

AtHoc Administrative Training



Admin Guide

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Purpose of this Guide:

The purpose of this guide is to provide AtHoc alert administrators a reference guide for sending AtHoc alerts and managing the alert process within the system.

Alert Permissions in the AtHoc System:

We have granted specific users the ability to send alerts in the AtHoc system. Within those permissions we have separated them down further so that some users will have the ability to send alerts to the entire court and others will only have the ability to send alerts to a specific building, such as only to FMHJ. Even further, in other cases, we allow for some users to send alerts to specific divisions at a particular building. Finally, we have allowed some users to send alerts to the entire court but only for very specific purposes such as IT related alerts.

Alerting Users Who Are Not Located in the Building for the Alert:

Within the AtHoc system you can only be a member of one organizational location, for example, just LHJ or FMHJ. When you send alerts, you typically select the location to be alerted. Because of this, we have created a special group called **“All Bldg. Alert Users.”** This group will contain users who should receive alerts for all buildings and departments even if their account is not set to that particular organizational location. For example, if a user is in the All Bldg. Alert Users group and their organization was set to CAYMC but an alert went out to PEN, that user will still get the PEN alert. It is also possible to include specific individuals in alerts as one-offs.

Ways to Send Alerts:

Within AtHoc there are a few different ways to send alerts. Here we will discuss two options we have setup in the system. Option one will be a **“Blank”** alert option. This option is a bit more involved but will allow you to create the alert from scratch and set custom parameters. Option two will be a pre-defined alert template that already has the options configured. This type of alert is called a **“Quick Publish”** alert and just requires you to make some simple choices to the alert and then send it. Option two is obviously the fastest and simplest way to send off an alert.

To send an alert you first need to go to the AtHoc web URL. You can reach this URL from any browser anywhere as long as you can get to the internet. The URL will take you to the log on screen where you can log on and access the system at an administrator level to send alerts. The web URL is <https://alerts5.athoc.com>

Creating and Sending Blank Alerts:

Although, as mentioned above, we have set up predefined alerts in the system, these make it quick and easy to send out alerts through the “Quick Published” alerts. However, it is always a good idea to understand how to create an alert from scratch. Although creating an alert from scratch is a bit more complicated, it is not hard and will allow you, if needed, to send out any type of alert with any message at any time.

To create and send a blank alert: (assumes you are logged into AtHoc with your Admin account)

First: Go to “Alerts” and then “New Alert” -

The screenshot shows the AtHoc Alerts dashboard. The top navigation bar includes 'Alerts', 'Account', 'Users', 'Organizations', and 'Reports'. The 'Alerts' menu is circled in red, with an arrow pointing to it labeled '1 - Click “Alerts”'. Below the navigation bar, there are four main sections: 'New Alert' (circled in red), 'Index', 'Sent Alerts', and 'Activity Log'. The 'New Alert' section is circled in red, with an arrow pointing to it labeled '2 - Click “New Alert”'. Below these sections, there are links for 'Alert Templates', 'Alert Placeholders', 'Alert Folders', 'Devices', 'Delivery Templates', 'Audio Files', 'Mobile Alert Settings', and 'Alert Rules'. The main content area shows 'Live Alerts (0)' and a table with columns for 'Alert Title', 'Published Time', 'Targeted', 'Sent', and 'Responded'. The table is empty, with the text 'There are no live alerts.' below it. On the right side, there are 'Quick Links' for 'Publish Alert', 'Manage Users', 'Connect to Organizations', and 'Request Support', and a 'System is Healthy' indicator.

Next: Go to Create Blank Alert -

The screenshot shows the 'Select from Alert Templates' screen. At the top, there is a search bar and a 'Folder' dropdown menu set to 'All Folders'. Below this, it says 'Showing 1 - 28 of 28 templates'. A table lists several alert templates, each with a 'Publish...' button and an 'Edit' button. The 'Create a Blank Alert' button is circled in red, with an arrow pointing to it labeled '3 - Click “Create a Blank Alert”'. The table has the following data:

Ready to Publish	Alert Template Name	Folder	
Publish...	3RDCC Active Shooter	3rdcc	Edit
Publish...	3RDCC Active Shooter - All Clear	3rdcc	Edit
Publish...	3RDCC All Clear on a previous Alert	3rdcc	Edit
Publish...	3RDCC Building Maintenance Notice	3rdcc	Edit

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Next: Fill out the “Content” part of the Alert -

New Alert based on [New Aler...

Test Alert Cancel Save as Draft Review and Publish 

▼ Content 

Severity Informational Type Transportation English (US)

Title * [Enter Title] +

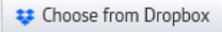
Body [Enter Body] +

Response Options Custom Response Options

1 Enter Response Text + Call Bridge -

[Add Response Option](#)

More Info Link [] Test URL

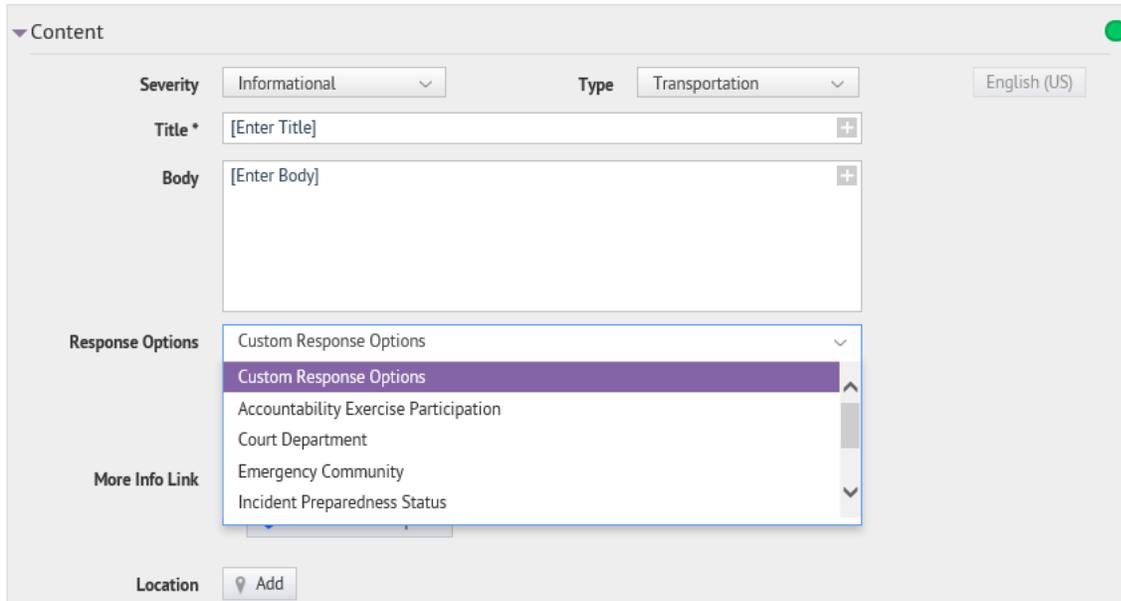


Location  Add

In the above box you will fill out the parameters of the alert you want to send. Start by selecting the **“Severity”** and the **“Type.”** Next, type in a title for the alert and then type what you want the alert message to say. Then, if you would like, you can set up a Custom Response Option with or without placeholders (**see custom Response Options below**). Also you may add in a web URL link and/or a specific location the alert will target. (**Typically, we will not use the location option.**) Note that the **“Review and Publish”** button in the upper right has a red indicator. This means that not all the necessary information and or parameters are filled out in the alert. Once they are completed, this button will turn green and the alert will be ready to send.

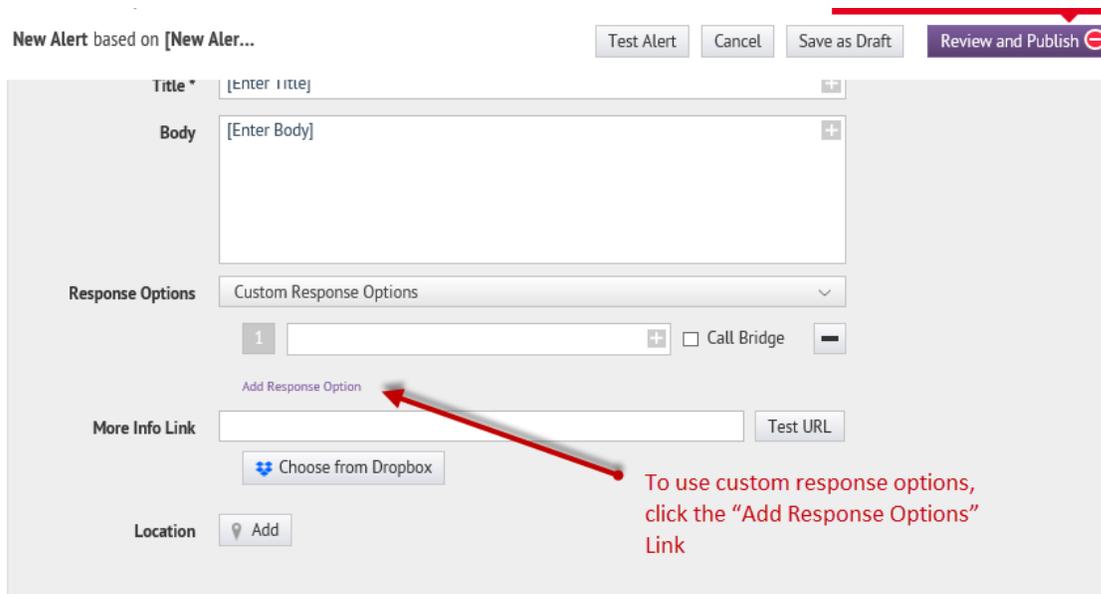
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If you want to set a response option or options, you can simply click the **“Response Options”** drop down list to use a pre-configured list of options. In the box below you will see the list of options that are available from the drop-down menu.



The screenshot shows a form titled "Content" with a green close button in the top right corner. The form includes several fields: "Severity" (set to "Informational"), "Type" (set to "Transportation"), "Language" (set to "English (US)"), "Title *" (with a placeholder "[Enter Title]"), and "Body" (with a placeholder "[Enter Body]"). The "Response Options" dropdown menu is open, showing a list of options: "Custom Response Options" (highlighted), "Accountability Exercise Participation", "Court Department", "Emergency Community", and "Incident Preparedness Status". There is also a "More Info Link" field and a "Location" field with an "Add" button.

If you like, you can add additional custom response options. You can do this by clicking on the **“Add Response Options”** link.



The screenshot shows the "New Alert" form. At the top, it says "New Alert based on [New Aler...]" and has buttons for "Test Alert", "Cancel", "Save as Draft", and "Review and Publish". The form fields include "Title *" (placeholder "[Enter Title]"), "Body" (placeholder "[Enter Body]"), "Response Options" (set to "Custom Response Options"), and "More Info Link" (placeholder). Below the "Response Options" dropdown, there is a list of options with a "1" in a box and a "Call Bridge" checkbox. A red arrow points to the "Add Response Option" link. A red text box next to the arrow says: "To use custom response options, click the 'Add Response Options' Link". There is also a "Test URL" button and a "Choose from Dropbox" button. The "Location" field has an "Add" button.

Once you click you will notice that another options box drops down. We can again add the canned options from the drop-down list, or we can create our own custom text.

Once completed, users who get the alert will be able to respond to the alert with the specific response options we created. Users can do this in the alert message they receive. For example, a user may press "1" on the phone or email or text "1" back from the alert he/she receives.

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Next: Fill out the Target Users part of the Alert -

In the box below you will fill out the “**Target Users**” part of the alert. For this part you select the users you want to get the alert. (You may be limited on what user groups you can select depending on your permissions in the system.) Here, in this example, we see we are selecting the distribution list “**By Groups**” by going to **3RDCC** and then **CAYMC** and **CAYMC Users**. So this alert will go to all of the **CAYMC Users**. You will also notice that you could select the alert to go to only specific users, a specific location, or even an advanced query of combinations. **(We typically will only send alerts by Groups).**

You will also notice that we have a big green and red circle on the screen. That pie chart is showing us a view of how many users will receive the alert and, out of those users, how many will get the alert based on the default device selection.

▼ Target Users (68 Users) Fill Count and Escalation

By Groups

By Users

By Location

By Advanced Query

Select Personal Devices

Groups Expand All | Collapse All

- ▶ All User Base
- ▶ Distribution Lists Block
 - Connect Agreement Managers Block
 - Mobile App Advanced Block
 - ▶ 3RDCC Block
 - All Bldg. Alert Users Block
 - All Operators Block
 - ITSB Users Block
 - ▶ PNB Block
 - ▶ CAYMC Block
 - CAYMC Users Block
 - ▶ FMHJ Block
 - ▶ LHJ Block



68 Total Users

60 (88%) Reachable Users

8 (12%) Unreachable Users

Targeting Summary Click numbers below to view details

By Groups	2	By Users	0	By Location	0	By Advanced Query	0	Personal Devices	1
By Groups-Blocked	0	By Users-Blocked	0						

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Next: Select “Select Personal Devices” and we will choose how the alert will be delivered to the users -

Target Users (68 Users) Fill Count and Escalation

By Groups

By Users

By Location

By Advanced Query

Select Personal Devices

Personal Devices Options

Desktop Popup

Desktop App Reach: 88%

Phone

Phone - Work 1 Reach: 88%

Work - Cell 1 Reach: 55%

Phone - Home 1 Reach: 48%

Email

Email Personal Reach: 66%

Email - Work Reach: 97%

Text Messaging

68 Total Users

60 (88%) Reachable Users

8 (12%) Unreachable Users

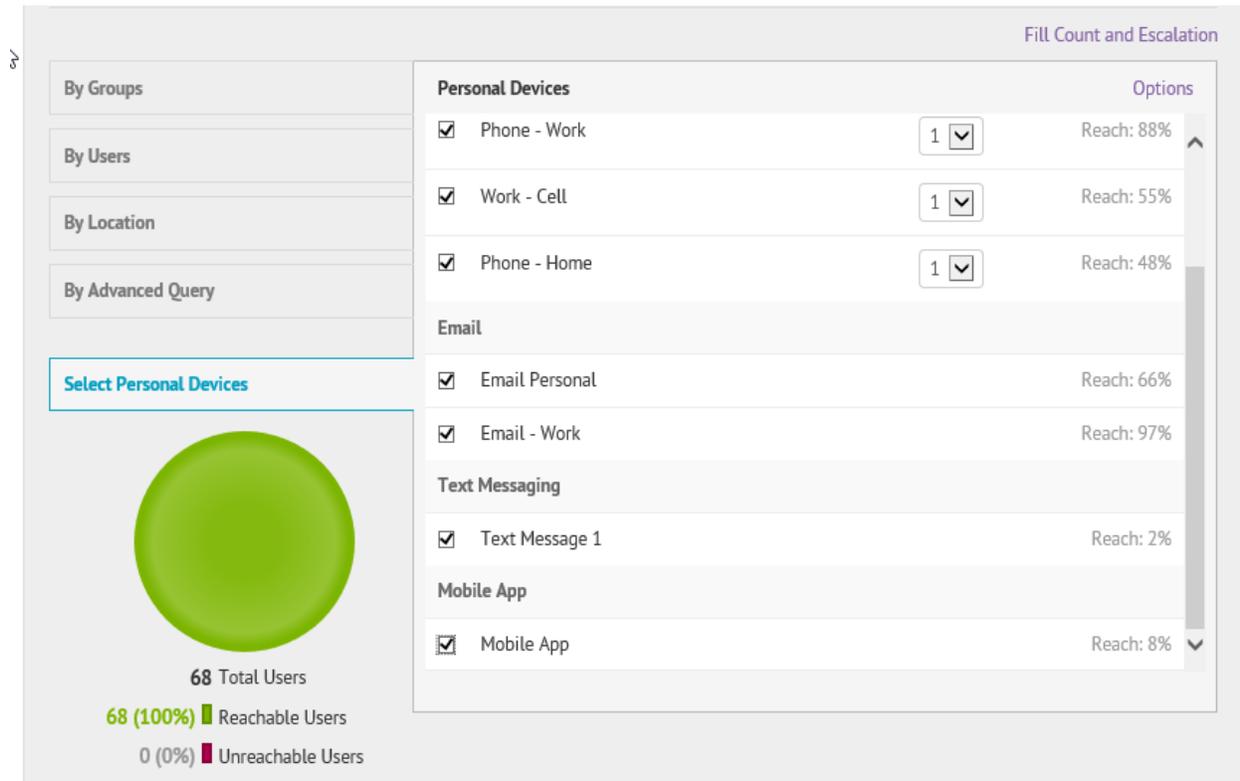
Targeting Summary Click numbers below to view details

By Groups	2	By Users	0	By Location	0	By Advanced Query	0	Personal Devices	1
By Groups-Blocked	0	By Users-Blocked	0						

In the box below you will fill out the “**Select Personal Devices**” subsection of the “**Targeted Users**” part of the alert. For this part you select the way the alert will get delivered to the users. The Default is the “**Desktop App**” that is installed on all the users’ PCs who have AtHoc (**except county clerks**). This will trigger the app to alert the user at their desktop. However, as you can see, we have many other ways to alert the users. Oftentimes just using the desktop app will not be the best choice. For example, if we were alerting users of a Court closure due to weather on a Sunday night, we would not want to use the Desktop app. The App will only set the alert to go off on the users’ computers and, obviously, they will not be at their desks so no one would get the alert. You can see we have several other “**Personal device**” options from which to choose. You can select one, multiples, or all at the same time.

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In box below we now see that after selecting multiple **“Personal Devices,”** our Pie chart now shows 100% reachable for the users.



In the box below you will see several sections. We are currently not using the **“Target Organizations (0 Organizations)”** or the **“Mass Devices”** sections. We do use the **“Schedule”** section expanded below.

▼ Target Organizations (0 Organizations) ○
To see organizations in this section, add a new connection from Organizations or contact your administrator.

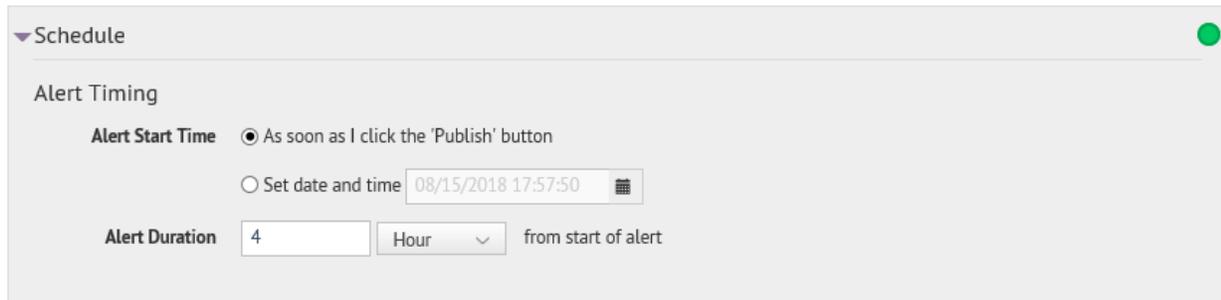
▼ Mass Devices Options ○

► Schedule ●

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Next: Select “Schedule” and we will choose when to send the alert and how long the alert will be active -

In the box below we can set when we want the alert to start. This can be immediately by selecting the option **“As soon as I click the 'Publish' button.”** Alternately, we can set a specific date and time for the alert to go off. Next, we can select the **“Alert Duration.”** This will tell the system how long we would like the alert to be active. All this means is that the alert will keep trying to reach users for the time listed. However, generally, it only takes about 2 to 5 minutes for every user in the Court to get an alert.



▼ Schedule

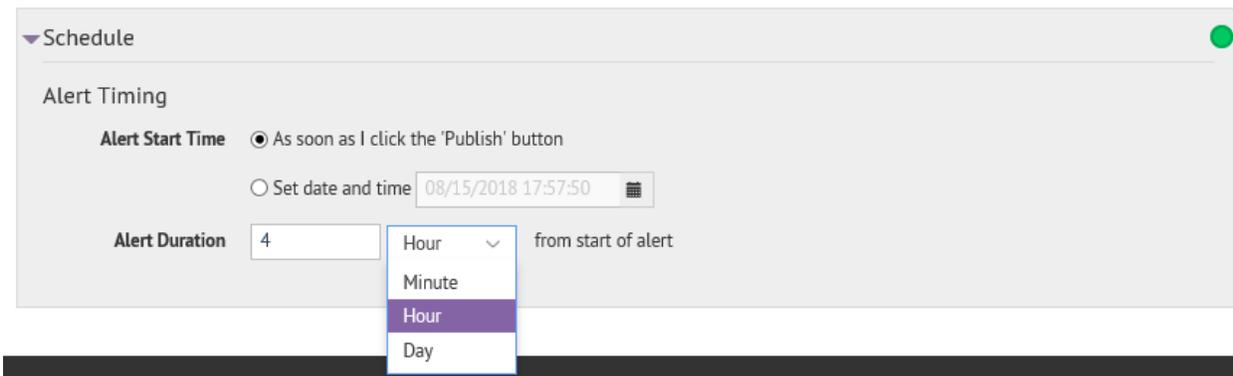
Alert Timing

Alert Start Time As soon as I click the 'Publish' button

Set date and time 08/15/2018 17:57:50

Alert Duration 4 Hour from start of alert

Notice that we can choose Hour, Minute, or Days for the alert duration. It is also possible to set recurring alerts.



▼ Schedule

Alert Timing

Alert Start Time As soon as I click the 'Publish' button

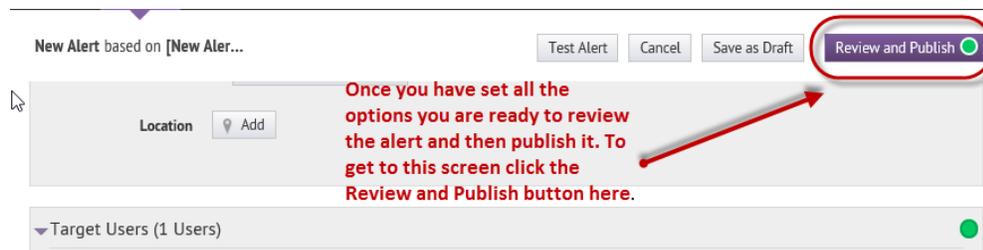
Set date and time 08/15/2018 17:57:50

Alert Duration 4 Hour from start of alert

- Hour
- Minute
- Hour
- Day

Next: Select the “Review and Publish” button to review the alert -

Now that we have all the parameters set, we can review and publish the alert. To do this go all the way back up to the top and click on the **“Review and Publish”** button. Note this will **NOT Publish the alert** but will just take you to a review screen. Also notice that the **“Review and Publish”** button is now showing green.



New Alert based on [New Aler...]

Test Alert Cancel Save as Draft **Review and Publish**

Location Add

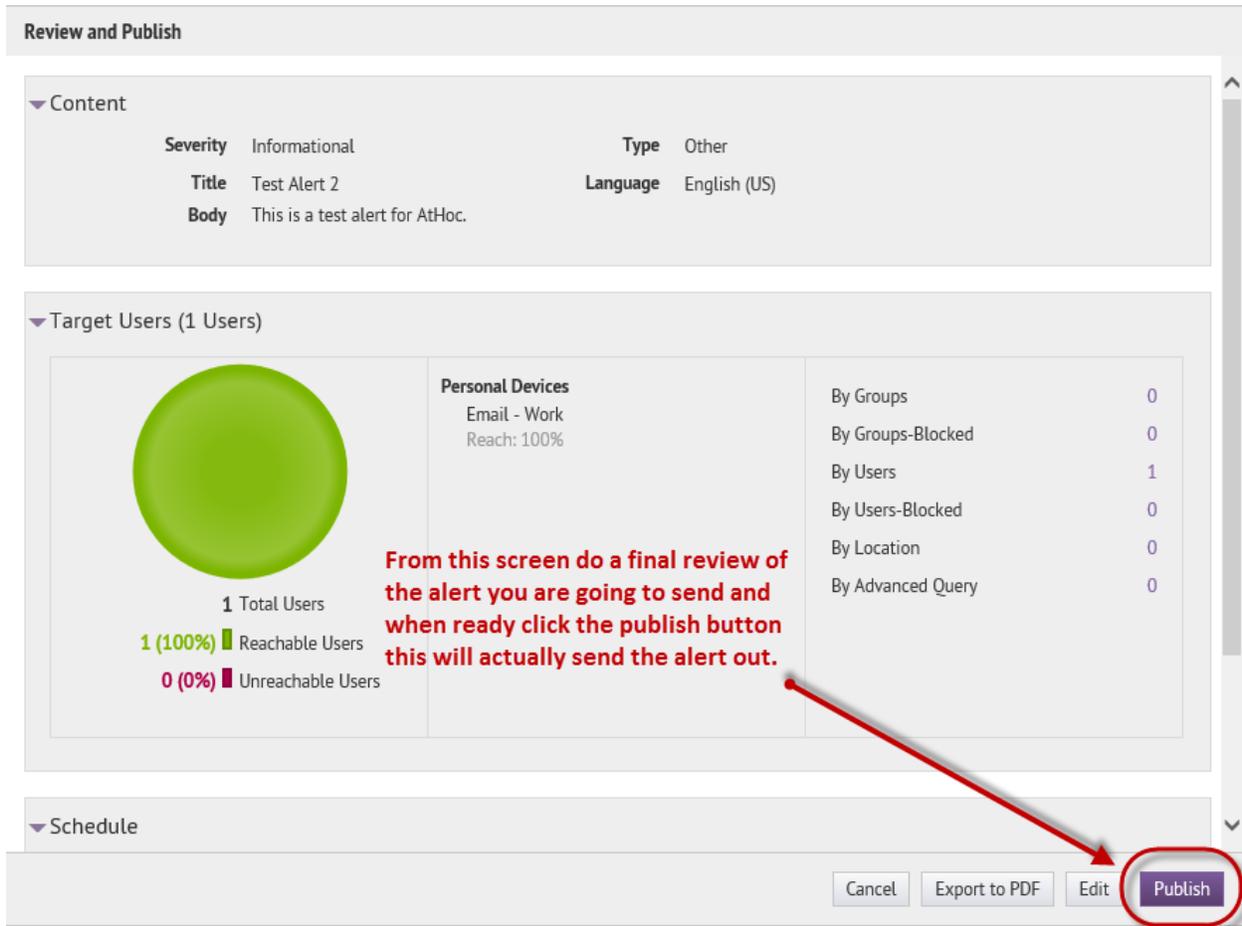
Once you have set all the options you are ready to review the alert and then publish it. To get to this screen click the Review and Publish button here.

▼ Target Users (1 Users)

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Next: Finally publish the alert by clicking on the “Publish” button -

Finally, after you have reviewed the alert, you can click the **“publish”** button to send the alert out.



Review and Publish

▼ Content

Severity	Informational	Type	Other
Title	Test Alert 2	Language	English (US)
Body	This is a test alert for AtHoc.		

▼ Target Users (1 Users)



1 Total Users

1 (100%) Reachable Users

0 (0%) Unreachable Users

Personal Devices

Email - Work
Reach: 100%

By Groups	0
By Groups-Blocked	0
By Users	1
By Users-Blocked	0
By Location	0
By Advanced Query	0

From this screen do a final review of the alert you are going to send and when ready click the publish button this will actually send the alert out.

▼ Schedule

Cancel Export to PDF Edit **Publish**

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After the alert is published, the following screen will come up. This is the screen you get when an alert is in progress. You can see several things from this box. You can see how many users were targeted, how many users the alert has currently been sent to, and if any failed. Also if you have a response option set up, you can see not only how many users got the alert but also how many have responded. Finally, at the top right of the screen, you will see you have **“End Alert”** and **“Advanced Reports”** buttons you can use. The **“End Alert”** button will stop the alert at any time before the alert duration is up. The **“Advanced Reports”** button will allow you to pull up and export reports about the alert itself.

Sent Alerts > LHI Power is out in Bldg A. (Alert ID: 111...

Advanced Reports **End Alert**

Live (01 Hours 38 Minutes 28 Seconds Left)
Updated : 08/16/2018 10:38:07

Users Details

Sent Details

Targeted 120 [dropdown] [redacted]
Sent 119 [dropdown] [redacted]
In Progress or Failed 1 [dropdown] [redacted]

Response Details

119 Sent
21 Not Responded

Responded 21 [dropdown]
Not Responded 98 [dropdown]

Below is what the screen looks like if you click **“Advance Reports.”**

Sent Alerts > LHI Power Update (Alert ID: 1115437)

English (United States) | Ended at 08/16/2018 21:19:19

Report Publishing Lifecycle Ending Lifecycle Basic Info 1/48

Alert Summary

Report

Select a Report

Delivery Distribution by Devices

See how the alert was disseminated to end user devices, as a table. Result based targeting may be initiated by clicking on the number. The number of targeted and sent devices may be different. [Learn Why](#)

Click on number to display a list of users

Device	Targeted	Sent	Responded	No-Rsp
Email - Work	118	118	0	118
Email Personal	72	72	0	72
Mobile App	7	7	1	6
Phone - Home	61	52	10	42
Text Message 1	4	4	0	4
Work - Cell	71	55	10	45

The alert has ended. [Refresh Now](#)

Report generated on: 08/23/2018 11:30:07

Alerts sent to shared phone numbers are combined and delivered as a single alert.

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Sending Quick Publish Alerts –

Next we will show you how to send a **Quick Publish** alert from the system. Again, quick publish alerts are prebuilt alerts that are faster and easier to send out. To send a quick publish alert, you go to the home screen and then to the **“Quick Publish”** section. There you scroll to select the alert you want to send and click **“Publish”**

Org Code: 3RDCC
Overall administrative responsibility for the operations of the Third Judicial Circuit of Michigan rests with the Chief Judge and the Executive Court Administrator, under the direction of the State Court Administrator's Office and the Michigan Supreme Court.

Updated 08/23/2018 11:32:15

View Live Map
(0) Live Alerts

Quick Links
Publish Alert
Manage Users
Connect to Organizations
Request Support

System is Healthy

0 Organization(s)
1 Request(s)
1,015 Enabled User(s)
600 Desktop User(s) Online
10 Mobile App User(s)
0 User(s) With No Devices

Online Users / 24h (Max: 605)

Here is the "Quick Publish" area

When you find the alert you want just click the Publish button

Scroll to find the alert you want here

Again, clicking the publish button will not publish the alert but, as before, will take you to the **“Review and Publish”** screen. This is the same as we saw with the manual **“Blank Alerts”**. So we already looked at this; it is the same screen with the same functionality we saw above.

Review and Publish

Content

Severity: Informational Type: Other
Title: Test Alert 2 Language: English (US)
Body: This is a test alert for AtHoc.

Target Users (1 Users)

1 Total Users
1 (100%) Reachable Users
0 (0%) Unreachable Users

Personal Devices
Email - Work
Reach: 100%

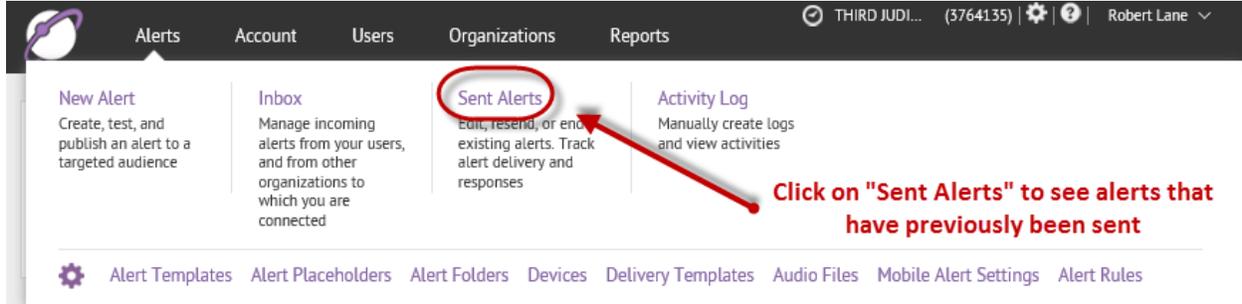
By Groups
By Groups-Blocked: 0
By Users: 1
By Users-Blocked: 0
By Location: 0
By Advanced Query: 0

Schedule

Cancel Export to PDF Edit Publish

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When you start sending alerts, there is a way to see the alerts that have been sent. Also, if you move to other screens while an alert is active, there is a way to get back to the active alert. To see sent alerts or to get back to an active alert, click on the **"Sent Alerts"** button from Alerts.



This is what the Sent Alerts section looks like.

Sent Alerts More Actions Duplicate New

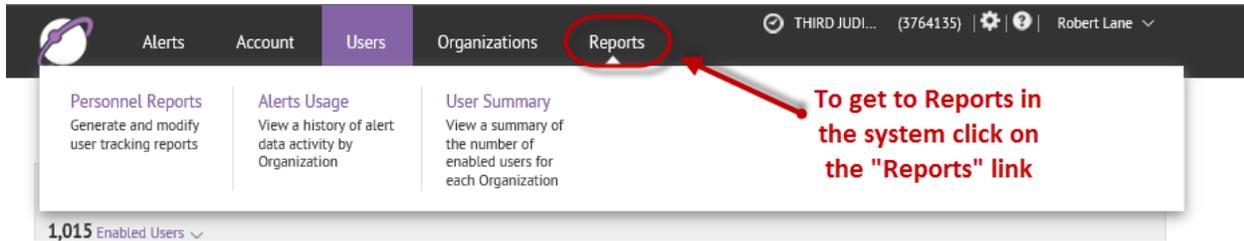
Advanced Search
Showing 1 - 48 of 48 alerts 0 selected Clear All

<input type="checkbox"/>	Alert Title	Status	Start Time	Publisher	Targeted	Sent	Responded	Error
<input type="checkbox"/>	LHI Power Update	Ended	08/16/2018 20:19:19	Robert Lane	121	120	21	
<input type="checkbox"/>	LHI Power is out in Bldg A.	Ended	08/16/2018 10:16:36	Robert Lane	120	119	21	
<input type="checkbox"/>	USMEPCOM - Lansing MEPS wo...	Ended	08/15/2018 09:28:46	USMEPCOM - L...	1	0	0	
<input type="checkbox"/>	LHI Power Update	Ended	08/12/2018 18:36:33	Robert Lane	121	120	21	
<input type="checkbox"/>	LHI Power Update	Ended	08/09/2018 19:28:42	Robert Lane	122	121	8	
<input type="checkbox"/>	LHI Power Update	Ended	08/08/2018 22:43:41	Robert Lane	120	119	3	
<input type="checkbox"/>	LHI Power Update	Ended	08/08/2018 06:36:24	Robert Lane	117	115	19	
<input type="checkbox"/>	test	Ended	06/19/2018 10:47:02	Robert Lane	3	3	2	
<input type="checkbox"/>	test	Ended	06/18/2018 14:17:43	Robert Lane	1	1	1	
<input type="checkbox"/>	3 R D C C Weather Alert - Court...	Ended	05/14/2018 13:17:11	Robert Lane	1	1	1	
<input type="checkbox"/>	3 R D C C Weather Alert - Court...	Ended	05/14/2018 12:50:31	Robert Lane	1	1	1	
<input type="checkbox"/>	LHI Fire Drill	Ended	03/22/2018 14:35:14	Robert Lane	103	103	10	
<input type="checkbox"/>	Court closed because of Weather	Ended	02/09/2018 05:54:22	Robert Lane	374	365	87	
<input type="checkbox"/>	Test for AtHoc PEN-FOC	Ended	11/20/2017 13:43:58	Robert Lane	112	112	69	
<input type="checkbox"/>	Test for AtHoc at LHI	Ended	10/31/2017 14:08:59	Robert Lane	1	1	1	

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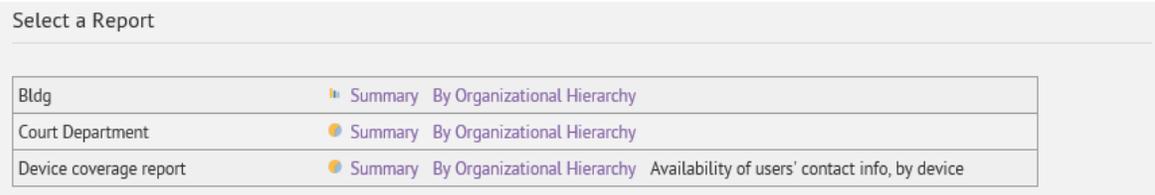
Reporting -

There are several reports that can be looked at in the system. To get to reports click the report link from the home page.



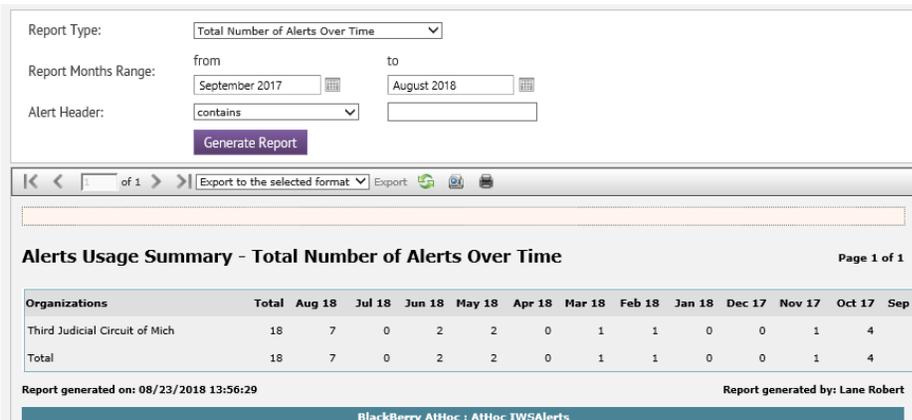
From the reporting section you can see we have three main report types

Personnel Reports



Here are examples of what each report type looks like.

Alert Usage Summary Report



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User Summary

End User Summary Page 1 of 1

Organizations	Enabled Users
Third Judicial Circuit of Mich (3764135)	1,015
Total	1,015

Report generated on: 08/23/2018 13:56:45 Report generated by: Lane Robert

BlackBerry AtHoc : AtHoc IWSAlerts

Here we see a couple screen shots of the Personnel Report/Bldg. Summary. Also note that any report may be exported to Excel, PDF, or printed from the system.

Personnel Reports > Bldg - Summary

Bldg - Summary Print Export

Show Selection Summary
Users included in this report: 1015 out of 1015 total Enabled Users within your User Base. [View list](#)

Category	Count	Percentage
CAYMC	5	0%
LMJ	0	0%
No Value	1010	100%

Report generated on: 08/23/2018 14:17:40.

Other Views: **By Organizational Hierarchy**

Other Reports:

Personnel Reports > Court Department - Summary

Court Department - Summary Print Export

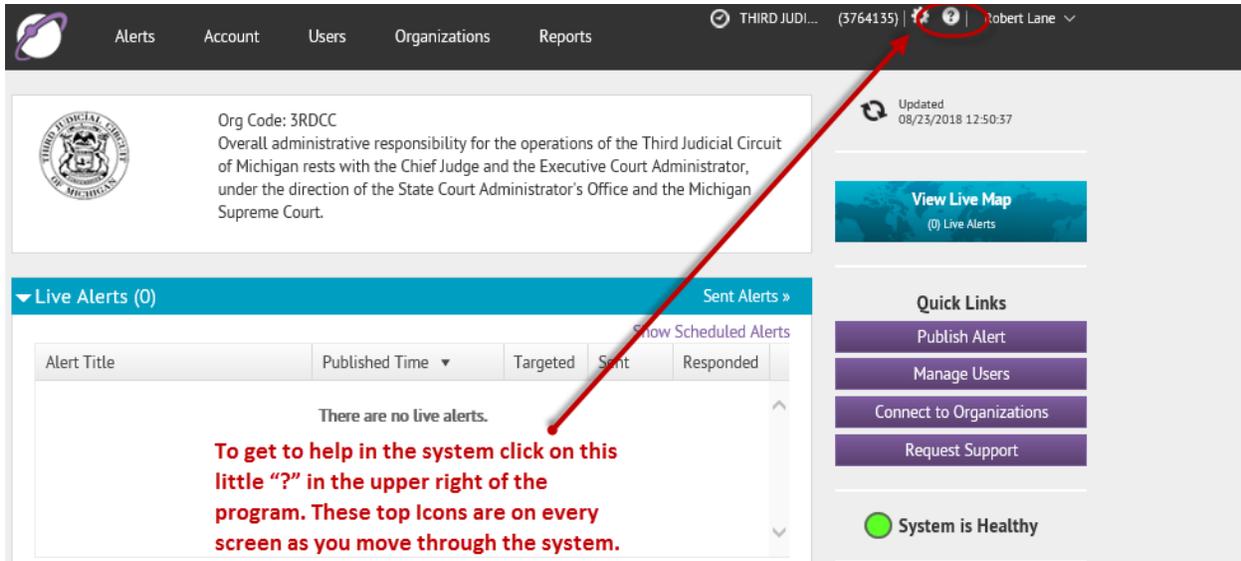
Show Selection Summary
Users included in this report: 1015 out of 1015 total Enabled Users within your User Base. [View list](#)

Category	Count	Percentage
None	555	55%
Adoptions	6	1%
Adult Drug Court	3	0%
Assigned Counsel	9	1%
Bench	20	2%
Bench Warrants	0	0%
Budget and Finance	16	2%
CASA	3	0%
Case Establishment	35	3%
Case Processing	3	0%
Casework Services East	4	0%
Casework Services Out County	4	0%
Casework Services West	2	0%
Chief Judge	0	0%
Child/Adolescent Assessment	5	0%
Clinic Administration	7	1%

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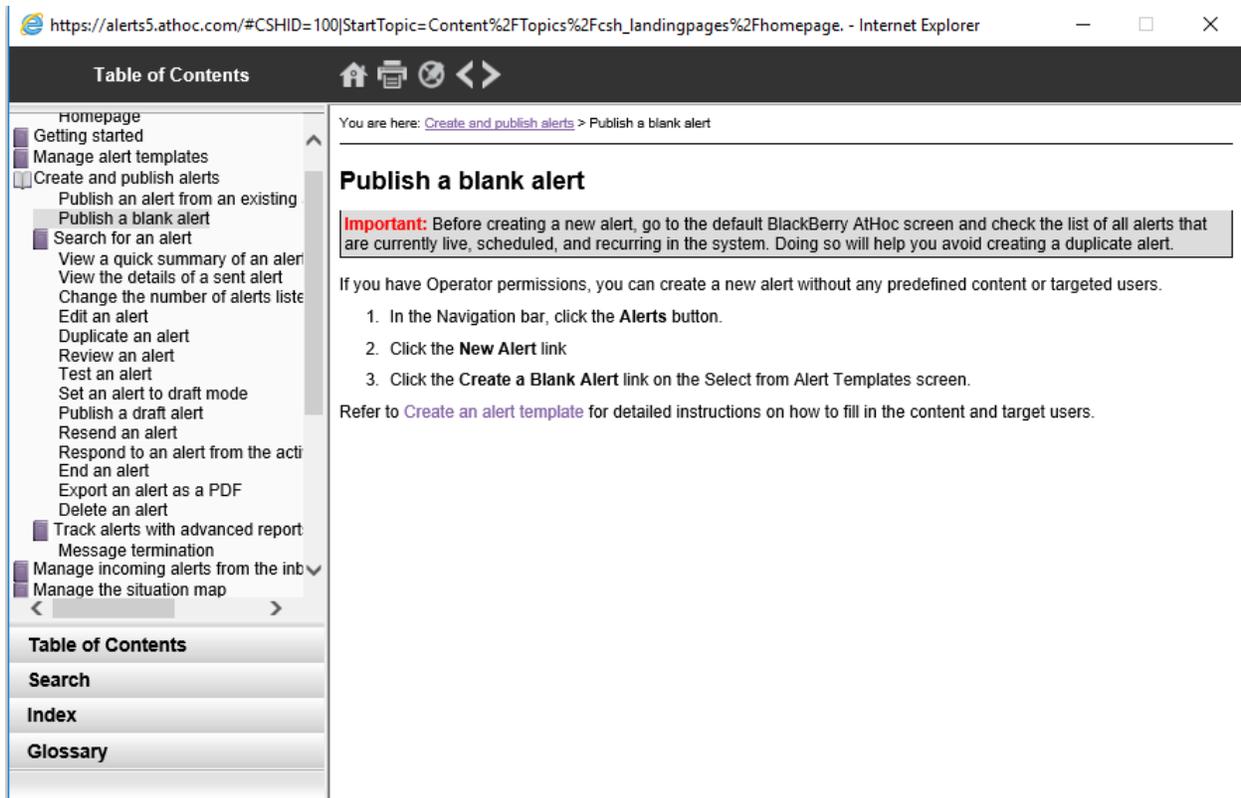
How to get help -

To get to help in the system click on this little “?” in the upper right of the program. These top icons are on every screen as you move through the system.



The screenshot shows the AtHoc Administrative Training interface. The top navigation bar includes links for Alerts, Account, Users, Organizations, and Reports. On the right side of the navigation bar, there is a user profile for Robert Lane and a help icon (a question mark) circled in red. A red arrow points from the help icon to a text box that reads: "To get to help in the system click on this little “?” in the upper right of the program. These top icons are on every screen as you move through the system." The main content area displays the Michigan State Court logo, organization code 3RDCC, and a "Live Alerts" section with a table of alerts. A "Quick Links" sidebar on the right contains buttons for Publish Alert, Manage Users, Connect to Organizations, and Request Support. A "System is Healthy" status indicator is also visible.

Here we see how the help section of the program looks. It is a typical help system much like any other application you have used.



The screenshot shows the help section of the AtHoc Administrative Training interface. The browser address bar displays the URL: https://alerts5.athoc.com/#CSHID=100|StartTopic=Content%2FTopics%2Fesh_landingpages%2Fhomepage. The page title is "Table of Contents". The left sidebar contains a "Table of Contents" menu with items such as Homepage, Getting started, Manage alert templates, Create and publish alerts, Search for an alert, and Track alerts with advanced report. The main content area displays the "Publish a blank alert" page. The page includes a breadcrumb trail: "You are here: Create and publish alerts > Publish a blank alert". The main heading is "Publish a blank alert". An important note states: "Important: Before creating a new alert, go to the default BlackBerry AtHoc screen and check the list of all alerts that are currently live, scheduled, and recurring in the system. Doing so will help you avoid creating a duplicate alert." Below this, there is a section titled "If you have Operator permissions, you can create a new alert without any predefined content or targeted users." followed by a numbered list of steps: 1. In the Navigation bar, click the Alerts button. 2. Click the New Alert link. 3. Click the Create a Blank Alert link on the Select from Alert Templates screen. The page concludes with a reference to "Create an alert template" for detailed instructions on how to fill in the content and target users.

AtHoc Administrative Training

The AtHoc Phone App -

The AtHoc system has a phone-based app for Androids as well as Apple phones. To use the app, download it from the app store on your phone and install it. The app is called **Black Berry AtHOC**; it is **NOT** the **AtHOC Dynamics app (that is an older app)**. When you install the app, it will ask for the site or org code for the site. For the court our code is simply **3RDCC**. You can see in the screen shot below the site code is listed on the main page of the system.

The screenshot shows the AtHoc administrative interface. At the top left is the Michigan Judicial Circuit logo. To its right, the text reads: "Overall administrative responsibility for the operations of the Third Judicial Circuit of Michigan rests with the Chief Judge and the Executive Court Administrator, under the direction of the State Court Administrator's Office and the Michigan Supreme Court." The text "Org Code: 3RDCC" is circled in red, with a red arrow pointing to it from the text "Site Code for the Third Judicial Circuit Court" located below the table. Below the logo and text is a table with columns: Alert Title, Published Time, Targeted, Sent, and Responded. The table is currently empty, displaying "There are no live alerts." To the right of the table is a "Quick Links" section with buttons for "Publish Alert", "Manage Users", "Connect to Organizations", and "Request Support". At the bottom right, a green circle indicates "System is Healthy".

The phone app can be used to receive alerts. It may also be used in sending alerts if you have been given permission to do that.

The screenshot shows the BlackBerry AtHoc app page on an app store. The app is titled "BlackBerry AtHoc" by "AtHoc, Inc. Communication" and is categorized as "Everyone". It has a rating of 4 stars and 109 reviews. A green "Installed" button is visible. Below the app information is a collage of four screenshots showing various alert types: "Missed Location Tracking", "Employee Welfare Check", "Overheated Truck in Parking Lot", and "Network Change in Building 5". Below the collage, the text reads: "The BlackBerry AtHoc mobile app brings the industry's leading crisis communication capabilities to the palm of your hands. During an event, users can receive critical alerts, and easily share pictures and videos from the field".