountability event from the Details tab of the accountability event. Scroll down to the Messages and Workflow section and then click the **Change End Time** link.

Report on behalf of users

Tip: In BlackBerry AtHoc, click **Complete a Task** > **Personnel Accountability** > **Report on Behalf of Users** to view a guided walk-through of this task.

A value of AtHoc Account is that you can designate Accountability Officers who can update the status of users on their behalf. If the Accountability Officer is aware of user statuses, perhaps from their supervisor or a call they made to the call center, they can update their status in the system.

When you start an accountability event, you can specify emails to be sent directly to Accountability Officers. The Accountability Officer email contains a link that takes them directly to the Users tab of the Accountability Event in the BlackBerry AtHoc management console. Only users who do not have a status for the event are displayed, enabling the Accountability Officer to quickly respond on behalf of those users.

While an event is live, you can manually report the status of a user a by completing the following steps:

1. In the navigation bar, click **Account**.
2. Click the **All Events** link.
3. On the Accountability Events screen, click the event whose user statuses you want to update.
4. On the event dashboard screen, click the **Users** tab.
5. To change the status for a single user, click the edit icon in the Status column. The Change Status window opens. The Status History section displays up to 20 previous status updates for the selected user. The Change Status window also contains a link with the selected user's name. Click this link to view additional details about the selected user.

To update the status for multiple users, select the check boxes next to their names, and then click the **Change Status** button at the top of the screen. The **Change Status for selected users** screen opens.

Note: The Change Status button appears only while the event is live.

6. Select a status from the Status list. The default is "No Status." If you want to clear the current status, select "No Status."
7. (Optional) In the **Comments** field, enter details about why you are manually updating the user status. For example, "User showed up in the office and is out of the event zone" or "User is part of a group that called in their statuses together."
8. Click **Apply** to update the user status for the event.

The Users tab updates the user's details and displays the updated status in the **Status** column and the word "Operator" in the **Updated By** column, indicating that the status was provided by an Operator.

Report on behalf of dependents

If dependents are enabled for your organization and in the accountability template, they can log in to Self Service and respond to events. If they are not able to respond, or a password has not been added to their profile so they can access Self Service, Accountability Officers and Accountability Managers can update the status of dependents from the Users tab of an accountability event.

1. In the navigation bar, click **Account**.
2. Click **All Events**.
3. On the Accountability Events screen, click the event whose dependents' statuses you want to update.
4. On the event dashboard screen, click the **Users** tab.
5. Click the **Add** link.
6. Select the **Sponsor** attribute. The Users tab updates to include a column that shows the display name for each sponsor user.
7. Optionally, click the **Sponsor** column heading to group users by sponsor.
8. To change the status for a single dependent, click the edit icon in the Status column.

   To update the status for multiple dependents, select the check boxes next to their names, and then click the **Change Status** button at the top of the screen. The **Change Status for selected users** screen opens.

   Note: The Change Status button appears only while the event is live.
9. Select a status from the Status list. The default is "No Status." If you want to clear the current status, select "No Status."
10. Optionally, in the **Comments** field, enter details about why you are manually updating the dependent user status.
11. Click **Apply** to update the dependent user status for the event.

The Users tab updates the user's details and displays the updated status in the **Status** column.

Note: Sponsors can update the status of their dependents from Self Service. For more information, see "Respond to an event on behalf of your dependents" in the *BlackBerry AtHoc Self Service User Guide*.

End an accountability event

You can end a live event in two ways: from the Accountability Event screen and from within the event details screen.

From the Accountability Event screen:

1. In the navigation bar, click the **Account** button.

2. Click the **All Events** link. The Accountability Events screen opens.
3. Select the check box next to the event you want to end.
4. Click the **End** button at the top of the screen. The End Event confirmation window opens.
5. Click **End**.

From the event details screen:

1. In the navigation bar, click the **Account** button.
2. Click the **All Events** link.
3. On the Accountability Events screen, click anywhere in the line for the event you want to end. The event details screen opens.
4. Click the **End Event** button at the top of the screen.

Generate an accountability event report

Tip: In BlackBerry AtHoc, click **Complete a Task** > **Personnel Accountability** > **Generate an Accountability Event Report** to view a guided walk-through of this task.

To export an accountability event report, complete the following steps:

1. In the navigation bar, click **Account**.
2. Click the **All Events** link. The Accountability Events window opens.
3. Click the event whose details you want to export as a report. The Event Dashboard screen opens.
4. (Optional) Apply filters on the Users and Hierarchy tabs.
5. (Optional) On the Users tab, click **Add** to select and add user attributes, operator attributes, or devices to the report. To see if users are sponsor users or dependent users, add the **Sponsor** attribute. This enables you to see what sponsor user dependent users belong to.
6. Click **More Actions** > **Export**. The Export Event window opens.
7. Select the format for the export: PDF or CSV.
8. (Optional) Add a description to the report. For PDFs, the description appears under the report title and above the report content. For CSV files, the description appears as the first line in the file.
9. (Optional) Select the **Summary** check box to include the information on the Summary tab. The PDF will display a pie chart and bar graph. The CSV file will display the summary in tabular form.
10. (Optional) Select the **Hierarchy** check box to include a breakdown of all user statuses by organization hierarchy. If you have applied a filter in the Hierarchy tab, the View Filters link appears under the Users with status check box.
11. (Optional) In the **Users with status** list, select the kind of user you want to see event details for. This is a useful tool for quickly generating a list of all users who have not yet responded to alerts associated with the event or who have responded that they need help. You can also generate a list of all affected users, all users with any status, or users with a specific status. If you have applied a filter in the Users tab, the View Filters link appears under the Users with status check box.

    Note: At least one of the check boxes must be selected in order to generate a report.
12. Click **Export** to generate the report.

Delete an accountability event

To delete an accountability event, complete the following steps:

1. In the navigation bar, click the **Account** button.
2. Click the **All Events** link.

3. On the Accountability Events screen, select the check box next to the event you want to delete.
4. Click **Delete**.
5. On the confirmation screen that pops up, click **Confirm**.

The event is then removed from the Accountability Events screen.

Note:

You cannot delete an accountability event that is in progress.

View accountability events

To view the details of individual live and ended accountability events, complete the following steps:

1. In the navigation bar, click the **Account** button.
2. Click the **All Events** link.
3. On the Accountability Events screen, click anywhere on the line containing the event whose details you want to view.
4. A detailed dashboard for the event appears, with the event information contained within the following tabs:
    - Summary
    - Users
    - Hierarchy
    - Activity
    - Details

Note: If you are an Accountability Officer or Accountability Manager with restricted user base permissions, only restricted users are visible in the event dashboard. A banner on all tabs of the event dashboard indicates how many affected users out of the total number for the event are accessible for you.

If you are viewing the Accountability Events screen from an Enterprise Organization, accountability events created by your sub organizations are also displayed. The Organization column displays the name of the Enterprise or sub organization.

You can use the Advanced search field to view accountability events from the organization you are currently logged in to, or specific sub organizations. You can use the **All Accountability Events** arrow to view events from only the organization you are currently logged in to, only sub organizations, or all organizations.

View an accountability event summary

The Accountability Event Summary tab is divided into two sections:

- A listing of users statuses and a graphical representation of that information
- A chart that shows the cumulative number of users who have had their status determined over the timeline of the event

List of user statuses

The top of the Summary tab contains a list of all of the available statuses for the event and the number of users who currently have each status. It also displays the percentage of overall users who have each status. Note that these statistics are cumulative. They include statuses provided by users from all alerts generated in relation to the event.

- Hover over the graphical representation of the user status to see a tool tip that displays the number of users with that status. If dependents are enabled in your organization and in the accountability template, the tool tip also displays the number of sponsors and dependents.
- Click a number or percentage in this field to open the Users tab, which displays only the users who have the status you clicked.
- Click the arrow next to the percentage value to display a menu with two options:
    - **View**—The same functionality as clicking the number or percentage. Opens the Users tab displaying only the users with the status you clicked.

- **Send Alert**—Takes you to a details screen for the alert that the event is associated with in the system. The alert is automatically targeted at the users who have the status you clicked on in the Summary screen. Using this alert details screen, you can modify the alert and then resend it to the targeted users.

Note: If you click **Cancel** in the details screen, you are taken to the Sent Alerts screen. The individual alerts in an accountability event are displayed on the Sent Alerts screen, but the aggregated messages for accountability events themselves are not. Click **Account** > **All Events** to return to the list of accountability events.

Updated by

At the bottom of the list of user statuses section, the **Updated by User** and **Updated by Operator** fields tell you how many of the statuses listed on the screen were provided by users versus provided by Operators on behalf of users. If dependents are enabled for your organization and in the accountability template, the **Updated by User** field is replaced by the **Updated by Sponsor** and **Updated by Dependent** fields.

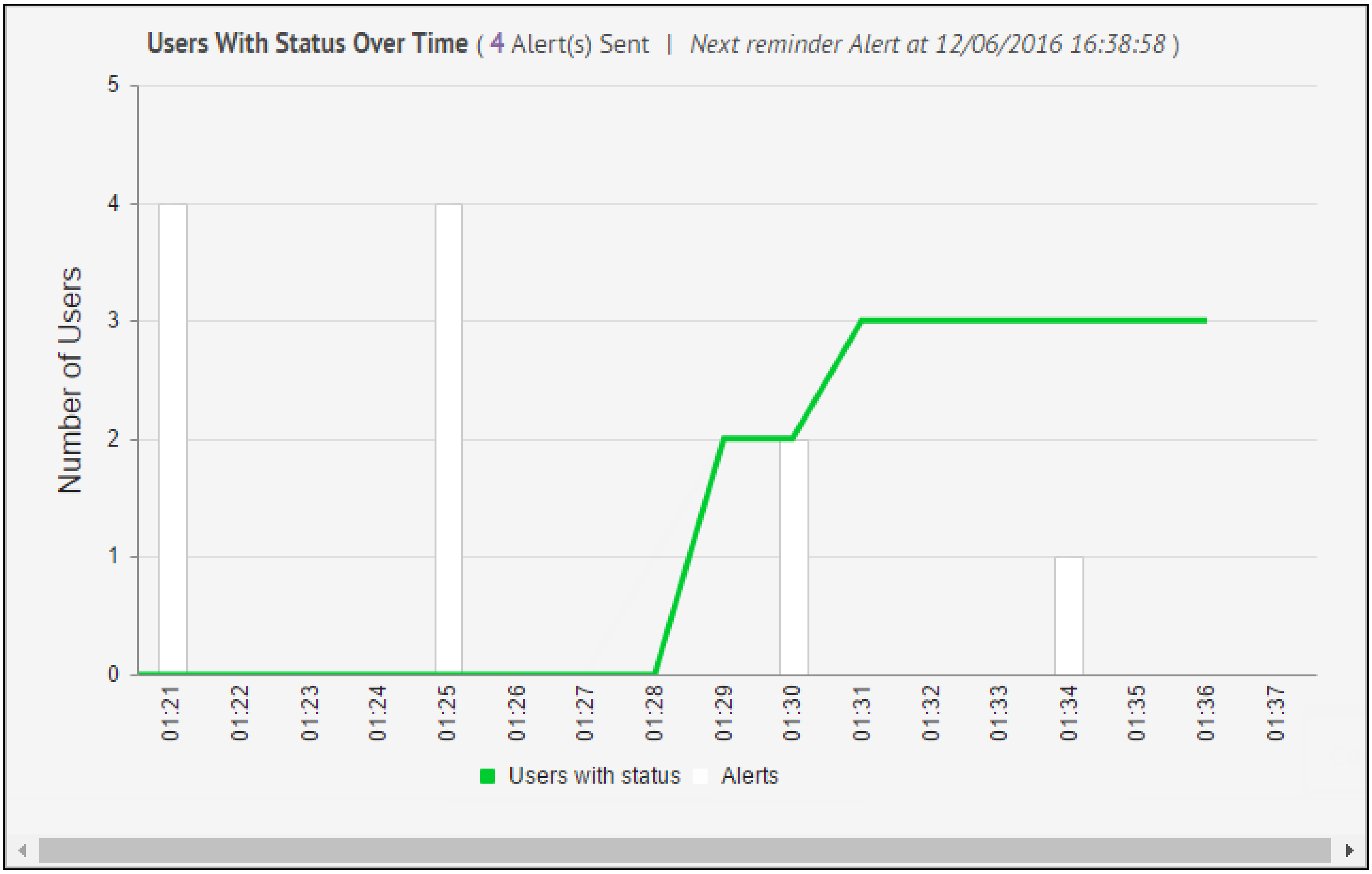
While the event is live, an **Update status on behalf of users** button appears next to these fields. Clicking it takes you to the Users tab where you can manually update user statuses. After an event ends, this button disappears and you can no longer update user statuses.

Status chart

The status chart section of the Summary tab displays a timeline with two different elements on it:

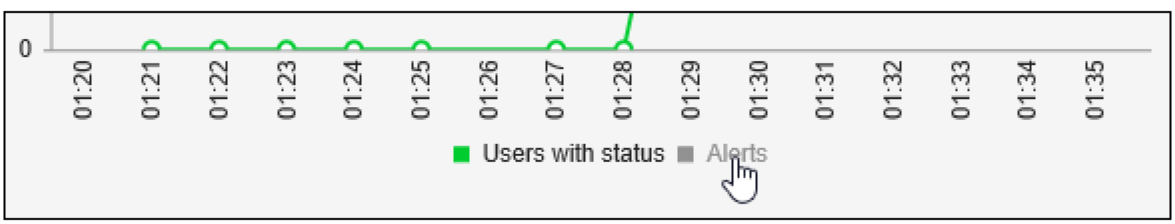
White vertical bars display the total number of users targeted in the initial and all subsequent alerts. This number normally decreases over time as more and more users provide their statuses and are thus excluded from subsequent reminder alerts. The final alert is sent to all users to notify them that the event has concluded.

A **green continuous line** displays the total number of users over time who have provided their status.



The chart title is **Users With Status Over Time (<X> Alert(s) Sent)**. Clicking the number of alerts in the title opens the Activity tab for the event, listing details of the original alert, ending alert (if the event has ended) and any reminder alerts that are in the queue or that have been sent.

The white bars and the green line can be toggled on and off individually by clicking the corresponding text in the line below the chart.



In addition to providing information on the progress of the event, the chart allows you to tell at a glance when statuses have been recorded for all users, making additional reminder alerts unnecessary. At that point, you can click the **End Event** button at the top of the screen. This halts all queued reminder alerts and causes an Ending Alert to be sent to all affected users.

Accountability Officers Targeted

Under the user status graphic, the Accountability Officers Targeted fields list the total number of targeted Accountability Officers and the number of Accountability Officers with the following response options:

- Available
- Not Available

- No Response
- In Progress or Failed

Click on the number link next to the In Progress of Failed option to view a User Tracking report in a separate browser tab. Click the number link next to any of the other options to view a Device Tracking report.

View users for an accountability event

The Accountability Event Users tab lists all users who are affected by the event and provides information as to their current statuses. The default columns that appear on the screen are:

- **Display Name**
- **Status**—While the event is live, you can click the (**Edit**) icon in the Status column to open the **Change Status** window where you can select a status for a user and add a comment relating to the user's status. The name of the user is displayed as a hyperlink that opens a window displaying the user's profile information. The status history for the user is also displayed. When an event is ended, you can click the **Clock** icon to open the **Status History** window and view the status history of the user, including the time the status was updated, any comments entered when the status was updated, and who updated the status.
- **Updated By**—The Updated By column indicates whether the status information for the user was provided directly by the user or if it was added manually by an Operator.
- **Updated On**—The timestamp of the latest update for a user.
- **Comments**—The Comments column displays status-related information about a user when the user's status was added manually by an Operator. Examples of comments that might appear in this column include "User showed up in the office and is out of the event zone" or "User is part of a group that called in their statuses together."
- **Add/Reset**—The Add link allows you to access a list of user attributes that you can add as columns in the list. The Reset link allows you to reset the list to the default column layout.

  Tip: To view dependent users, add the Sponsor attribute. All users will be displayed and sponsor users appear with (self) after their username.

Use the **Advanced** button next to the search field to run an advanced search of the users who appear on the screen. This is useful during events when it is necessary to classify users in the list based on attributes such as work location, medical training, or organization membership.

Use the **Groups** ( ) button to filter the list of users by groups such as organization hierarchy or distribution list.

Dependent users also appear on the Users tab. To view the sponsors of dependent users, click **Add** > **Sponsor** to add the Sponsor attribute. The Sponsor column appears and shows the display name of the dependent user's sponsor. Sponsors are sponsors of themselves, so the Sponsor column shows their display name with "Self" in parenthesis. Click the Sponsor column heading to group sponsors with their dependents.

You can filter the types of users you see in the Users list by clicking the link that appears below the main search field and selecting the status type you want to display.

Although the specific statuses that appear in the list vary depending on the sort of event that was created, the **All Affected Users**, **All Statuses**, and **No Status** options always appear in the list.

- The *All Affected Users* includes everyone affected by the event, regardless of whether they have a status recorded for the event.
- The *All Statuses* option displays only users who have a status recorded for the event.
- The *No Status* option displays only users who do not have a status recorded for the event.

View accountability event status by organization

The Accountability Event Hierarchy tab displays all event statuses based on the hierarchy of the organization to which affected users belong. Presented in a table format, each possible status appears as a column and each organizational hierarchy level appears as a separate row.

The numbers in each cell represent the number of users who are at the selected hierarchy level and who have the selected status. Click any number in a cell to open the **Users** tab with the hierarchy level preselected as a search criteria and the relevant users displayed in the users list.

The Hierarchy tab displays event statuses sorted by organization hierarchy by default.

When logged in to an Enterprise organization, the hierarchy includes All Users as a parent node and sub organizations as child nodes. The All Users node includes an aggregate of all sub organizations.

When logged in to an Enterprise Organization without any sub organizations, the hierarchy of the Enterprise organization is displayed.

View accountability event activity

The Accountability Event Activity tab displays all alerts that have been sent and that are queued up to be sent during the event.

At the start of an event, the Activity tab displays the **Start Alert** with a status of **Live** and a **View Alert** link in the Actions column. If reminder alerts are enabled for the event, a Reminder Alert line appears next in the list, followed by an Ending Alert line. Both of these alerts are initially listed with statuses of **Queued**.

As each successive **Reminder Alert** is sent, the word "Reminder:" is appended to the alert name, its status changes to **Live**, and a **View Alert** link appears in its row in the Actions column.

When the event times out or when an Operator manually ends the event—usually because all affected users have responded—the **Ending Alert** is sent, at which time the word "Ended:" is appended to the alert name, the status of all alerts on the Activity tab changes to **Ended**, and a **View Alert** link appears in the Ending Alert row in the Actions column.

View accountability event details

The Details tab displays the same information that is available on the **Review and Start** screen that appears after an Operator has finished creating an event.

- Event details
- Affected Users
- Messages and Workflow
- Accountability Officer Messages

The Affected Users section on the Details tab contains a link to the Users tab, which provides event-related status information about each user. The Affected Users Summary section of the Review and Start screen displays device type and targeting information for all users. If dependents are enabled for your organization and targeted in the event, they are displayed.

View live accountability events on a map

You can view live accountability events and alerts on a map. You can access the live events map in two ways:

- From the **View Live Map** button on the BlackBerry AtHoc management console home page.
- From the **Live Map** button on the Accountability Events manager page.

Both options open the map in a new tab in your browser. 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 the **Open Event** button 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 (**Forward**) button to scroll through the event pop-ups for each alert or event.

Map controls

The following control options are available in the bottom left corner of the live map:

- (**Layers**)—Click to change the items that are displayed on the map. You can select to view or not view accountability events from sub organizations, live sent alerts, live incoming alerts, and organizations.
- (**Map Options**)—Click to select the type of map you want to view.
- (**Distribution Lists**)—Click to display users from distribution lists on the live map.
- (**Refresh**)—Click to refresh the map. The map updates automatically once a minute.
- (**Working Area**)—Click to move to the working area on the map.
- (**Zoom In**, **Zoom Out**, **Home**)—Click to change your view of the map.

BlackBerry AtHoc customer 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 Portal:

https://support.athoc.com/customer-support-portal.html

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

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