

PECC Dispatch Notification Update

August 2023

BlackBerry AtHoc will go live at the PECC on September 11, 2023. Please see below for further details:

Last November, the Provincial Emergency Communications Centre (PECC) notified users that the vendor responsible for Smart Message was no longer providing active updates or support for the product. Smart Message is the technology used to send notifications to fire departments and some enforcement agencies for response. This solution provides simultaneous notifications to the contacts in our system.

Saskatchewan Public Safety Agency has selected Blackberry's AtHoc to replace Smart Message. AtHoc technology is similar to Smart Message in that the solution provides simultaneous notifications via text, phone, and email to fire departments and enforcement agencies for response. The new system will provide consistent response templates to speed up responses.

The new AtHoc system also has unchanging text and phone numbers – making dedicated ringtones possible.

The system also features a new notification option through a Smartphone application for easy access.

To utilize the app, please download BlackBerry AtHoc from your app store. You will need to provide:

1. the email address registered with the SPSA and,
2. the organization code: PECC to sign into the app.

If you have not registered an email with us and would like to use the app, please contact peccupdates@pa911.com.

Other features of AtHoc include:

- user accounts based on an e-mail address
- override phone settings – sound alerting occurs even if your phone is on Do Not Disturb or Silent
- display notification history
- function without cell coverage if there's an Internet connection

NOTE:

The BlackBerry AtHoc phone app will **only** work with an email address.

In preparation for the launch of the new notification system, all contact data was imported into AtHoc from Smart Message. Roster updates since the previous communication have also been added to the new system. Please continue to send your regular roster updates to peccupdates@pa911.com to ensure dispatch has your members' most up-to-date contact information.

Should you have any questions about the launch of the BlackBerry AtHoc system, please reach out to the **Help Desk at 1-844-407-0077**.

These are the NEW dedicated numbers you can expect to receive PECC notifications from.



306-953-4284



@athocalerts.com



73101 OR
73102 (backup)