



BlackBerry AtHoc

Connect User Guide

7.10

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Connect organizations with AtHoc Connect

AtHoc Connect brings together organizations from government, industry, commercial, and healthcare sectors to improve communication during an emergency.

You can send and receive alerts with other BlackBerry AtHoc customers that are Connect organizations in BlackBerry AtHoc. A Connect organization is a BlackBerry AtHoc customer that has signed up for AtHoc Connect to participate in cross-organization communication.

With AtHoc Connect, you can connect to other organizations and publish to these connections. You can also receive incoming alerts from connected organizations that target your organization.

To join AtHoc Connect, contact BlackBerry AtHoc customer support.

Prerequisites

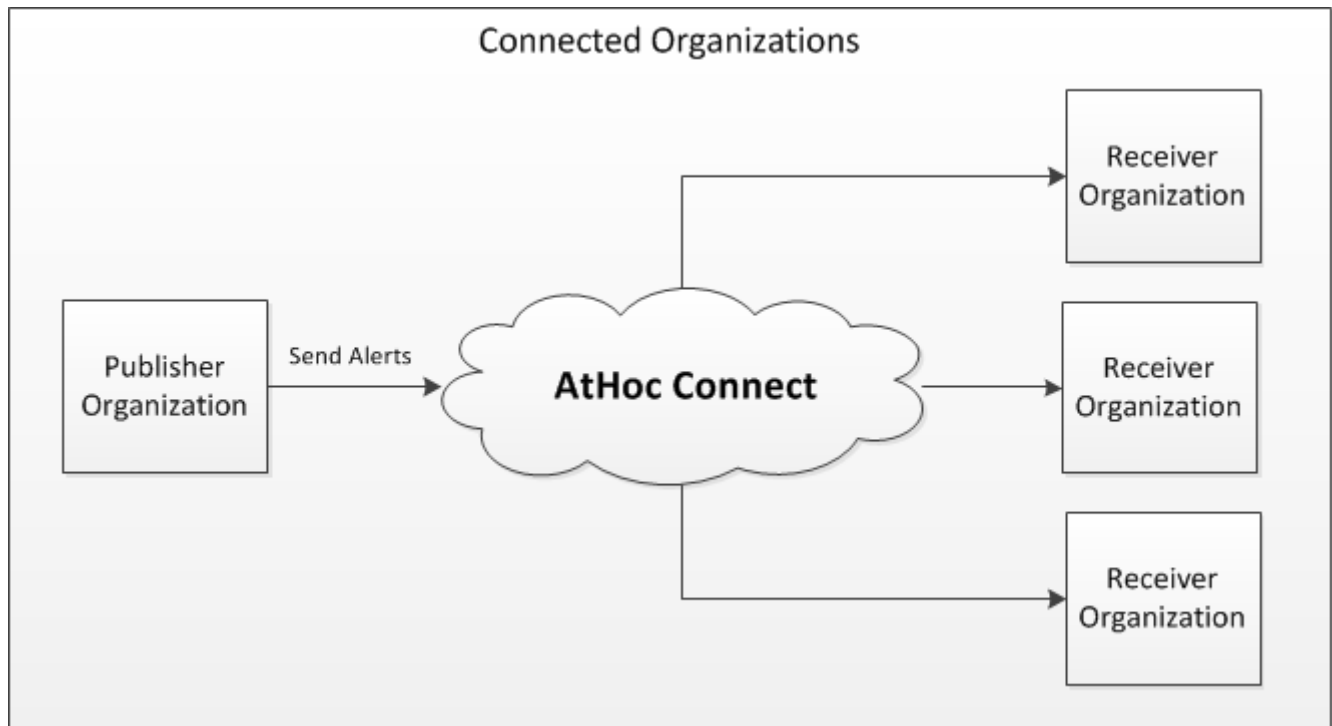
AtHoc Connect requires configuration in the BlackBerry AtHoc management system, Notification Delivery Service (NDS), and registration with BlackBerry AtHoc customer support.

Before you can use AtHoc Connect, you must complete the following prerequisites:

- Configure the AtHoc Connect gateway and device.
- Create an organization in the BlackBerry AtHoc management system for each Connect organization.
- Configure incoming alert types to see incoming alerts in the inbox.
- Log in as an operator with the Connect Agreement Management role.

What is AtHoc Connect?

AtHoc Connect provides a way for operators to target other BlackBerry AtHoc organizations in an alert. For example, the emergency manager for a city might want to send alerts to organizations in the area, such as hospitals, schools, military bases, and other groups that are affected by emergencies.



AtHoc Connect includes organizations that connect with each other to share critical information during an emergency. The following are some key terms and concepts within AtHoc Connect:

- **Organization:** An entity within BlackBerry AtHoc that can join AtHoc Connect. An organization can be stand-alone or a member of an Enterprise.
An outside organization can be invited to join the network.
- **Invitation:** A request made to an outside organization to join the AtHoc Connect Network.
- **Connect Request:** A request made to an AtHoc Connect organization to be connected.
- When sending a request or invitation, you can choose to do one or both of the following:
 - **Send Alerts:** You invite the organization to receive alerts from you that impact their organization.
 - **Receive Alerts:** You invite the organization to add you to their target list for alerts that impact your organization.
- **Connected organizations:** The list of AtHoc Connect organizations that have agreed to send or receive alerts from other organizations.
- **Incoming Alerts:** Messages received from outside organizations. For instructions on how to set incoming alert types to trigger alert templates that alert the operator, see "Activate an alert template when an alert is received" in the *BlackBerry AtHoc Manage Alert Templates* guide.

View your organization connections

Note: You must have the Connect Agreement Manager, Organization Administrator, or Enterprise Administrator role to access the Organization menu and screen and to change AtHoc Connect settings.

The Connected Organizations screen provides a summary of your AtHoc Connect network. From this screen you can perform the following tasks:

- View a list of organizations and public feeds to which you are connected.
- [View the details of a connected organization or subscription](#)
- [Add a new connection](#)
- [Respond to connect requests from other organizations](#)

1. In the navigation bar, click **Organizations**.
2. Click **Connected Organizations**.

The Connected Organizations screen opens and displays all organizations that have accepted connection requests from your organization. You can also see all organizations from which your organization has accepted invitations.

3. Use the **Search** field to locate your connections.
4. Click **Add New Connections** to view options for expanding your network.

Search for a connected organization

The organization search matches any set of letters or numbers anywhere in the organization title and description, and is not case-sensitive.

To search by organization name or description, enter search strings in the search field:

- The organization search matches any set of letters or numbers anywhere in the organization title and is not case-sensitive.
- Wildcards are not supported in searches.
- Search strings match the organization name or description.

1. In the navigation bar, click **Organizations**.
2. Click **Connected Organizations**.
3. In the search field, type or paste a word found in the organization name or description.
4. Click **Search**.

Search and filter the all organizations list

To search and filter the organization list, use the following options from the All Organizations list:

- To search by organization name or description, enter search strings in the search field:
 - The organization search matches any set of letters or numbers anywhere in the organization title and is not case-sensitive.
 - Wildcards are not supported in searches.
 - Search strings match the organization name or description.
- To filter the organization list by status (Connected or Pending), use the **Organizations** drop-down list.
- To filter the organization list by industry group, use the **Sector** drop-down list.

View the details of an organization

1. In the navigation bar, click **Organizations**.
2. Click **Connected Organizations** or **All Organizations**.

Note: Outside organizations do not appear in the list if they have not registered for AtHoc Connect (organizations to which you have sent an AtHoc Connect network invitation).

3. Click the organization that you want to view.

The details view opens, showing the organization name, description, sector, contact information, physical address, and a map location.

4. View the status of your relationship with the organization at the top of the screen.

An icon and text indicates whether or not you are connected, or if a connect request is pending.

- **Not Connected/Unsubscribed:** No request has been accepted or is pending.
- **Pending:** Request has not been accepted.

To cancel the invitation, click **Cancel Invitation**.

- **Connected/Subscribed:** Connected. You can disconnect from the organization or unsubscribe:
 - a. Click **Disconnect** or **Unsubscribe**.
 - b. Confirm that you want to disconnect or unsubscribe.

The status at the top of the Details screen refreshes.

Adding a new connection to your AtHoc Connect network

Note: To access the Organization menu and screens and to change AtHoc Connect settings, you must have the Connect Agreement Manager, Organization Administrator, or Enterprise Administrator role.

A connection is an organization within the BlackBerry AtHoc network that you can either receive alerts from or send alerts to. You can add a connection to your network using the following methods:

- Add existing organizations from AtHoc Connect to your network of organizations. You send a connect request to the organization to join your network so that you can receive their alerts and they can send alerts to your organization.

For details, see [Send a connect request to another organization](#).

- Add an organization that is not a customer of BlackBerry AtHoc to join the AtHoc Connect network. Send a registration invitation to them for AtHoc Connect, so that you can connect and share alerts.

For details, see [Invite an unlisted organization to join AtHoc Connect](#).

Search the organizations list

You can search for organizations to which you are not connected by name or key word, and by sector. You can search for an organization that you are not connected to, but only organizations that have already registered for AtHoc Connect are displayed in the list.

1. In the navigation bar, click **Organizations**.
2. Click **All Organizations**.

The directory of AtHoc Connect organizations opens.

3. Enter the name of the organization or key words, such as “health” or “security”.

Note: Enter simple strings. No wild cards are accepted.

4. Optionally, specify a sector from the drop-down list to filter the list.
5. Click **Search**.

Send a connect request to another organization

1. In the navigation bar, click **Organizations**.
2. Click **All Organizations**. A list of AtHoc Connect organizations and public feeds opens.
3. Click **+Connect** to add an organization as a connection to your network.
4. On the **Connection Request** screen, select any of the following alerting options:

- **Send Alerts:** You can send alerts to the organization.
- **Receive Alerts:** You can receive alerts from the organization.

Note: If you want to modify these choices later, you can [change the connect agreement](#).

5. Enter custom text to provide a personal invitation to join your network. The custom text can provide information about your organization and the purpose of connection.
6. Click **Send Request**.

The connection appears in the Organizations list with the  to show that an invitation is pending.

When you send a connect request, the Connect invitation template is triggered. Go to **Alerts > Alert Templates > Connection Invitation** to modify the recipients who will receive the connection invitation.

If the receiving organization accepts the invitation, a connect agreement is created, based on the choices made in the invitation.

If your organization has set up incoming alerts to trigger an alert template, you can see invitations on the Sent Alerts screen.

Invite an unlisted organization to join AtHoc Connect

There might be times when you want to send alerts to organizations that are not yet in the AtHoc Connect network. If you have their contact information, you can invite them to join BlackBerry AtHoc by sending an invitation to an email address. The invitee can fill out a registration form and sign up for a Basic license account from BlackBerry AtHoc.

1. In the navigation bar, click **Organizations**.
2. Click **All Organizations**.

The directory of AtHoc Connect organizations opens.

3. Click **Invite Unlisted Organization**. The Invite Unlisted Organization form opens.

Note: You can also invite an unlisted organization from the **Sent Invitation** screen.

4. Enter the name and email address of the invitee organization.

Note: To improve the chances of the organization accepting the invitation, include the name of a contact and provide a custom message so that the organization knows that this invitation is coming from a known contact.

The organization receives an email inviting them to register for AtHoc Connect. After they register and join AtHoc Connect, you are automatically connected.

Subscribe to a public feed

You can subscribe to public feeds that have been made available on the AtHoc Connect network, such as weather alerts. When you subscribe to a public feed, you receive feed updates as a connection to your network.

1. In the navigation bar, click **Organizations**.
2. Click **All Organizations**.

A directory of AtHoc Connect organizations and public feeds opens. Public feeds display a **Subscribe** button instead of a **Connect** button in the **Connection Request** column.

3. Click **Subscribe** to receive updates as a connection to your network.
4. On the **Subscribe** screen, click **Get Alerts**.

The subscribe request is processed immediately.

Managing connect requests and invitations

There are two places where you view and respond to connect requests, and view and resend invitations to outside organizations.

- For connect requests from or to an AtHoc Connect organization, go to **Alerts > Inbox**. Any communication between you and another organization in the AtHoc Connect network is available in the Inbox, including connect requests, or messages about accepted and declined connection requests.

You can also access recent requests from the Home page under the Organization(s) link in the system status area. Click the **View** link after Request(s) to open the Inbox.

- To view invitations that you have sent to outside organizations, including the status of each one, go to the **Organizations > Sent Invitations** list.

View organization connect requests from other organizations

Note: You must have the Connect Agreement Manager, Organization Administrator, or Enterprise Administrator role to access the Organization menu and screen and to change AtHoc Connect settings.

You receive and respond to connection request from other Connect organizations in the Alert Inbox.

1. Open the Inbox and do one of the following:

- From the Home page, click **View** next to Request(s) in the System status panel.
- In the navigation bar, go to **Alerts > Inbox**.

The Invitations screen opens showing all incoming alerts, including connect requests. Connect requests have a type of "Connect Update".

2. To filter the list for Connect Updates, perform the following actions:

- a. Click **Advanced > Select Alert types**.
- b. Expand the list under **Connect Update** and select the types of updates you want to view in the list.
- c. Click **OK** and return to the list.
- d. Click **Search**.

3. In the **Inbox**, select a connect update to view the contents in the details pane.

4. Depending on the type of request, perform one of the following actions from the detail pane:

- Click the **name link below the title** to view the organization details.
- Click **Mark as Reviewed** to indicate that you have read the request or update.
- Click **Accept** or **Decline** to respond to a connection request.

Respond to a connect request from another organization

1. In the navigation bar, click **Alert**.
2. Click **Inbox**.
3. From the **Inbox**, click **Accept** or **Decline** for the request that you want to respond to.

View alerts from AtHoc Connect organizations

When an alert is published between organizations, the sender sees the alert from their homepage.

The receiver can see the incoming alert in the following locations:

- In the **Recently Received Alerts** list on the homepage
- In the incoming alerts list in the **Inbox**

The receiver can reply to the incoming alert by clicking **Reply** in the alert row. The receiver can also forward the incoming alert to the local organization or to other AtHoc Connect organizations by clicking **Forward Alert** in the alert details section.

View invitations sent to outside organizations

View the **Sent Invitations** list to see the outside organizations that you have invited to join the AtHoc Connect network.

1. In the navigation bar, click **Organizations**.
2. Click **Sent Invitations**. The list opens with each invitation, displaying the status of the invitation.

In the list, complete any of the following tasks:

- Search for an invitation by organization name or email address.
- Sort on any column
- Invite additional outside organizations.
- View the status of any invitation:
 - Pending
 - Failed
 - Expired
 - In Network-Connected
 - In Network-Unconnected
- Resend an invitation if its status is "Failed" or "Expired."

Disconnect from a connection

Note: You must have the Connect Agreement Manager, Organization Administrator, or Enterprise Administrator role to access the Organization menu and screens and to change AtHoc Connect settings.

When you disconnect from an agreement to send or receive messages with another organization, you disconnect from the entire relationship. For example, if you have added a connection to your local police force to send and receive alerts and you decide to disconnect, you are disconnected from both types of alerts.

If you want to disconnect from only one type of alert, you can [change the connect agreement](#) instead.

1. In the navigation bar, click **Organizations**.
2. Click **Connected Organizations**.
3. Click the connection from that you want to disconnect from.
4. Click **Disconnect**.
5. Click **Confirm**.

The relationship with the other organization is disconnected immediately.

Unsubscribe from a public feed

1. In the navigation bar, click **Organizations**.
2. Click **Connected Organizations**. A list of your connected organizations and public feeds opens.
3. Click the public feed from that you want to unsubscribe from.
4. Click **Unsubscribe**.
5. Click **Confirm**.

Change the Connect agreement with an organization

A connect agreement represents the accepted request between two organizations for sending and receiving alerts.

To change the connection agreement with the other organization, you must cancel the current agreement and send a new invitation.

1. In the navigation bar, click **Organizations**.
2. Click **Connected Organizations**.
3. Open the organization that you want to change the Connect agreement with.
4. Click **Disconnect**.
5. Click **Confirm**.

The connection status at the top of the screen is updated to "Not Connected."

6. Click **Connect** beside the organization to create a new request.
7. Select the new agreement choices.
8. Enter custom text that explains the change in the agreement.
9. Click **Send Request**.

You will receive a notification when the other organization accepts the request.

Send an alert to your BlackBerry AtHoc connections

Prerequisite: Create an alert as described in the *BlackBerry AtHoc Create and Publish Alerts* guide.

1. In the **Content** section of the **alert details** screen, click **Type** and specify the alert type, such as Fire, Geophysical, or Meteorological.
2. Click **Severity** and specify a severity for the alert.
3. If you want responses from the other organization or if you want to provide additional information, you can complete any of the following tasks:
 - Select one or more options from the **Response Options** list.

Add response options to provide predefined responses in the alert for the receiving organization. If the other organization uses a triggered alert template to alert end users, the end users can respond using the options. You can verify that the organization has responded in the tracking report.
 - Add a URL to the **More Info Link** field.

Add a “More Information” link within the alert that opens an external file stored on Dropbox or a Web page that contains additional content related to the alert.
4. In the **Location** field, click **Add** and then select organizations within a geographical area. Organizations within the shape area are targeted.
5. In the **Target Organizations** field, select each organization that you want to send the alert to.

You can also quickly select all organizations by selecting the **Include all connected organizations** check box at the top of the **Target Organizations** section.

Tip: The “Include all connected organizations” option is dynamic. If you use this option in an alert template, all future connections will be added to the list.
6. Complete and publish the alert.

The alert is sent to the AtHoc Connect organization and appears as an alert in the Recently Received Alerts section of the homepage or Inbox of the receiver.

If the alert has response options, users in the receiving organization can respond to the alert from the Inbox.

If the receiving organization has triggered an alert template that sends the incoming alerts to end users, the response options are provided. When the end user responds to the alert, the originating organization can track the response as a response from the receiving organization.

Configure AtHoc Connect in the BlackBerry AtHoc management system

This section describes how to enable and configure AtHoc Connect for your organization by setting up the delivery and device, customizing visibility settings, and setting up the correct operator permissions so that you can connect with other organizations.

Enable the connect device on the BlackBerry AtHoc server

The first step in configuring devices for BlackBerry AtHoc is to enable the device on the BlackBerry AtHoc server. When you enable the device, it appears in the list of gateways on the Settings screen and in the list of devices.


1. On the server that hosts BlackBerry AtHoc, log in as an administrator.
2. Navigate to the following folder: `../Program Files (x86)/AtHocENS/ServerObjects/Tools`
3. Open the following application: `AtHoc.Applications.Tools.InstallPackage%`
4. On the **Configure Device Support** screen, select the check boxes beside each device that your organization needs.
5. Click **Enable**.
6. Click **Close**.

Configure the BlackBerry AtHoc Management System for AtHoc Connect

Each group of BlackBerry AtHoc users is associated with an organization. When you set up your organization, you might also need to configure your system to work with other BlackBerry AtHoc organizations.


Enable BlackBerry AtHoc cloud services polling for the system

To enable BlackBerry AtHoc Cloud Services polling you must be a system administrator in the System Setup (3) organization.

1. Log into **System Setup** as a system administrator.
2. In the navigation bar, click .
3. In the **System Setup** section, click **System Settings**.
4. Click **Edit**.
5. In the **Advanced Settings** section, go to the **AtHoc Cloud Services** section and select the **Required** check box next to the **Enable Cloud Services** field.
6. In the **Server Address** field, specify the PSS server address.
7. Click **Save**.

Create a health monitor

Global health monitors monitor the connectivity between AtHoc Cloud Services (PSS) and the BlackBerry AtHoc Management System.


1. Log in to **System Setup** as a System Administrator.
2. In the navigation bar, click .
3. Under **System Setup**, click **Global System Health**.

4. Click **Create new monitor** under the **System Visibility Console** screen title.
5. On the **New Health Monitor** screen, enter a name for the new monitor.
6. Select the Health Monitors that you want the new health monitor to be associated with.
7. Select the **Show errors and warnings for this monitor on the Home Page** check box.
8. Select the **Show this Health Monitor in the Virtual System Visibility Console** check box.
9. In the **How does this Monitor test the system?** section, in the **Choose a test** field, select the **Web URL Test** option.
10. In the **Test Configuration** field, enter a test configuration using the same URL as the NDS server that was used to configure the AtHoc Connect gateway.
11. Leave all of the other fields on the screen unchanged.
12. Click **Save**.

Create an organization for each connection

For each Connect organization, you must create a BlackBerry AtHoc organization on your system.

To create and configure a new organization in the system, you must be a system administrator with permissions to switch between organizations from within the BlackBerry AtHoc user interface.

1. Log in to **System Setup** or the **Enterprise** organization from which you want to create a child organization.
2. In the navigation bar, click .
3. In the **System Setup** section, click **Organizations Manager**.

Depending on the type of organization you logged in to, either the Enterprise Organizations screen or the Sub Organizations screen opens.


4. Click **New**.
5. Enter a name for the new organization and select an administrator from operators that exist in the system.
6. Click **Save**.
7. In the **navigation bar**, click your **username**, and then click **Change Organization** in the **menu bar** that appears.
8. On the **Change Organization** screen, click the **new organization**.
9. Click **OK**.

After you finish: Complete the other typical organization set up steps with users, and alert templates.

From **Settings > General Settings**, you can define the URLs, name, logo images, default alert templates, and Self Service defaults.

Create and enable an organization for a basic account

AtHoc Basic provides a limited set of features for the draft account to publish alerts between AtHoc Connect organizations. A draft organization is used by user that primarily publishes alerts across organizations.

1. To create the organization, perform the following actions:
 - a. Log in to **System Setup (3)** with an administrator account.
 - b. In the navigation bar, click .
 - c. In the **System** section, click **Organizations Manager**.
 - d. Click **New**.
 - e. On the **Organizations Manager** screen, enter a name for the new organization.
 - f. Select the **Basic** organization type and click **Save**.

Details of the new organization appear below the organizations list, with default values appearing for the display name, time zone, and homepage URL.

2. To log in to the account that you set as the administrator, perform the following actions:
 - a. Change to the organization that you create from the navigation menu.

- b. In the navigation bar, click your username on the right side
- c. Click **Change Organization** in the **menu bar** that appears.
- d. On the **Change Organization** screen that appears, click the name of the organization you just created, then click **OK**.

The system refreshes and then displays the new organization. You can confirm that this has happened by looking at the name of the current organization in the top menu bar on the screen.

The homepage opens. If you see a Terms and Conditions page instead of the homepage, do not click the Accept button. Contact BlackBerry AtHoc customer support. The Terms and Conditions should only be shown to the first administrator of the Basic account.


3. To create the draft administrator for the account, perform the following actions:

- a. In the navigation bar, click **Users**.
 - b. Click **Users**.
- When the Users screen opens, there should be no users displayed.
- c. Click **New**.
 - d. Enter the username, password, and the email address (required).
 - e. Click **Save**.
 - f. Click **Grant Operator Permissions**.
 - g. From the **Operator Roles** list, select **Admin**.
 - h. Click **Save**.

Next Steps: You have completed the setup for the Basic organization. The next step is to send the username and password to the Basic administrator so that they can log in to their account.


Configure the AtHoc Connect gateway

Use the AtHoc Connect gateway to set up organizations.

1. In the navigation bar, click .
2. In the **Devices** section, click **AtHoc Connect**.
3. Enter the URL of the production PSS server.
4. Enter the username and password values for the PSS server.

Configure the AtHoc Connect device

Note: You must have the Enterprise Administrator role to perform this task.

1. In the navigation bar, click .
2. In the **Devices** section, click **Devices**.
3. On the **Device Manager** screen, click the **AtHoc Connect** line.
4. In the **AtHoc Connect details** screen, click **Edit**.
5. Complete the following fields if they are not already populated:
 - Name: AtHoc Connect
 - Common Name: UAP-IAC
 - Targeting Help Text: You are about to publish to other Organizations via AtHoc Connect.
 - Delivery Gateways: AtHoc Connect should appear in the list.

6. Click **Save**.
7. Click **Enable**.

For more information on device configuration, refer to the “View and Edit Device Details” section of the *BlackBerry AtHoc System Administrator Configuration Guide*.

Add Connect permissions

Operators need the Connect Agreements Manager role to manage connections, see the Organizations menu and screens, and view and edit AtHoc Connect settings.

1. In the navigation bar, click **Users**.
2. Click **Users**.
3. Search for an operator.
4. In the **Search Results**, click the name of the operator that you want to add the role to.

The user details screen opens, displaying all of the information for that user in the system.

5. Click **Edit Operator Permissions**.
6. On the **Operator Permissions** screen that appears, click the **Operator Roles** drop-down list and click to select each of the Connect roles.
7. Click **Save**.

Set up visibility in your Connect profile

Note: You must have the Connect Agreement Manager, Organization Administrator, or Enterprise Administrator role to access the Organization menu and screens and change AtHoc Connect settings.


You can use the Add New Organization screen (the AtHoc Connect directory) to choose whether organizations in certain sectors can see your organization. By default, your organization is visible to all other organizations. The visibility setting lets you select relevant sectors. For example, if your organization is in the Federal Defense sector, you can specify that only organizations in the Federal Defense sector can see your organization in the AtHoc Connect directory.

If you are connected to an organization that is outside your selected sectors, your organization is still visible to them in the AtHoc Connect directory. However, if either of you disconnects from sending or receiving notifications, the other organization can no longer see your organization in the directory.

1. In the navigation bar, click **Organizations**.
2. Click **Connect Profile**.
3. On the **Connect Profile** screen, in the **Visibility** section, select one of the following options:

- Select **All Sectors** if you want to allow any organization to send connect invitations.
- Select **Selected Sectors** if you want to limit your visibility by sector.
 - a. Click the drop-down list under the **Selected Sectors** option.
 - b. Select one or more sectors that connect with your organization. For example, if you choose Education, only organizations in the Education sector can view your organization in the Organizations list.

Note: If you choose **All Sectors**, all current sectors are selected and can see your organization. However, if sectors are added to AtHoc Connect, organizations in the new sectors will not be able to see your organization because they will not have been selected.

- c. Remove sectors by clicking  inside the related sector pill.
4. Click **Save**.

BlackBerry AtHoc Customer Support Portal

BlackBerry AtHoc customers can obtain more information about BlackBerry AtHoc products or get answers to questions about their BlackBerry AtHoc systems through the Customer Support Portal:

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

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

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Published in Canada