



# AtHoc Mobile App Install – USMC OCONUS

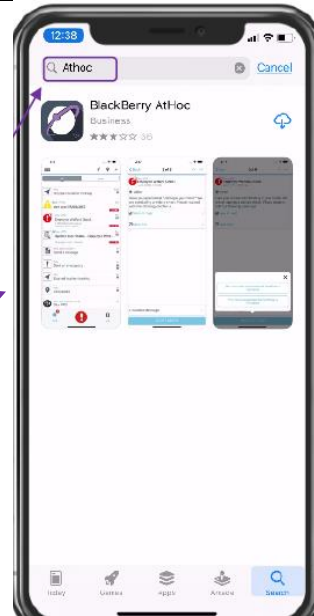


**Note:** This guide uses an iPhone for screen shots. Your Device may look slightly different, but the process should be the same.

This guide will assist **OCONUS (MCIPAC) Users** with installing the AtHoc Mobile App on your work or personal device.

**Step 1:** Remove any AtHoc apps from your mobile device if previously installed.

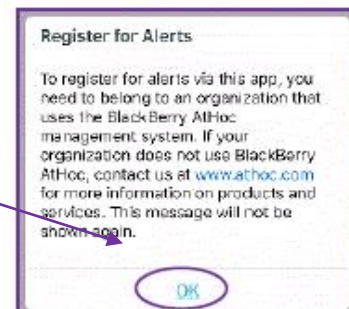
**Step 2:** Search 'AtHoc' from the App Store or Google Play Store and install it.



**Step 3:** You will receive several questions that will determine how the app will perform.

- 1) **"AtHoc" Would like to send you Notifications**
  - a) This is needed to advise you of an alert.
- 2) **Allow "AtHoc" to access your location while using the app?**

You can be notified of a threat or incident in a specific area if targeted. You can turn location service off. See note on page 4 for more details.
- 3) **Register for Alerts**
  - a) Select OK
  - b) You will need a user account in a **USMC OCONUS organization** system and the organization code. **"MCIPAC" is the code.**





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**Step 4:** Add your email address. You must use an email from your eMNS (AtHoc) profile page; **recommend using an address other than a “usmc.mil” address.**

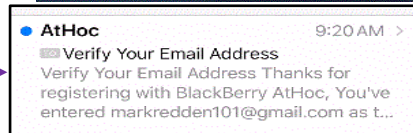
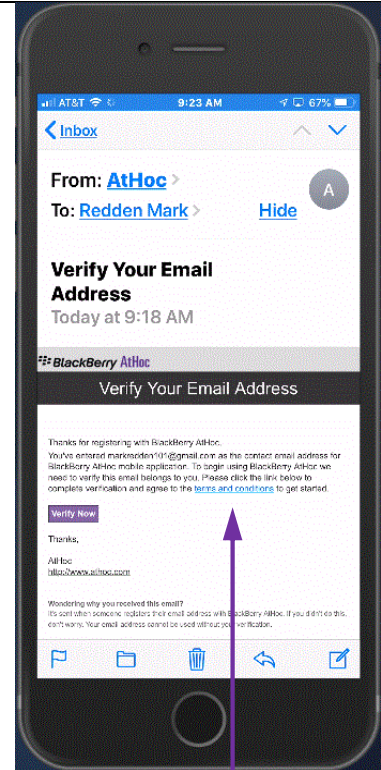
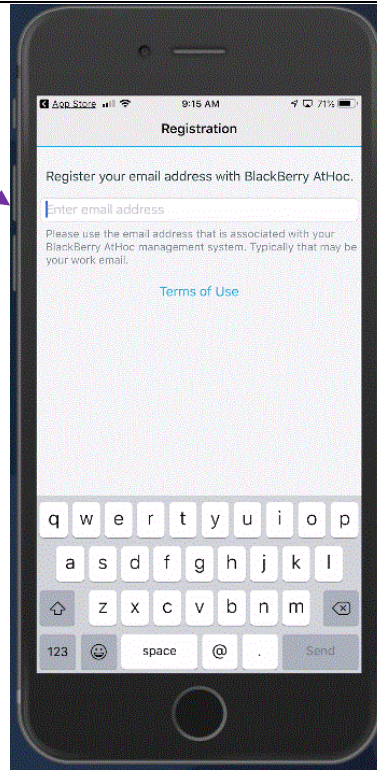
**Note:** Sometimes work emails will not verify the app due to firewalls and security measures set by MARCYBER. **The personal email must be added to your user profile, this can be done by connecting to self-service or asking someone on your organization who can access the AtHoc Management system. You can always delete your personal email in your eMNS Profile after the verification.**

**Step 5:** Go to your email account and open the **AtHoc** email.

**Note:** This may take a few seconds to a few minutes depending on your LAN or Cell connection.

**Step 6:** You will need to select the hyperlink: **Verify Now** (see note below)

**Note:** Android users should select the **terms and conditions** link and then **Verify Now**.





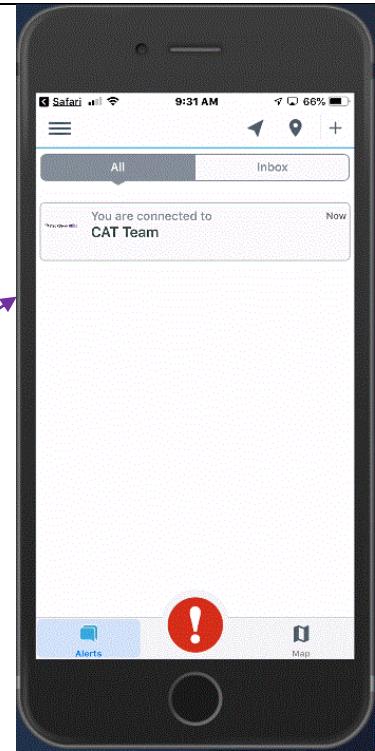
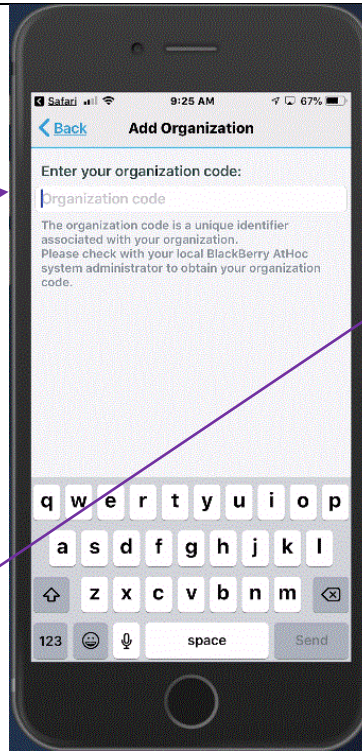
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**Step 7:** Go back to your AtHoc App and wait for the screen to change from, “Register your email...” to “Enter Organization Code.” This may take some time so let it sit. Once it changes, enter: **MCIPAC**

**Note:** *If the screen does not automatically switch after 30 minutes, check that you have the correct email used in your profile, or close the app and restart it or restart your phone. If none of these steps work, delete the app and start from step 2 above making sure you have good network connectivity.*

Once connected you will see your organization in the menu. Simply touch it to go to your page and view alerts.



## Help / Questions?

For detailed instructions on many topics, click on the question mark in the upper right corner of the Home Page in the eMNS (AtHoc) system or your the Self-Service page. This will take you to the BlackBerry Docs page.



## Best Practices:

**Use your personal email** in your profile to verify the mobile app install.

For Android users: Select the **terms and conditions** within the verification email. You don't have to read the PDF, simply access it. Go back to the email and then select **Verify Now** and then proceed to step 6.

## Additional Information:

- Location Services from Step 3, sub step 2a.: This feature will only identify where you are when you reply to an alert from the mobile app. It will not track your movement. Responding to an alert with the mobile app simply saves your location to your user profile. You can always turn off Location Services within your device's settings and this will prevent the mobile app from sharing your location. If you do turn them off, the app will prompt you to turn them back on before acknowledging an alert via the mobile app. Please refer to your specific phone for this process.



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If you have installed the app and plan on changing devices, we recommend disconnecting your old device by going into the app and selecting **Disconnect** at the top of the screen.

- If you are an Enterprise or Organization Administrator, in the mobile app settings, you can select 'User choice' as yes or no. This offers the user to choose whether to send location information with alert or event response or not.