BlackBerry Messenger Enterprise (BBME) Setup for Android/IOS Devices

End-User Standard Operating Procedure

DIMEI

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Objective: To describe the standard operating procedure for activating BBME on IOS and Android devices.

Revision History

Changes in this document must be listed in the following table using the following conventions:

- A letter shall designate successive unofficially released (draft) versions.
- Each draft shall have the suffix letter updated (e.g.; from v.a Draft to v1.b Draft, or v1.a Draft to v1.b Draft).
- Minor updates to formally released versions shall result in a version number update (e.g.; v1.0 to v1.1).
- A major change shall result in a new version (e.g.; 1.0 to 2.0).

Date	Version	Amendment	Author
2019-02-11	1.0	Document creation	DIMEI 4-2
2019-02-11	1.2	Revised Content	DIMEI 4-2

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1. Introduction

In October 2018, Treasury Board Secretariat (TBS) selected BBM Enterprise (BBME) as the secure mobile messaging standard for all of the Government of Canada, and TBS has set March 31, 2019 as BBME adoption deadline for all departments, including DND/CAF. BBME was chosen because it provides secure, encrypted messaging and it runs on all mobile operating systems, including Blackberry, Android and IOS.

For full details, please see:

https://www.canada.ca/en/treasury-board-secretariat/services/information-technology/policy-implementation-notices/direction-migration-bbme.html

All DND/CAF mobile users will be required to use BBME after March 31st, 2019, for any work-related instant messaging on their government-issued mobile device.

1.1 About Standard Operating Procedures

Standard Operating Procedures (SOP) can be developed for a variety of audiences and purposes, for example:

- Operators (End-users): To effectively use the subject of the document's functionality to support operational or business processes as required.
- Support Personnel: To ensure the efficient and effective operation of the functions and capabilities provided by the subject of the document.

SOPs can also describe anticipated unscheduled procedures that may be required to address non-routine activities.

1.2 About this Document

This document contains the procedures for users to activate BBME on Android or IOS devices.

1.3 Intended Audience

This document is intended for the following audience:
- Mobility End users
- Local Service Providers (LSPs); and
- Regional Service Management Centers (RSMC)

1.4 Scope

This document contains the procedures that apply to users who have a mobile device on DWAN.

2. Prerequisites

The completion of the upgrade procedures, outlined in this document, are dependent on the following prerequisites:
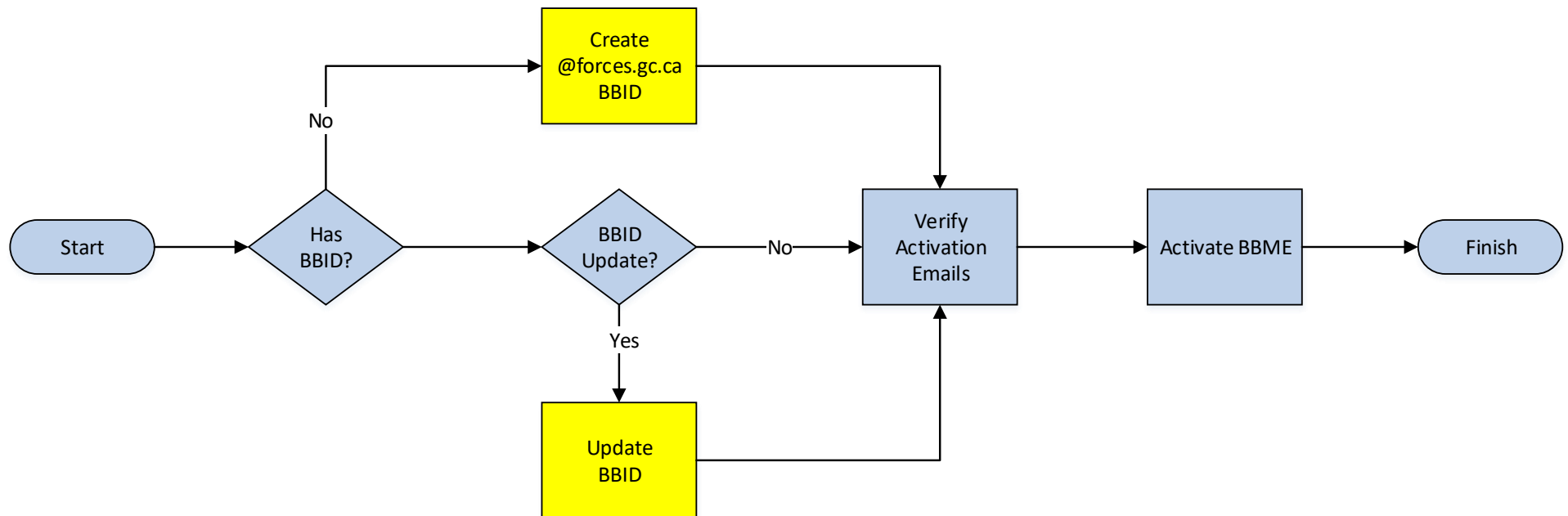
- The BBME app is already installed on the device.
- The end-user is a DND/CAF mobility client, with an active BBME license.
- The end-user has simultaneous access to both their DND/CAF mobile device (with a usable cellular or WiFi internet connection) and their DND/CAF workstation.

    Note: It is difficult to complete these steps in a "secure area", without the assistance of another person.

3. BBME Activation Process for Android and IOS Devices

The process map below is a depiction of the BBME Activation Process for Android and IOS device owners, where blue boxes represent mandatory tasks that the user will have to complete, while yellow boxes represent tasks that the user may have to complete, depending on their situation. All of these steps are defined in detail in the sections that follow.

The following steps must be followed, in the order they appear below, to ensure the successful activation of BBME on your Android or IOS device.

```
                         ┌──────────────┐
                         │   Create     │
                         │ @forces.gc.ca│
                         │    BBID      │
                         └──────┬───────┘
              No                       │
                                       ▼
  ┌───────┐    ◇ Has ◇    ◇  BBID  ◇   ┌──────────┐   ┌──────────────┐   ┌────────┐
  │ Start │───▶│ BBID? │──▶│ Update?│─No─▶│ Verify  │──▶│ Activate BBME│──▶│ Finish │
  └───────┘    ◇       ◇   ◇        ◇   │Activation│   └──────────────┘   └────────┘
                                   │    │  Emails  │
                                  Yes   └────▲─────┘
                                   ▼         │
                              ┌──────────┐   │
                              │  Update  │───┘
                              │   BBID   │
                              └──────────┘
```

Note: If you encounter problems while executing the steps below, please contact your local Service Desk for assistance.
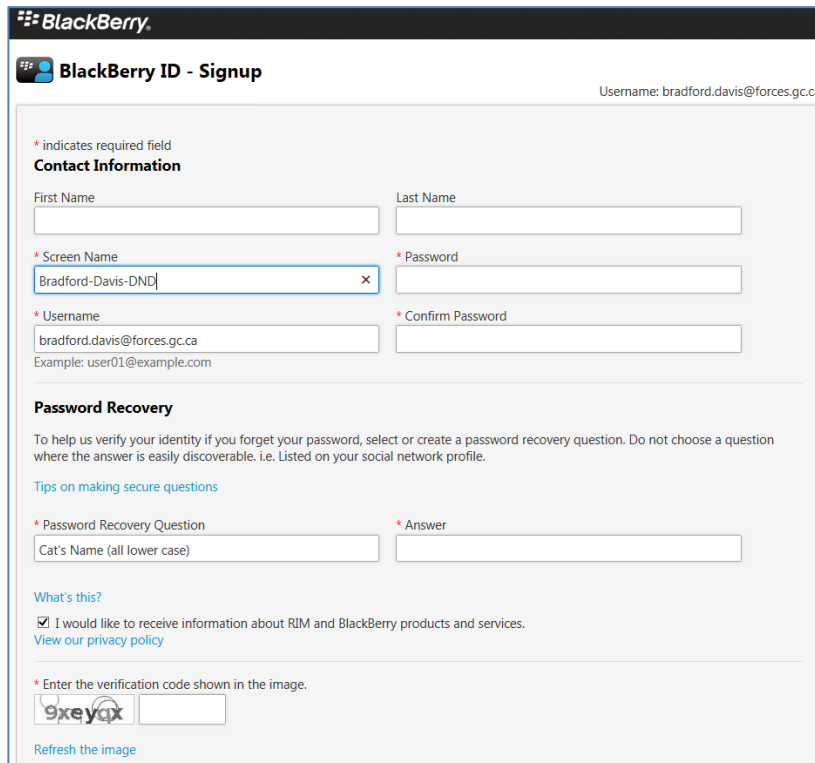
3.1 Create a Blackberry ID

In order to use BBME on your Blackberry device, you need to have a Blackberry ID (BBID), and that BBID needs to be associated to your **@forces.gc.ca** email address.

**Note:** Proceed to step 3.2 if you already have a Blackberry ID (BBID)

1. Go to https://ca.blackberry.com/bbid?DID=bbid.com

2. Under "**Create BlackBerry ID**", select "**Create BlackBerry ID Online>**" (see screenshot below)
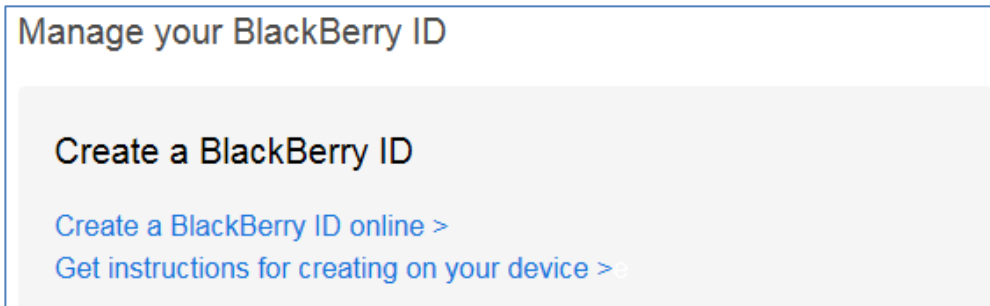

3. The following on-line form will appear.

4. Fill out the form making sure that the Username value is your **@forces.gc.ca** email account.

5. Save the form to complete your BBID account creation. The following screen will appear.
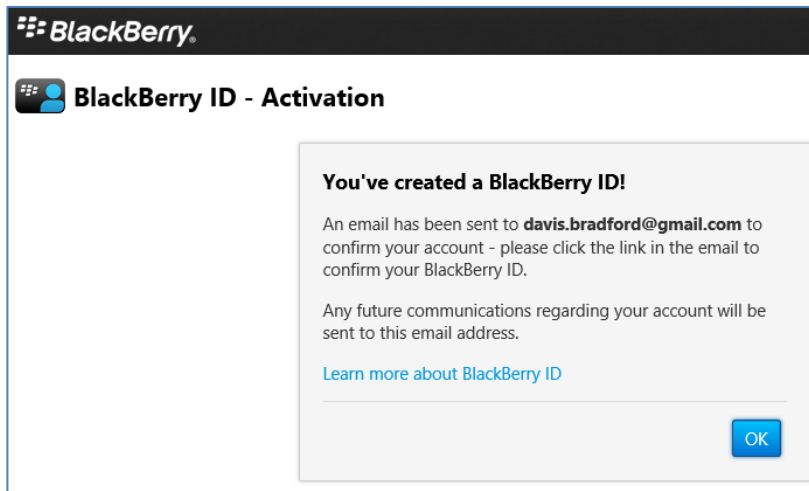
6. You will receive an email (see below) from Blackberry confirming the creation of your Blackberry ID account.
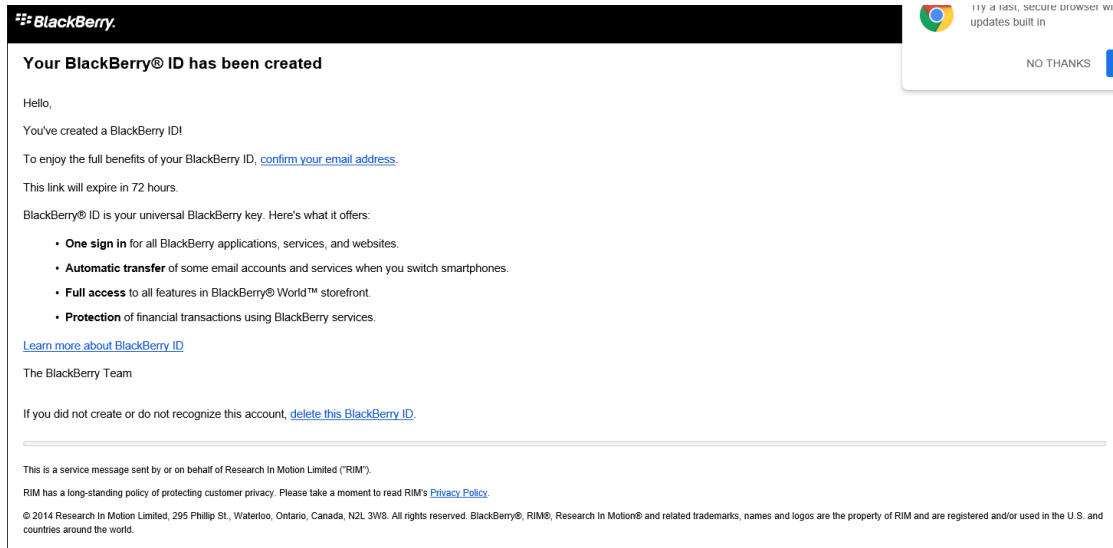
a) You must select the link "**confirm your email"** within the email.

b) Enter your Blackberry ID password as prompted.
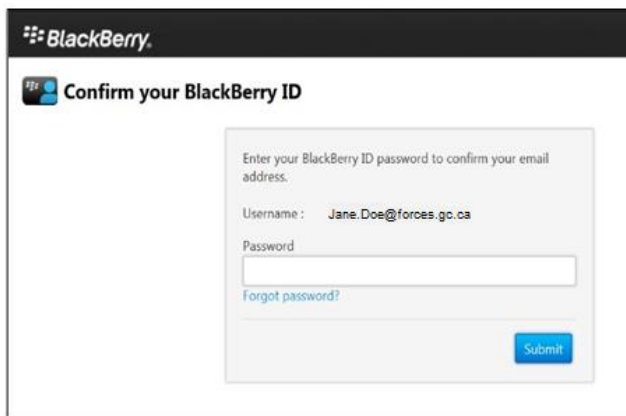
c) Click <**Submit**> to confirm your email.

d) You will receive the following confirmation.
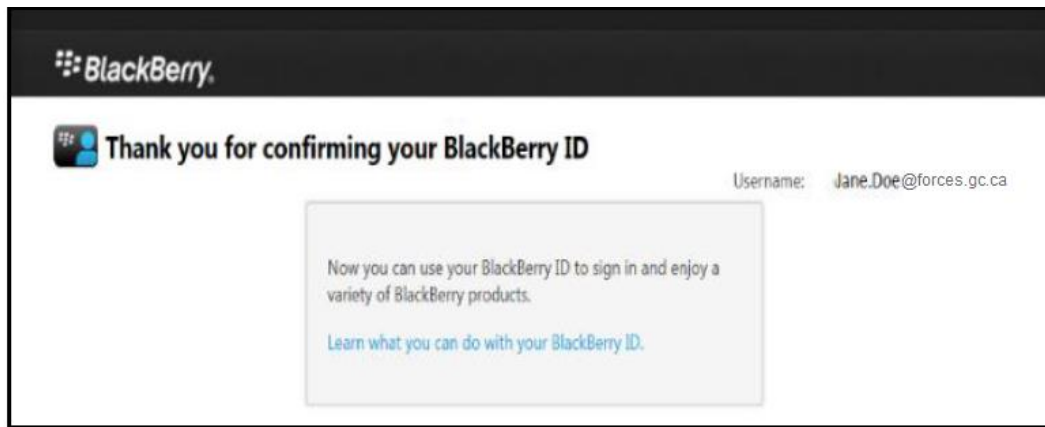
## 3.2   Verify/Update your BlackBerry ID Account Information

In order to use BBME on your Blackberry device, you need to have a Blackberry ID (BBID), and that BBID needs to be associated to your **@forces.gc.ca** email address.

Note: Skip this step if you just completed step 3.1, and created a new Blackberry ID account or if your BBID is already associated to your @forces.gc.ca email address.

1.   Go to https://ca.blackberry.com/bbid?DID=bbid.com

2.   Under "**Manage your BlackBerry ID**", select <**Sign in**> (see below).
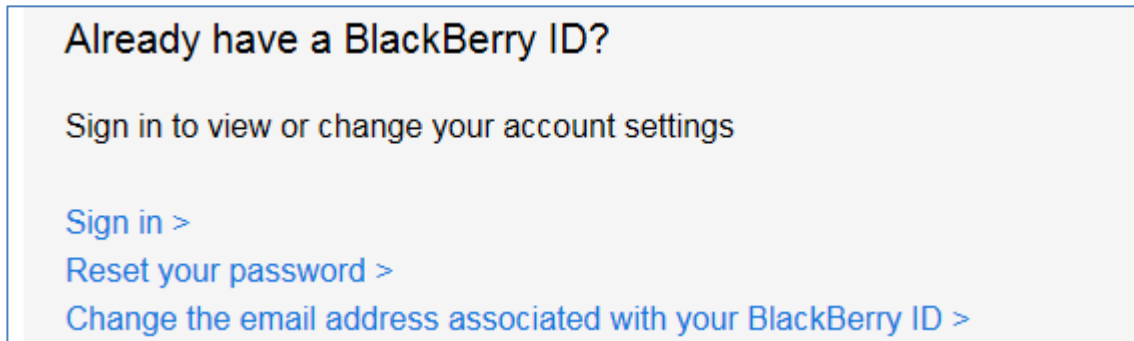
3.   If your password does not work, select <**Forgot Password?**> (see below).
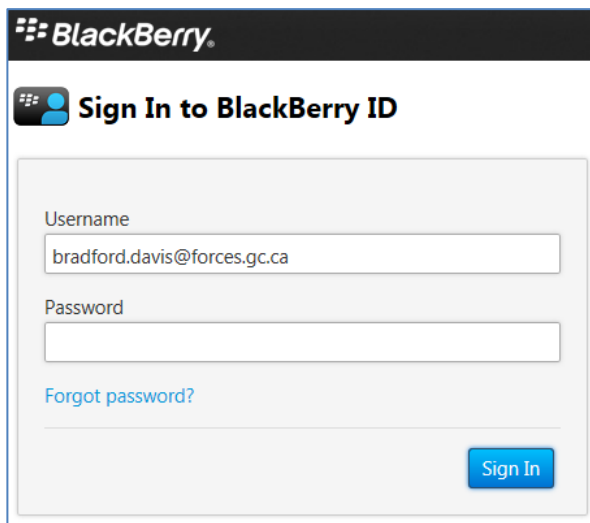
4.   Follow the prompts to complete a password reset, and then start this step over again.

5. Verify that your Username is your **@forces.gc.ca** email account. If not, change it to that.

Note: If your Blackberry ID is not associated to your **@forces.gc.ca** email account, you will not be able to communicate with other DND/CAF end-users through BBME.

6. Be sure to also verify the password recovery question and answer and update as necessary.

7. Save the form to update your Blackberry ID account with the changes.

8. If you have change your Username, you will receive an email, in your DWAN email account, from mailto:mdonotreply@blackberry.com, with the Subject <Your BlackBerry ID username has been changed> (see figure below).
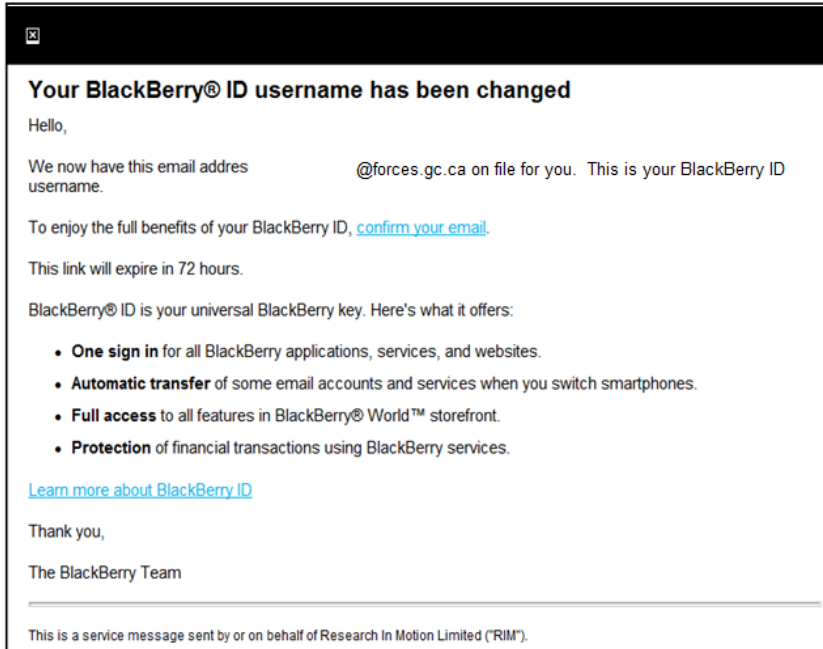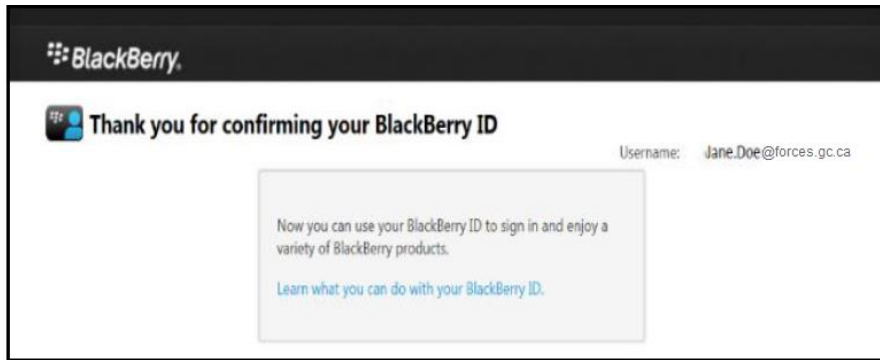

a. You must select the link "**confirm your email"** within the email.

b. Enter your Blackberry ID password as prompted.
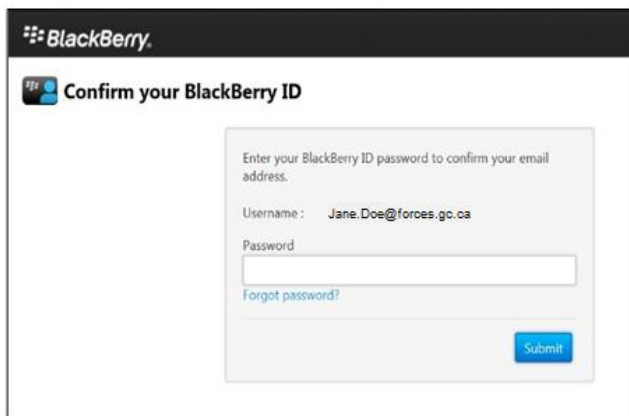
c. Click <**Submit**>.

d. You will receive confirmation that the BlackBerry ID was successfully changed:

3.3   Confirm Receipt of BBME Activation Emails

To activate BBME on your device, you need to be assigned a BBME license by a system administrator, and invited (via email) to use BBME. For Android and IOS activations, you will receive 2 emails – one will contain your Username (your @forces.gc.ca email address), and the 2nd will contain your activation password.

Note: You will not be able to activate BBME on your device, until you receive these emails.

These emails will be from a "BlackBerry UEM noreply@blackberry.com" email address, and will have the following subject(s):

- **"Activating BBM Enterprise on BlackBerry UEM",**
- **"Password to activate BBM Enterprise on BlackBerry UEM"**

Note: If you do not eventually receive these emails, report an incident to the Service Desk, to have them resent.

Important: Take note (write it down) of the activation password, contained in the 2nd email, as it will be required in the final BBME activation step (3.4).

Note: There is a hyperlink in the 2nd email. If this link is clicked, when accessing the email while on your mobile device, it will launch BBME and initiate the BBM Enterprise Activation process described in 3.4 below. However, this hyperlink will not work from Outlook on your desktop.

3.4   BBM Enterprise Activation

7. On your IOS or Android device, launch the BBME application. For Android devices, the BBME application is in the KNOX container.

8. On the BBME home screen, click **Activate with BlackBerry UEM** link.
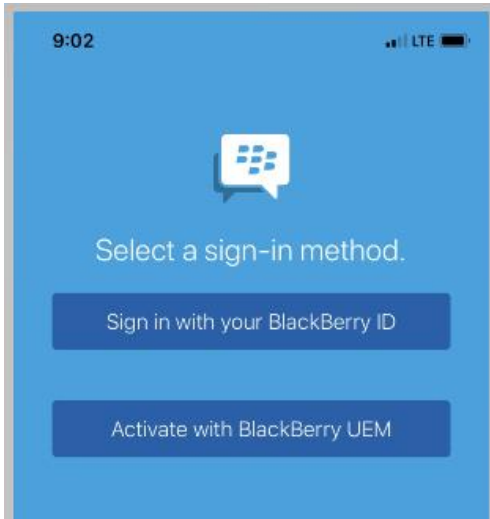
9. Type in your activation username (your **@forces.gc.ca** email address) and activation password from the activation email you received (see 3.3 above).
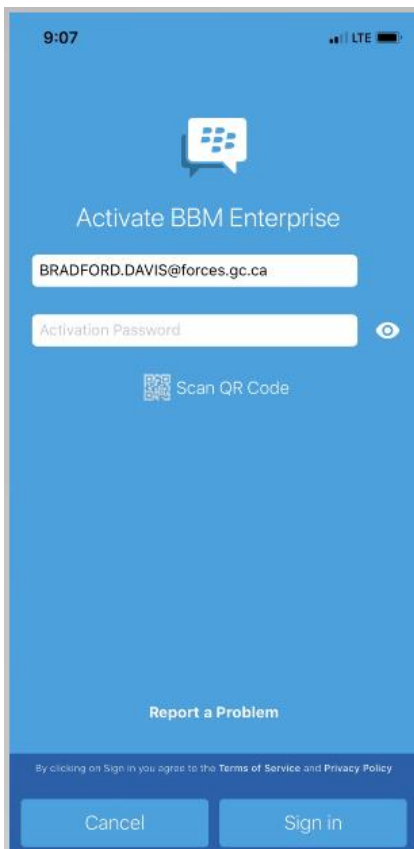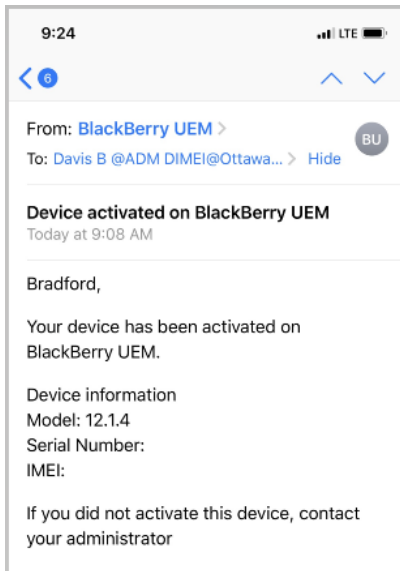

10. Click **Sign in**.

11. Optionally, customize the device name and description.

12. Optionally, set this device as your primary BBM Enterprise device.

13. Click **Continue**. You are now activated on BBME.

14. You will receive an email from Blackberry UEM t (see below) on your @forces.gc.ca account confirming the BBME activation on your device.

4.   Abbreviations

The following table defines abbreviations and terms used within this document.

Abbreviation/ Term	Definition
BBID	BlackBerry Identifier
BBME	BlackBerry Messaging Enterprise
DWAN	Defence Wide Area Network
LSP	Local Service Provider
RSMC	Regional Service Management Centre
SOP	Standard Operating Procedure