

# PECC Dispatch Notification Update

April 2023

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.

#### 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

In preparation for the launch of the new notification system, all contact data will be imported into AtHoc from Smart Message. We are taking this opportunity to ensure the data is correct and up-to-date and offering the chance to provide an email contact to sign up for Phone App notification!

#### NOTE:

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

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



306-953-4284



@athocalerts.com



73101 OR  
73102 (backup)

We are requesting that each fire department and enforcement agency send an updated contact list as soon as possible. Please e-mail the **updated contact list to [peccupdates@pa911.com](mailto:peccupdates@pa911.com)**. We will communicate the system switchover date once we have more information available.

Before the switchover date, a one-page instruction sheet on how to use the system will be provided. You can find visuals of how text, email, and the Smartphone application main menu and a notification response will display from AtHoc below.

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**.

# AtHoc Application Images

