

# BlackBerry AtHoc Systems Integration Professional

The technical accreditation training path for the BlackBerry AtHoc Systems Integration Professional includes a blend of videos and instructor-led training. This training must be completed through BlackBerry Universe and one of BlackBerry's Authorized Trainers and will take 5 business days to complete. All assessments must be proctored through one of BlackBerry's Authorized Trainers. Please contact us at [BlackBerryTraining@BlackBerry.com](mailto:BlackBerryTraining@BlackBerry.com).

To successfully achieve the Accreditation for BlackBerry AtHoc Systems Integration Professional you must complete all training and assessment requirements listed in the charts below.

## Videos (Pre-Work)

Training Module	Course Code	Duration	Description
1. Operator Lesson – Sign In	71V-61226-123	2 Minutes	In this video, Administrators will learn how to access the Management System from the Operator Sign In screen.
2. Operator Lesson – Home Page	71V-61227-123	9 Minutes	In this video, Administrators will be provided an overview and descriptions of the features shown on the Home Page of the Management System.
3. Operator Lesson – User Screen	71V-61228-123	11 Minutes	In this video, Administrators will learn the capabilities of the User screen for managing users, and user data within the Management System.
4. Operator Lesson – User Profile	71V-61229-123	6 Minutes	In this video, Administrators will learn how to access and edit data within a user profile.
5. Operator Lesson – User Import Export	71V-61230-123	8 Minutes	In this video, Administrators will learn how to import and export user data within the Management System.
6. Operator Lesson – New User Profile	71V-61231-123	4 Minutes	In this video, Administrators will learn how to create a new user profile.
7. Operator Lesson – Distribution Lists	71V-61232-123	12 Minutes	In this video, Administrators will learn how to create, manage, and edit distribution lists.
8. Operator Lesson – Alert Content	71V-61233-123	17 Minutes	In this video, Administrators will learn about the content section of an Alert Template.
9. Operator Lesson – Targeting Users	71V-61234-123	23 Minutes	In this video, Administrators will learn multiple ways to target users within an Alert Template for publishing.
10. Operator Lesson – Target Organizations, Mass Devices, and Scheduling	71V-61235-123	6 Minutes	In this video, Administrators will learn how to target organizations (related to the AtHoc Connect feature), mass communication devices, and set scheduling.
11. Operator Lesson – Publishing Alert	71V-61236-123	9 Minutes	In this video, Administrators will learn the necessary steps in order to publish an alert.
12. Operator Lesson – Publishing with Placeholders	71V-61237-123	5 Minutes	In this video, Administrators will learn the necessary steps in order to publish an alert using Place-holders.
13. Operator Lesson – Quick Publishing	71V-61238-123	5 Minutes	In this video, Administrators will learn how to use the Quick Publish feature to publish an alert from the home screen of the Management System.
14. Operator Lesson – Sent Alerts Screen	71V-61239-123	5 Minutes	In this video, Administrators will learn how to view, edit, and manage the Sent Alerts that have been published from the Management System.
15. Operator Lesson – Reports	71V-61240-123	3 Minutes	In this video, Administrators will learn how to access Reports within the Management System.
16. Operator Lesson - Dependents Feature	71V-00446-123	21 Minutes	In this video, Operators will learn about the Blackberry AtHoc Dependents Feature.
17. Admin Lesson – Organization Settings	71V-61241-123	16 Minutes	This video will introduce Administrators to Organization Settings.
18. Admin Lesson – Placeholders	71V-61242-123	12 Minutes	In this video Administrators are shown how to create, utilize and manage Placeholders.
19. Admin Lesson – Alert Templates	71V-61243-123	24 Minutes	This video provides instructions for completing the necessary fields to create an Alert Template.
20. Admin Lesson – Alert Folders	71V-61244-123	4 Minutes	In this video, Alert Folders are explained while instructions are provided for creating and maintaining Alert Folders.
21. Admin Lesson – Delivery Templates	71V-61245-123	11 Minutes	In this video, you will learn how to create, edit and manage Delivery Templates.
22. Admin Lesson – Managing Audio Files	71V-61246-123	5 Minutes	In this video, you will learn how to import and manage audio files.
23. Admin Lesson – System Setup	71V-61247-123	5 Minutes	In this video, you will be introduced to system settings and how to edit and maintain these settings.

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Training Module	Course Code	Duration	Description
24. Admin Lesson – User Attributes	71V-61248-123	14 Minutes	In this video, Administrators are introduced to User Attributes. Administrators will learn how to create and utilize user attributes.
25. Admin Lesson – Managing Operators	71V-61249-123	11 Minutes	In this video, Administrators will learn how to manage Operators within the Management System.
26. Admin Lesson – Hierarchy Builder	71V-61250-123	5 Minutes	In this video, Administrators will learn how to use the Hierarchy builder (point and click).
27. Admin Lesson – Disable and Delete Users	71V-61251-123	8 Minutes	In this video, Administrators will learn how to disable and delete users.
28. EUM Lesson – Access Home Page	71V-61252-123	8 Minutes	This video will introduce Accessing the Home page to End User Managers.
29. EUM Lesson – The User Page	71V-61253-123	10 Minutes	This video will introduce The User Page to End User Managers.
30. EUM Lesson – Access Edit User Profile	71V-61254-123	7 Minutes	This video will introduce AccessEdit User Profile to End User Managers.
31. EUM Lesson – More Actions	71V-61255-123	13 Minutes	This video will introduce the More Actions options to End User Managers.
32. EUM Lesson – New User Reports	71V-61256-123	6 Minutes	This video will introduce New UserReports to End User Managers.
33. Fill Count	71V-61257-123	10 Minutes	This video shows and describes the Fill Count feature within the latest version of IWSAlerts.
34. Fill Count Escalation	71V-61258-123	16 Minutes	This video shows and describes the Fill Count and Escalation features in the latest version of IW-SAlerts.
35. Connect Configuration	71V-61259-123	30 Minutes	These instructions assist users with the setup and configuration of AtHoc Connect.
36. V.89 Features Update	71V-61260-123	18 Minutes	This instruction video shows any changes to the software within the latest version of IWSAlerts.
37. V.89 Location Map	71V-61261-123	8 Minutes	This instruction video shows the new features in the latest version of IWSAlerts when using the location map.
38. V.90 Features Update	71V-61274-123	3 Minutes	This instruction video shows any changes to the software within the latest version of IWSAlerts.
39. V. 7.0.0.1 New Features	71V-00306-123	16 Minutes	This video is an overview of new features added in this version.
40. V. 7.2 New Features	71V-00307-123	18 Minutes	This video is an overview of new features added in this version.
41. V.7.3 New Features	71V-00308-123	17 Minutes	This video is an overview of new features added in this version.
42. V.7.4 New Features	71V-00412-123	15 Minutes	This video is an overview of new features added in this version.
43. V.7.5 New Features	71V-00413-123	10 Minutes	This video is an overview of new features added in this version.
44. V.7.6 New Features	71V-00414-123	10 Minutes	This video is an overview of new features added in this version.
45. V.7.7 New Features	71V-00437-123	10 Minutes	This video is an overview of new features added in this version.

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## Instructor-Led Training

Training Module	Course Code	Duration	Description	Goals
AtHoc IWS Operator and Functional Administrator	716-61262-123	7 Hours	This course will introduce the User to the AtHoc IWS Alerts management system and incorporates the full spectrum of features available in the alerting system. Course participants, through platform instruction and hands-on AtHoc Interactive Warning System (IWS) Alerts training, will learn and gain proficiency on creating and publishing alerts, targeting groups and/or individuals, analyzing alert reports and managing user data. The primary audience are those 'Operators' who will accomplish day-to-day monitoring of the system, create and publish alerts, and manage users as a primary duty.	<ul style="list-style-type: none"> <li>• Describe these operations in the Settings menu:                             <ul style="list-style-type: none"> <li>o All Basic Settings options</li> <li>o How to set the location map for the organization</li> <li>o How set organization Security Policy (if applicable)</li> <li>o All Users Settings options</li> <li>o How to manage the settings for the AtHoc Mobile Notifier</li> </ul> </li> <li>• Recall the location for the following logs and reports in the Settings Menu:                             <ul style="list-style-type: none"> <li>o System Health</li> <li>o Diagnostic Log</li> <li>o Operator Audit Trail</li> </ul> </li> <li>• Describe how to utilize the Activity Log (if applicable)</li> <li>• Recall the location and purpose of the System Usage and End Users Reports</li> </ul>

## Instructor-Led Training

Training Module	Course Code	Duration	Description	Goals
AtHoc IWS Installation and Configuration Workshop	716-61267-123	3 Days	This workshop will give the student an overview of the architecture, installation, and configuration process of AtHoc IWS as well as walking the student through hands-on installation and configuration labs. The primary audience for this workshop are systems engineers, systems administrators, or other technical personnel who will be doing the installation or deployment of software.	<ul style="list-style-type: none"> <li>• Review the architecture of the IWS platform, its functional components, and the prerequisite components that it requires</li> <li>• Discuss the role of hosted communications services</li> <li>• Be capable of putting together hardware or VM specifications for different customer sizing</li> <li>• Perform an installation of IWS and test it after installation is complete</li> <li>• Perform an installation of the IWS Desktop Notifier client, go over its configuration settings, and troubleshoot basic connectivity problems</li> <li>• Perform an installation and configuration of the IWS LDAP Module</li> <li>• Perform an installation and configuration of the IWS CSV Importer Module as well as walking through the use of the web-based CSV import function</li> <li>• Learn how to scale out IWS for large customer sizes and the special configuration that it requires</li> <li>• Learn how to set up IWS for Disaster Recovery (DR) scenarios and perform a basic DR setup</li> <li>• Review IWS's support for SQL Clustering and how to install on a cluster</li> <li>• Gain knowledge of, and perform the following software configurations:                             <ul style="list-style-type: none"> <li>o Basic permissions and authentication</li> <li>o Advanced permissions</li> <li>o Hierarchy and targeting</li> <li>o Desktop Notifier appearance customizations</li> <li>o Audio files</li> <li>o Remote communications services (email, telephone)</li> <li>o Mobile application</li> <li>o Enterprise organization</li> </ul> </li> </ul>

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## Assessments

Training Module	Course Code	Duration	Description
AtHoc IWS Operator and Functional Administrator – Assessment	719-00215-123	1 Hour 30 Minutes	This assessment will evaluate the learner according to the objectives for the associated learning module. The passing score for this assessment is 72%.
AtHoc IWS Installation and Configuration – Assessment	719-00216-123	2 Hours	This assessment will evaluate the learner according to the objectives for the associated learning module. The passing score for this assessment is 76.3%.