



BlackBerry AtHoc

Mobile App User Guide

4.2

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What is the BlackBerry AtHoc mobile app?

The BlackBerry AtHoc mobile app leverages the latest mobile technologies for rapid mass notification and personnel accountability. The BlackBerry AtHoc mobile app provides significant advantages to mobile operators, first responders, and alert recipients. This innovative application activates mass alerts and personnel tracking. The BlackBerry AtHoc mobile app is available on most popular devices, including Android and iOS smart phones and tablets. The BlackBerry AtHoc mobile app can be downloaded from Apple App store, Google Play stores, and the BlackBerry World store.

Combined with the BlackBerry AtHoc management system, BlackBerry AtHoc's award-winning, unified, net-centric technology, the BlackBerry AtHoc mobile app enhances an organization's ability to reach key personnel during the most extreme conditions, extending situational awareness and the reach of the BlackBerry AtHoc management system.

Supported OS versions

- Android version 5 and above
- iOS version 9 and above
- BB10 version 10.3.2 and above

App version support

The following Mobile App versions will be deprecated after November 15, 2018:

- 3.1.X. (for iOS and Android)
- 3.0.X and 3.0.X.X
- 3.2.X
- 3.3.X
- 3.4.X
- 2.5.X

Home screen

This is the main screen where most interactions take place and where the core utilities of the application appear.

Some of the following features may be available on the Home screen depending on the permissions from your operator.

Icon	Name	Description
	Menu	Opens the navigation menu.
	Track Me	Periodically sends your location to your organization for the duration you choose.
	Check In	Sends your location and timestamp to the server.

Icon	Name	Description
	Alert Publishing	Displays the login screen on tapping the icon. After logging in the alert template screen appears that has the list of alert templates to publish alerts.
	Change view	All —Displays all activities including reports, tracking, and registration. Inbox —Displays all alerts that have been sent to you.
	Alerts	Displays the number of unread alerts as a badge on the icon.
	Red knob	Slide the red knob to view the following options: <ul style="list-style-type: none"> • Report—Sends information to the central operations center of an organization. Users can select a template to send a report. • Emergency— Sends duress messages.
	Map	Displays the location details for an alert or event that appears in the Inbox. A map view replaces the Latest Activities List. On the map, the user can view who and what is around them in real time.

Menu

Tap  at the top left corner of the home screen. From the menu you can access the following items:

Name	Description
My Organization	Displays the organization you currently connected to.
Switch Organization	Changes organizations to receive alerts from different organizations.
FAQs	Displays the list of frequently asked questions.
Send Feedback	Opens the email client to send feedback or suggestions.
Send Admin Log	Opens the email client to send a log file to report issues. The default email address, <code>support@athoc.com</code> is removed from sending Admin logs flow. When user taps on Send Log button, in the compose email screen, the "To" field is blank.
About Us	Displays the build version number.

Name	Description
Terms of Use	Displays the BlackBerry Solution License Agreement.

Set up the BlackBerry AtHoc mobile app

The BlackBerry AtHoc mobile app is available as a download from Apple App store, Google Play store, or BlackBerry World. When the BlackBerry AtHoc mobile app is installed, a  appears on your device home screen.

When new alert content is published, the BlackBerry AtHoc mobile app displays an audio/visual alert notification on a mobile phone. The end-user can choose a response option (if response options are sent) and click a link to view complete Alert Inbox information on active alerts.

Install the BlackBerry AtHoc mobile app

If you have the BlackBerry AtHoc mobile app on your device, skip this section and go to the [Register the Mobile app](#) section. If you don't have the app, download it from one of the following stores:

- Google Play store
- Apple App store
- BlackBerry World app store

Google play

To download and install the BlackBerry AtHoc mobile app from Google Play (for Android devices), complete the following steps:

1. On your Android device, tap .
- Note:** You can also go to play.google.com.
2. In the **Search** field, type **BlackBerry AtHoc** and press .
3. Select  **BlackBerry AtHoc** from the list of search results.
4. Tap **Install**. A pop-up window is displayed that explains what the application can do to your device.
5. Tap **Accept**.

After the BlackBerry AtHoc mobile app is installed, a  appears on your device home screen

Apple App Store (iTunes)

To download and install the BlackBerry AtHoc mobile app from the Apple App store (for iOS devices), complete the following steps:

1. On your iOS device, tap .
2. Tap the **Search** icon at the bottom of the screen.
3. Tap the **Search** field at the top of the screen and type **BlackBerry AtHoc**.
4. Tap **Search**.
5. Tap the **BlackBerry AtHoc** app to download.
6. Tap **GET** to the right of the app.
7. Tap **Install**.

After the BlackBerry AtHoc mobile app is installed, a  appears on your device home screen.

BlackBerry World app store

To download and install the BlackBerry AtHoc mobile app from the BlackBerry World app store (for BlackBerry devices), complete the following steps:

1. On your BlackBerry device, tap .
2. In the **Search** field, type **BlackBerry AtHoc**.
3. Tap **Apps** to go to the required category.
4. To search by name, press **Search App World**.
5. Type **BlackBerry AtHoc** and press the **Search/Enter** key on your device keyboard.
6. Tap **BlackBerry AtHoc** from the list of search options.
7. Tap **Download**.
8. Follow the onscreen instructions to complete the installation.

After the BlackBerry AtHoc mobile app is installed, a  appears on your device home screen.

Register the Mobile app

Prerequisites

- Download and install the BlackBerry AtHoc mobile app from the Google Play, Apple App store, or BlackBerry World store as described in the section.
- Before you register the BlackBerry AtHoc Mobile app on your device, you must have the organization code provided by your BlackBerry AtHoc administrator.
- If the BlackBerry AtHoc mobile app is pushed by UEM/MDM and you belong to the same organization configured in the UEM/MDM, then you only have to verify your email address when registering for the first time and are directed to the home screen. In this case, you do not have to enter the organization code. You must enter the organization code if you switch organizations after registering for the first time.
- You may have to enter the organization code when registering for the first time if the organization you belong to is not configured in UEM/MDM, or there is no organization code configured in UEM/MDM.

1. Tap the BlackBerry AtHoc app icon on your device.
2. On the **Registration** screen, read the welcome message. Close the message.
3. On the **Registration** screen, enter the email address that is associated with your BlackBerry AtHoc management system account.
4. Tap **Send** (iOS device) or tap  (Android device). The Email Verification screen with a confirmation message is displayed.
5. Check your email for a welcome email from the BlackBerry AtHoc system administrator with a link to activate your account to your registered email address.
6. In the **Welcome email**, click **Verify Now**.

After the email address is verified, the **Add Organization** screen opens on your device.

7. Enter the organization code provided by your BlackBerry AtHoc administrator and tap **Send** or .

Note: If your organization is already configured for your email address with the organization code, then you may not see this screen.

The screen displays that you are connected to the organization.

Respond to alerts

The main function of the BlackBerry AtHoc mobile app is to respond to incoming alerts.

1. Tap  on your device.
2. Tap the alert you want to view and respond to.

Alerts details can include instructions such as evacuation information, and response options.

3. Tap **Reply** or **Acknowledge** to respond to the alert. You will see an **Acknowledge** button when the alert does not have any response options.
4. Tap a response option.

Note: Response options may include conference call bridge numbers, which are visible under the text of the response option. When you select this response option, the app initiates a call. The passcode is automatically dialed. If you are disconnected, both the phone number and pass code are available on the alert details screen.

The Alert details screen displays the alert that was responded to with the response option you selected.

Alert icons

The colors and icons identify the state of each alert. The following table describes the alert icons:

Icon	Icon Name	Description
	Blue dot	A blue dot next to the title of an alert indicates that you have not responded to the alert. The blue dot disappears when the alert is opened.
	Live with a reply arrow	A Live alert with a reply arrow indicates that a response is requested and that you have not responded to the alert.
	Live without reply arrow	A Live alert without a reply arrow indicates that you have responded to the alert.
	Ended	An alert with an Ended icon indicates that the alert has ended. You may or may not have viewed or responded to the alert.
	High	A high severity alert. High severity is reserved for extreme emergencies.
	Moderate	A moderate severity alert.
	Low	A low severity alert.
	Unknown	An unknown severity alert.
	Informational	An alert that includes information. For example, a meeting invite.

Icon	Icon Name	Description
	Globe	An alert with a globe icon indicates that a location is associated with the alert.

Update the status of an accountability event

This section describes how to respond to accountability events.

1. Tap  on your device.
2. Tap an accountability event.
3. Tap **Update Status**.
4. Tap a status.

You can continue to update your status for the duration of the event.

Note: If you do not respond to the event, reminder messages are sent to you at intervals until the event ends. The **Related Messages** field displays the number of messages received for a particular event. Tap the **Related Messages** field to view the messages.

Check Accountability Officer availability

When an accountability event is sent to an Accountability Officer (AO) to reply on behalf of targeted users, the operator who initiated the accountability event from BlackBerry AtHoc does not know whether AOs are available to do their job. To enable operators to confirm AOs are available, a response option is added for AOs.

Note: You must have Accountability Manager and Accountability Officer permissions to manage users.

1. Tap  on your device.
2. Tap the accountability event.
3. Tap **Reply**. The response options are displayed.
4. Tap one of the following options depending on your availability:
 - **I am available to update user status**
 - **I am not available to update user status**
5. If you tap **I am available to update user status**, complete the following steps:
 - a. Tap **I am available to update user status**. A pop-up message with options is displayed.
 - b. Tap **Manage Users' status** to update the users' status or tap **Close** to close the message window.
 - c. When you tap **Manage Users' status**, the Manage Users status screen opens.
 - d. From the list of users, tap **Manage** to update the status of the user you want.
 - e. From the **Status** list, select a status.
 - f. Optionally, in the **Comments** text box, add a comment.
 - g. Tap .
6. If you tap **I am not available to update user status**, your status gets updated.

When an accountability event has ended, you can only view the status history of the impacted users. You cannot edit the status of the users.

Accountability event icons

The colors and icons identify the category of each event. The following table describes the accountability event icons:

Icon	Icon Name	Description
	Blue dot	A blue dot next to the title of the accountability event indicates that you have not responded to the accountability event. The blue dot disappears when the accountability event is opened.
	Person	A Person icon indicates an accountability event.
	Live with Reply	A Live accountability event or accountability officer event with a Reply arrow indicates that a status update is requested.
	Live with Replied	A Live accountability event with a Replied arrow indicates that you have updated the status of the accountability event. A Replied icon replaces the Reply icon.
	Live	A Live accountability officer event indicates that the accountability officer has responded to the event.
	AO	An accountability officer event.
	Ended	An accountability event with Ended icon indicates that the accountability event has ended. You may or may not have updated your status for that accountability event.
	High	An accountability event with a high severity. High severity is reserved for extreme emergencies.
	Moderate	An accountability event with moderate severity.
	Low	An accountability event with low severity.
	Unknown	An accountability event with an unknown severity.
	Informational	An accountability event that includes information. For example, a meeting invite.
	Globe	An accountability event with a globe icon indicates that a location is associated with the event.

Manage organizations

This section describes how you can change the organization you are connected to. You can connect to and receive alerts from one organization at a time.

Add a new organization

An existing user can be registered with one or more organizations. This section describes how an existing user can add a new organization.

Note: Ensure you have the organization code provided by BlackBerry AtHoc.

1. Tap  at the top left corner of the home screen to open the menu.
2. Tap **Switch Organization**.
3. On the **Switch Organization** screen, tap  (Android) or **Add** (iOS).
4. On the **Registration** screen, do one of the following:
 - From the list, select the registered email address to connect to the new organization, and tap **Continue**.
 - Enter a new email address to register with the BlackBerry AtHoc mobile app and complete the steps detailed in the [Register the Mobile app](#) section.
5. From the list, select the registered email address to connect to the new organization, and tap **Continue**.
6. On the **Add Organization** screen, enter the new organization code. A confirmation message is displayed
7. Tap **Switch**.

You are now connected to the new organization.

Switch organizations

This sections describes how to switch from the organization you are currently connected to, to another organization you have already registered with.

1. Tap .
2. Tap **Switch Organization**.
3. On the **Switch Organization** screen, tap the organization name you want to switch to. A confirmation message is displayed.
4. Tap **Switch**.

You can see an entry on your home screen with the name of the new organization you are connected to.

Disconnect from an organization

If you do not want to receive alerts from any organization you are registered to, you can disconnect from the organization.

1. Tap  at the top left corner of the home screen to open the menu.
2. Tap **Switch Organization**.
3. On the **Switch Organization** screen, tap the name of your organization.
4. Tap **Disconnect**.
5. On the confirmation message, tap **Disconnect**.

Advanced features

This section describes the advanced features a user can use on the mobile app. The advanced features that you can see on your mobile app depends on the distribution list selected by the BlackBerry AtHoc administrator. The Mobile App settings page in the BlackBerry AtHoc management system was updated so that each feature in the Advanced Features section includes its own menu to select a distribution list.

Publish an alert

Alerts are communications sent to your organization, to mobile users, or to outside organizations. A user with a BlackBerry AtHoc operator permissions can publish using a predefined alert templates. If the management system operator selects the "Available for mobile publishing" check box in the alert template, then that alert template will appear in the alert publisher template list in the mobile app. Alert templates define the types of alerts that can occur within an alert folder, enabling operators to quickly publish the appropriate alert during an emergency.

Note: You must have alert publishing permissions.

1. Open the BlackBerry AtHoc mobile app on your device.
2. Tap **+** at the top right corner of the home screen. The Login screen opens and displays the name of the organization you are connected to.
3. Enter your username and password.
4. Click **Log In**.
5. On the **Template** screen, tap the template you want to publish.
6. Optionally, you can tap  next to the section you want to change.
7. Tap **>**.
8. On the **Publishing Confirmation** message, review the content.
9. Tap **Publish**.

Edit the alert template

1. In the **Title** section, tap  and do the following:
 - a. From the **Severity** list, select a severity.
 - b. From the **Type** list, select a type.
 - c. In the **Title** field, enter a name.
 - d. In the **Body** field, enter the content of the alert.

The Severity, Type, and Body that you set in the Title section display on the template screen.

2. In the **Response Option** section, tap  and do the following:
 - a. Tap **Add Response Option** to add response options.
 - b. Tap **X** to remove a response option.
 - c. Tap **✓** to save the changes.

The Response Options section displays the response options.

3. In the **Target Users** section, tap  and do the following:
 - a. Tap the User you want to edit. The following options are displayed:
 - **Targeted:** All users in that distribution list are selected.
 - **None:** No user is selected.

- **Blocked:** All users in that distribution list are blocked.
 - b. Tap an option.
 - c. Tap ✓ to save the changes.
4. In the **Personal Devices** section, tap  and do the following:
 - a. Tap the device you want to target.
 - b. Tap ✓ to save the changes.

Send an emergency

The Emergency feature () sends a duress message and device location to your organization.

Note: Ensure that your device location services are enabled.

1. Open the BlackBerry AtHoc mobile app on your device.
2. On the Home screen, slide the  to the left to create an emergency.
3. A dialog appears with a countdown of 5 seconds with the options **Cancel** and **Send Now**. Choosing **Cancel** cancels the report. **Send Now** sends a duress message immediately. If the countdown reaches zero without you choosing either option, the emergency is reported and your location is sent. A screen is displayed where you can enter messages.
4. Optionally, tap  to make a call, add a message with additional information, or tap  to attach a video or photo.

Send a report

The Report feature () sends information and application level location services to the central operations center of an organization. The organization can configure a report type so that when a user activates any report type, the content gets forwarded to the targeted users. That way, organizations can build work flows around the reports. The report list is configured in the BlackBerry AtHoc management system.

If your location services are disabled, you can send a report but it does not include your location details. When you send a report, you are prompted to enable the app and device location services if they are disabled. A **Turn Location on** link is displayed in the Send a message screen if the location services are disabled.

1. Open the BlackBerry AtHoc mobile app on your device.
2. On the Home screen, slide the  to the right to send a report.
3. On the **Reports** screen, tap a template to choose the report you want to send.
4. Optionally, you can change the message, location, or attach a photo or video to the report.
5. Tap ➤. You are directed to the home screen where you can see the report activity.
6. Optionally, tap **Cancel** to cancel the report.

Tracking

The Tracking feature periodically sends your location to your organization for the duration you choose. The interval for tracking is set on the BlackBerry AtHoc management system. You can increase or decrease the tracking duration manually at any time. Once you start tracking, the countdown displays how much time is left until tracking stops. Tracking stops if you disconnect from the current organization or switch to another organization.

Note: Ensure that your device location services are enabled.

1. Open the BlackBerry AtHoc mobile app on your device.
2. Tap  at the top of the home screen.
3. Drag the slider to set a desired duration for location tracking. Sliding all the way to the right results in tracking until it is manually stopped. The default duration is 5 minutes.
4. Tap **Start Tracking**. The dialog closes and an arrow lights up () until tracking is stopped. You are directed to the home screen where you can see the tracking activity.
5. To stop tracking, tap  and tap **Stop Tracking**.

Check In

When you tap the Check In icon, your current location and time stamp are sent to the server.

Note: Ensure that your device location services are enabled.

1. Open the BlackBerry AtHoc mobile app on your device.
2. Tap  at the top of the home screen. You are directed to the home screen where you can see the check-in activity.
3. Optionally, tap **Cancel** to cancel the check in.

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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