



What’s New in AtHoc® Version 7.22

Information about New and Changed Functionality for BlackBerry® AtHoc® release 7.22.

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Alerting

Alert Response Comments

Users can now add comments (up to 300 characters) when responding to alerts by email, SMS, desktop, mobile app, or Self Service. Operators can enable or disable this feature at the template and individual response level, with customizable prompts up to 100 characters. The alert summary displays a Comments column showing the number of comments per response option. The Users tab includes an expandable Comments column for viewing full comments. Advanced reports feature new User Comments columns for easy tracking across all alert reports, with export capability to CSV. Template inheritance and bilingual support with automatic prompt translation are included.

Automatic Inclusion of Location Map in Alerts and Events

When a map is used in the Content section of an alert or accountability event or template, the location map is now automatically included by default. Previously, operators had to manually select the "Map Image in Alert" option in the Personal Devices Options screen to ensure the map was included. For email devices, the operator had to verify that the "Include Map" option was selected in the "Email Preview" section of the Preview and Publish screen. Now, when a location map is added in the Content section of an alert or event, the map is automatically included in the alert or event message, simplifying the publishing process for operators. If an operator does not want to include the map, they can uncheck the map option in the Personal Devices Options or Preview and Publish screens.

Call Bridge Field Validation Update

The validation rules for the Call Bridge and Passcode fields when creating alerts was updated. The Call Bridge and Passcode fields are now restricted to accept only numbers (digits), dashes, periods, parentheses, and commas. This is the same validation used for phone number fields, as the Call Bridge field is intended to be used for providing phone numbers and conference codes to allow users to connect to a conference call.

An alert is not publishable until the call bridge number and passcode are successfully filled out with the correct characters or removed from the response option. If invalid characters are input into the Call Bridge or Passcode fields, an error message appears in red, stating "Invalid Phone Number" for the number portion and "Invalid Number" for the passcode field.

This change is intended to prevent operators from attempting to input webinar links, URLs, or anything other than a phone number and passcode for a telephone conference as the Call Bridge and Passcode fields are designed to work only with phone numbers.

Custom Placeholder Enhancements

Operators can now edit custom placeholder values for scheduled alerts up until the time of publishing. The Content section of a scheduled alert now displays the selected placeholder values, allowing operators to view and edit them. Scheduled alerts that have not been published can be duplicated, and custom placeholder values are editable. Before an alert or event can be scheduled, values must be selected for any custom placeholders. If a custom placeholder does not have a value, the alert is not ready and cannot be scheduled.

Five New Delivery Locales Added

BlackBerry AtHoc now supports five additional languages for alert delivery:

- Haitian Creole
- Tagalog
- Farsi
- Bengali
- Thai

Access the new locales in Settings > General Settings > Locale Settings.

The new locales can be selected when creating alert and accountability templates. Users can set their preferred language in their user profiles via the BlackBerry AtHoc management system or Self Service. Email and desktop delivery templates are available for all severity levels (High, Moderate, Low, Informational, and Unknown) for the new locales. These new locales are not available for phone or SMS alerts.

Location Pin Improvements and Clustering on the Publisher Map

The BlackBerry AtHoc publisher map now displays enhanced location pins with advanced clustering functionality across all map interfaces. A unified common cluster layer intelligently groups multiple data points including distribution list users, ping locations from alerts and events, and alert and event location data.

The new clustering system has been integrated across the alert publisher, event publisher, and map settings maps, and all associated layers including alerts, suborganization alerts, account events,

suborganization events, incoming alert mobile reports, and distribution lists.

FlareCluster library updates provide improved pin labels and descriptive information for location pins. A critical bug in the Plan module has been fixed where location pins previously dropped at incorrect positions when adding locations, applying changes, and saving plans. Location pins now maintain precise placement at user-selected coordinates throughout the entire workflow. Map rendering performance has been optimized with the advanced clustering implementation, delivering consistent clustering behavior across all publisher map components.

Manual Creation of Custom Map Layers

Operators can now easily create custom shape layers on the map. Operators can now create new shape layers directly in the Map Settings without the need to import a pre-configured shape file. This provides a more seamless experience for adding custom map layers to the BlackBerry AtHoc system.

In the Map Settings, a new "Custom" option was added to the "Add Shape Layer" dialog. Operators can enter a name for the new layer, then click "Create a shape" to open the map and manually draw the desired shapes. Each shape can be named individually. The new custom layer is then saved and becomes available for selection when creating alerts and accountability events or configuring alert and event templates.

Operators can also edit or remove the custom shape layers after they have been created. The custom layers are displayed in the "Shape Layers" section on the live map and in the Show Layers menu on the publisher map.

For more information, see "Add a custom shape layer" in the BlackBerry AtHoc Create and Publish Alerts guide.

Mobile App Alert Templates Honor Personal Device Option Settings

When an alert template is published from the mobile app, personal device option settings configured in the alert template are now applied to the alert. Previously, personal device options configured for an alert template were not applied when the alert was published from the mobile app, and default settings were used instead. Operators can now configure personal device options such as delivery templates and device-specific settings in the alert template, and these settings are honored when the template is published from the BlackBerry AtHoc mobile app.

Private ArcGIS Layer Support

Organizations can now securely integrate private ArcGIS layers through OAuth 2.0 authentication. A new Layer Authentication Settings section on the Map Settings screen lets you add and manage private layers, while a new Layer Source column identifies them as private. Private layers are also marked with a lock icon on the live map. This enhancement enables organizations to leverage their private ArcGIS data within BlackBerry AtHoc while maintaining security and access controls.

Resend Alerts to Users with Multiple Responses

Alert operators can now resend an alert from the Sent Alerts screen to users with multiple alert responses. Additional users can be added to the resent alert. Users can be added individually, by group, or through advanced query selection. This capability applies to alerts published from alert templates and supports all response types, including custom responses, status attributes, and single-select and

checkbox attributes configured as response options. Operators can now efficiently manage alert distribution and target combined groups without creating separate alerts.

Alert Templates

Improved Desktop Template Styling Capabilities

BlackBerry AtHoc has introduced several enhancements to provide operators with a clearer understanding of the Standard and Advanced (XSLT) style format options when working with desktop alert templates:

- Warning pop-up: When switching between Standard and Advanced (XSLT) style formats, a warning message now appears to inform operators that these are separate styling systems and changes in one format will not affect the other.
- Help text: Descriptive help text has been added beneath the "Style Format Method" option, explaining the differences between the two formats and their independent nature.
- Last style format tracking: A new field "Style Format Last Saved As" has been added, displaying which format type (Standard or Advanced XSLT) was most recently saved, helping operators understand which format is currently active.

Updated Email Template Themes

The visual appearance of all system-generated email templates have been refreshed to align with BlackBerry's updated corporate branding and color scheme. This enhancement ensures a consistent, modern visual experience across all automated communications.

Email templates updated include:

- Forgot Username notifications
- Forgot Password notifications
- Batch Geocoding Notification emails
- Two-Factor Authentication (2FA) System Verification Code notifications
- System Delivery template emails

API

Enhanced Organization Subscription Management with Bulk Operations

The Organization Subscription API now includes new bulk operations to add or update multiple organization subscriptions in a single API call.

A new ***AddUpdateOrganizationSubscriptions*** endpoint enables batch processing with array-based payload structure and standardized UTC date formatting.

The ***DeleteUserOrgSubscriptionsByStartDate*** endpoint enables flexible deletion with optional start date filtering for precise subscription management.

Enhanced validation logic prevents conflicting subscription date ranges and ensures proper handling of subscriptions without end dates. Improved diagnostic logging provides better visibility into processing issues and system monitoring. Batch processing scales linearly with recommended batch sizes under 50 subscriptions per organization for optimal performance.

Web API - OpenAPI documentation enhancement

The Web API was enhanced to integrate OpenAPI documentation generation, providing an improved Swagger documentation experience. The Swagger documentation endpoint was updated to {server-address}/api/v2/docs/OpenAPI/services/openAPIpages/index.html.

Entering the previous Swagger URL redirects to the new URL. When switching between services, organization codes are now persistent, enhancing the authorization experience. Improved lock icon states for selected services were added.

AtHoc Account

Event Summary Hierarchy Tab Update

The Hierarchy tab on the accountability event summary screen was updated to include information about dynamic hierarchy attributes. The Hierarchy tab provides a granular view of accountability event responses based on organizational or custom dynamic hierarchy attributes. Use the drop-down list to select the organizational hierarchy or an available dynamic hierarchy attribute.

Rows on the Hierarchy tab represent the hierarchical levels of the selected organizational or dynamic hierarchy attribute. Columns display response options from the accountability event. Rows are collapsed by default and can be expanded to show deeper levels. The user count for each option is displayed. Hierarchy levels with no responses are displayed with a 0 count.

Click a number in the table to view details about a specific user or users.

When exporting an accountability event summary, the full path of a hierarchy attribute is displayed. For example, /California/San Francisco/Office A.

For more information, see "View accountability event status by organizational or dynamic hierarchy attribute" in the BlackBerry AtHoc Account guide or contact your Account Relationship Manager.

AtHoc Geofencing

New Geofence Viewer Role

A new operator role for users who need limited access to the BlackBerry AtHoc Geofence application was added.

Operators with the geofence viewer role can:

- View geofences and geofence folders within the Geofence Manager and on the map
- Toggle shape layer visibility on and off
- View, filter, and export dwelling activity reports

Geofence Viewers do not have access to any other BlackBerry AtHoc functionalities or features and cannot perform these tasks in the Geofence app:

- Create geofences
- Edit geofences
- Access the Geofence Audit Log

Browser Support

BlackBerry AtHoc release 7.22 supports the latest versions of the following browsers:

- Edge

- Safari (Mac)
- Chrome
- Firefox

Management System

BlackBerry AtHoc Updated with New BlackBerry Corporate Colors

BlackBerry AtHoc was updated with a refreshed visual identity that aligns with BlackBerry's updated corporate branding.

Custom Shape Layer and Individual Shape Deletion Management

Operators can now delete individual shapes or entire custom shape layers from Settings > Map Settings > Shape Layers. If you created an attribute when creating a custom or imported shape layer, the attribute and its values must also be deleted if you want to remove them from the BlackBerry AtHoc system. For more information see "Delete a shape or custom shape layer" in the BlackBerry AtHoc Create and Publish Alerts guide.

Desktop Template Pop-Up Settings Section Improvements

The Popup Settings section on the Desktop Popup delivery template screen was enhanced to improve clarity and visibility. The Popup Behavior section is now visible in both Standard and Advanced XSLT views. This ensures operators understand that popup behavior settings such display size, location, entrance motion and exit motion can be manually configured regardless of style format selection, eliminating confusion about settings retention between Standard and Advanced style formats.

Shared Device Identification in Device Settings

A new "Users Sharing" column in the Settings > Devices > Personal Devices section enables administrators to identify devices used by multiple users. Clicking the user count in the Users Sharing column displays a detailed list of users sharing each device, with options to search by username or name and export the data to a CSV file. This enhancement ensures emergency alerts reach all intended recipients.

Mass Devices

Mass Device Alert Repeat Functionality

The ability to send repeat alerts to mass devices was added. The Alert Repetition option enables organizations to configure the number of times an alert will be sent.

The Alert Repetition option was added for the following mass devices:

- American Signal_v2
- ASC Outdoor Warning Sirens
- ATI
- ATI Outdoor Warning Sirens
- Federal Signal
- Monaco

- Motorola ACE3600
- SiRcom
- Whelen_v2

The Alert Repetition option is not available for other mass devices or personal devices. The alert repetition interval and duration cannot exceed the alert duration.

To view the number of times the alert was repeated, go to Sent Alerts > Advanced Reports to view the publishing lifecycle of the alert.

AtHoc Mobile App

Mobile App Data Privacy Disclaimer Message

Organizations can now display custom disclaimer messages to mobile app users to support data privacy compliance. A new Show Disclaimer setting in Settings > General Settings > Customization > Mobile App enables you to create a custom message of up to 300 characters.

When enabled, users will see a disclaimer dialog during registration that informs them about your organization's privacy policy and data management practices.

The mobile app disclaimer setting is not inherited from super enterprise organizations to suborganizations.

Organization Logo Setting

A new Organization Logo setting in the BlackBerry AtHoc management system lets operators add their organization's logo to the mobile app home screen, alerts, and settings screens.

You can upload up to four logo variations:

- Full logo (light and dark themes): Displayed on the Home screen to represent the connected primary organization.
- Logo mark (light and dark themes): A simplified logo used in alerts and on the Settings screen.

For best results, upload both light and dark theme versions of each variation.

Supported file formats and size requirements

- Accepted formats: SVG, PNG, or JPEG
- Minimum dimensions: 600 × 200 px
- Maximum file size: 1 M

Note

For security reasons, uploading an SVG file displays a generic SVG icon in the preview instead of your actual logo. This is expected behavior and does not indicate a problem with the file. Your logo will display correctly in the mobile app.

Mobile App Home Screen Customization

Organizations can customize branding and information displayed on the mobile app home screen with the new customized content settings available at Settings > Mobile App Settings.

These settings enable you to display a greeting on the mobile app home screen that appears below your organization's logo.

- The Title field supports up to 100 characters.
- The Message field supports up to 300 characters.

The Message field can be stylized with the formatting controls. Email addresses, phone numbers, and URLs in the Message field are automatically formatted as clickable links.

Both suborganizations and standalone organizations can use the Customized Content settings to provide a personalized welcome message and contact information to mobile app users.

Single Sign-On Authentication for the BlackBerry AtHoc Mobile App

The BlackBerry AtHoc mobile app now supports single sign-on (SSO) authentication.

Operators can choose from three authentication methods:

- SSO
- Username and password
- Smart card

SSO redirects operators to their organization's identity provider for authentication.

SSO and smart card authentication cannot be used together. Username and password is no longer the default fallback method but can be configured as one.

Roles and Permissions

Granular Geofence Folder-Level Permissions

Administrators can now assign geofence permissions at the folder level for operators with the Geofence Manager, Geofence Viewer, or Organization Administrator role, replacing the previous model where access was applied globally to all geofence folders.

Geofence Managers and Organization Administrators can have their access to view and manage access to individual geofence folders from the Operator Permissions screen on the operator's user profile page. Operators with the Geofence Viewer role can be granted view-only access to individual folders.

If a Geofence Manager role is removed from an operator who also has the Geofence Viewer role, their view access to previously managed folders is automatically preserved.

Section 508-Compliance Improvements

The following Section 508-compliance improvements were made:

- "Skip Navigation" functionality across all platform pages allows users to bypass top menu elements
- First tab focus on "Skip Navigation" link improves navigation efficiency for keyboard-only users
- Enhanced color contrast ratios meet WCAG 2.1 AA standards for blue bar colors and user device indicator colors
- BlackBerry AtHoc logo and login screen images now include proper accessibility attributes and alt text for WCAG 1.1.1 compliance
- Error banners provide specific, actionable guidance that is immediately announced by screen readers
- All form fields now have proper programmatic label associations
- Required field markers are announced by assistive technologies

- Keyboard navigation is enabled for (+) icons, and the Content, Target Users, and Schedule sections are collapsed on the Publish Alert screen
 - Alert placeholder selection menus are fully keyboard accessible
 - Login and disclaimer screen headings use semantic HTML elements (<h1>, <h2>) and aria-labelledby attributes for proper screen reader navigation
 - Report titles use proper heading tags for screen reader navigation
 - Personnel Reports screen title is now descriptive
 - Decorative layout tables are properly hidden from assistive technologies
 - Checkboxes on the Publish Alert screen include a proper fieldset and legend with appropriate combobox elements for enhanced screen reader support
 - aria-label and title attribute implementation is improved across the platform
 - Accessible Rich Internet Applications (ARIA) labels, roles, and live regions are implemented throughout the platform
 - Search button (magnifying glass icon) on the Users screen now has a clear, properly announced label
 - Redundant button announcements on the Users screen have been eliminated for improved screen reader clarity
 - Screen reader accessibility is improved for data table rows on the BlackBerry AtHoc landing page, including for Live Alerts, Quick Publish, and Live Accountability events
 - Dynamic content focus handling is improved
 - Focus management for error states is improved
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Self Service

User Consent for Profile Data Collection

A user consent mechanism was added to the My Profile page in Self Service to ensure compliance with data protection regulations.

This option can be enabled in:

Settings > General Settings > Customization > Self Service

When this option is enabled, a consent banner appears on the profile page explaining that personal contact information is collected for BlackBerry AtHoc organizational alert communications.

Users must explicitly agree to data usage terms by clicking the "Save" button. Users are also informed of their right to opt-out of data collection.

Users

Customizable Operator Export Columns

Administrators can now customize operator exports by selecting additional columns beyond the 15 mandatory fields, including attributes, organization hierarchy, and device associations.

The enhanced export interface enables compilation of comprehensive operator data in a single export, eliminating the need for separate exports.

Selected columns are appended after "Last Login date" in the order arranged, while the 15 mandatory operator columns remain unchanged to maintain data integrity.

Microsoft Entra ID Integration

The Microsoft Entra ID (formerly Azure Active Directory) integration provides a solution for automatically synchronizing your organization's user data directly with BlackBerry AtHoc.

This integration eliminates the need for manual user management through the User Sync Client and streamlines the process of keeping your BlackBerry AtHoc user data current and accurate.

The Microsoft Entra ID integration offers several key benefits:

- Direct integration with your Microsoft Entra ID environment
- Automated user data synchronization
- Simplified user management
- Reduced manual intervention
- Enhanced data accuracy
- Streamlined user provisioning and deprovisioning
- Support for both attribute and distribution list synchronization

For more information, see "Manage user synchronization with Microsoft Entra ID" in the BlackBerry AtHoc Manage Users guide.

Subscribed User Identification

BlackBerry AtHoc now displays a visual indicator (The Subscribed User icon) to distinguish subscribed users from organization users across all user management interfaces, including:

- The list of users on the Users screen
- Static distribution lists
- Dynamic distribution lists

These icons are displayed only at the suborganization level, and not at the enterprise or super enterprise levels.

The Distribution Lists Members section was updated to display separate counts for organization and subscribed users, providing clear visibility into user origin.

Help text has also been added to clarify that subscribed users do not have access to the following advanced features on the mobile app:

- Emergencies
 - Check In / Check Out
 - Reports
 - Tracking
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Breaking Changes

Breaking changes are changes that will cause existing integrations and functionality to break unless you take remedial action.

API Date/Time Fields Standardized to UTC Format

All API endpoints now return date/time fields in standardized UTC format instead of local server time or mixed time zone formats.

New Format

- UTC Format: YYYY-MM-DD HH:mmZ
- Time Zone: UTC+0 (GMT)
- Example: 2025-01-15 14:30:25.123Z

Applications consuming API responses that contain date/time fields must be updated to handle the new UTC format.

Action Required

- Review your integrations: Identify any code that processes date/time fields from BlackBerry AtHoc API responses.
- Update date parsing logic: Modify your applications to expect and parse UTC formatted timestamps.
- Test with different time zones: Verify your applications correctly handle UTC timestamps regardless of your organization time zone settings.

This change affects all date/time fields returned by any BlackBerry AtHoc API endpoint, including but not limited to:

- Created dates
- Modified dates
- Scheduled dates
- Event timestamps

Weather Type Updates in Weather Alert Rules

The following weather types were added:

- 911 Telephone Outage
- Blue Alert
- Cold Weather Advisory
- Evacuation Immediate
- Extreme Heat Warning
- Extreme Heat Watch
- Tropical Cyclone Local Statement

The following weather types were removed:

- 911 Telephone Outage Emergency
- Arroyo And Small Stream Flood Advisory
- Blizzard Watch
- Evacuation- Immediate
- Excessive Heat Warning
- Excessive Heat Watch
- Freezing Rain Advisory
- Hard Freeze Warning
- Hard Freeze Watch
- Hurricane Local Statement
- Hydrologic Advisory
- Lake Effect Snow Advisory
- Lake Effect Snow Watch
- Small Craft Advisory for Hazardous Seas

- Small Craft Advisory for Rough Bar
 - Small Craft Advisory for Winds
 - Small Stream Flood Advisory
 - Tropical Depression Local Statement
 - Tropical Storm Local Statement
 - Typhoon Local Statement
 - Urban and Small Stream Flood Advisory
 - Wind Chill Advisory
 - Wind Chill Warning
 - Wind Chill Watch
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Resolved Issues

The following issue was resolved in BlackBerry AtHoc release 7.22:

Pager device fields now validate phone number input to match phone number field standards.

Previously, pager device fields accepted improperly formatted input, including email addresses and other non-numeric characters. The system now only accepts digits (0-9) and appropriate special characters for phone numbers. An "Invalid Number" warning message is displayed when non-numeric entries are attempted. Pager device phone number validation is applied to new entries; existing entries are not affected.

Synopsis

BlackBerry AtHoc release 7.22 introduces enhancements across alerting, geofencing, mobile application functionality, API capabilities, accessibility, and administrative management workflows. Organizations upgrading to release 7.22 should review the documented breaking changes, known issues, and updated functionality to ensure compatibility with existing operational processes and integrations.

For additional information, deployment guidance, or support, contact your BlackBerry representative or refer to the official BlackBerry AtHoc documentation.

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