# BlackBerry Messenger (BBM) to BlackBerry Messenger Enterprise (BBME) Upgrade

## End-User Standard Operating Procedure

**DIMEI**

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Objective: To describe the standard operating procedure for upgrading from BBM to BBME.

# 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 |
| 2019-03-08 | 1.2 | Reorganize/update the content | DIMEI 4-2 |
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## Table of Contents

# 1. Introduction

BlackBerry Messenger (BBM) is no longer a supported application for work-related communications. It is required that everyone upgrade to BlackBerry Messenger Enterprise (BBME) using the instructions and details contained in this document.

For full mandate details, please see:

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

## 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 upgrade the BBM app to BBME.

## 1.3 Intended Audience

This document is intended for the following audience:

- 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 the DWAN.

# 2. Prerequisites

The completion of the upgrade procedures, outlined in this document, are dependent on the following prerequisites:

- The device runs Blackberry 10 OS version 10.3 or later.
- The BBM 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.   BBM to BBME Activation Process for Blackberry Devices

The process map below is a depiction of the the BBME Activation Process for Blackberry 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 and the current configuration of their Blackberry device.  All of these steps are defined in detail in the sections that follow.

**Important:** This process might take over 1 hour to complete, depending on the strength of your mobile signal.  It is recommended you execute this update while on a good Wi-Fi connection, to ensure signal strength.  **There is no risk to DND-CAF in completing this process while on a public Wi-Fi** connection (i.e. Startbucks, work location), so to avoid any personal data cost, feel free to do so.

The following steps must be followed, in the order they appear below, to ensure the successful upgrade to BBME on your Blackberry device.
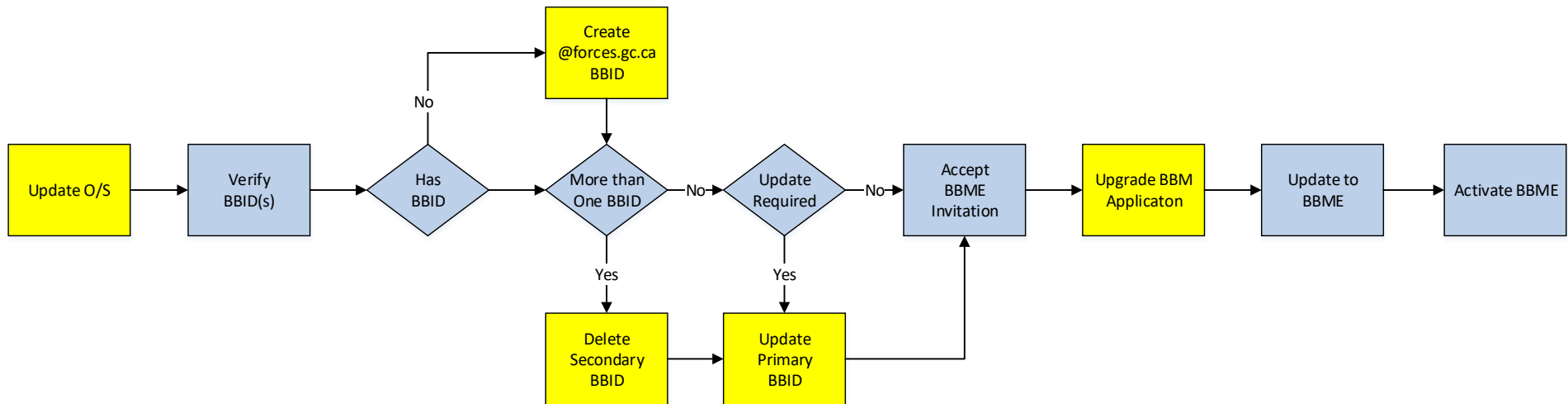


**Note:** If you encounter problems while executing the steps below, please contact your local Service Desk for assistance.

## 3.1 Verify and Update your Device OS

In order to install BBME on your Blackberry device, the Blackberry operating system must be version 10.3 or later.

**Note:** Skip this step if your Blackberry operating system is version 10.3 or later.

To ensure that Blackberry OS version 10.3 or later is installed, do the following:

1. On the home screen, log into your BlackBerry on the personal side.

2. Swipe down from the top and select <**Settings**>.

3. Select <**Software Updates**>.

4. Select <**Check for Updates**>.

5. Complete pending update.

## 3.2 Verify, Create or Update your 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.  If you are a Blackberry user, you should already have a BBID.

**Note:** Skip this step if you already have a BBID, that is associated to your @forces.gc.ca email address.

Complete the 3 steps below , in the order they appear, skipping over the steps that do not apply.

### 3.2.1 Verify your BBID

To verify your BBID, do the following:

6. Login to your BlackBerry on the personal side.

7. Swipe down from the top and select <**Settings**>.

8. Scroll down and select <**BlackBerry ID**>.

9. On the **BlackBerry ID** screen, under "**BlackBerry ID Username**" is your current BBID.

10. Take note of your current BBID information, especially the **Username** value (write it down), which will be an email address.
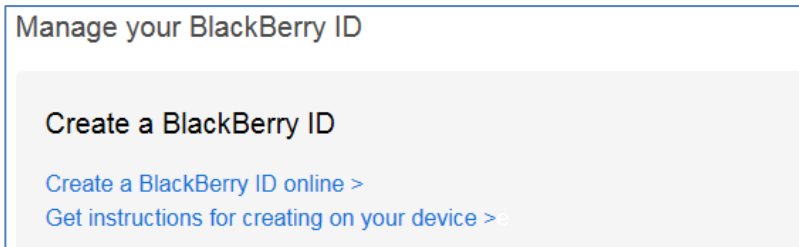
11. Select back arrow.

12. Close **Settings**.

### 3.2.2 Create a new BBID

**Note:** Skip this step if you just completed step 3.2.1 and you already have a BBID. Do not create a new BBID if you already have one, even if that BBID in not associated to your @forces.gc.ca email account.
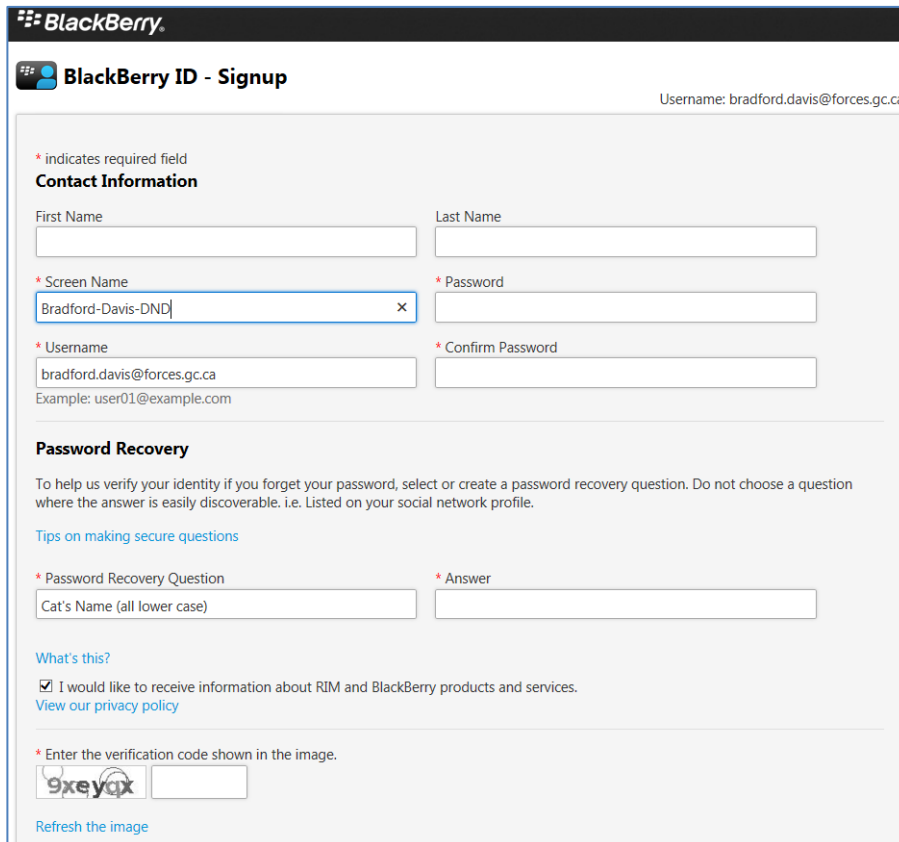
**Note:** It is best to complete this step while accessing your desktop computer.

To create a new BBID, do the following:

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.

### 3.2.3    Deleting Secondary BBIDs

**Note:** Skip this step if you just completed 3.2.2 above, or if you have verified your BBID (3.2.1) and it is already associated to your @forces.gc.ca account, and you are certain you do not have multiple BBIDs.

**Note:** If you are uncertain about having multiple BBIDs, complete this section.

Some Blackberry device owners, have more than one BBID.  You may have, in the past, created a secondary BBID that is associated to your @forces.gc.ca email account, and forgotten about it.

If you are currently using a BBID on your Blackberry device, that is not associated to your @forces.gc.ca email account, you will need to update that BBID email information, following the steps in the next section (3.2.4) that follows.

However, if you have a secondary BBID, that is associated to your @forces.gc.ca email account, the BBID update process outlined in section 3.2.4 will fail, because multiple BBIDs can not be accociated to the same email address.

If this is the case, you are advised to delete the BBID that is associated to your @forces.gc.ca email account, before proceding to the next step in section 3.2.4.

**Note:** It is best to complete this step while accessing your desktop computer.

To verify that you may have a secondary BBID, associated to your @forces.gc.ca email address, do the following:

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

2.    Under "**Manage your BlackBerry ID**", select <**Reset your Password**> (see below).
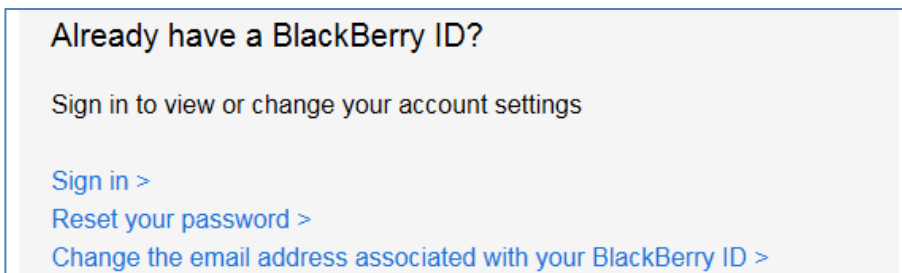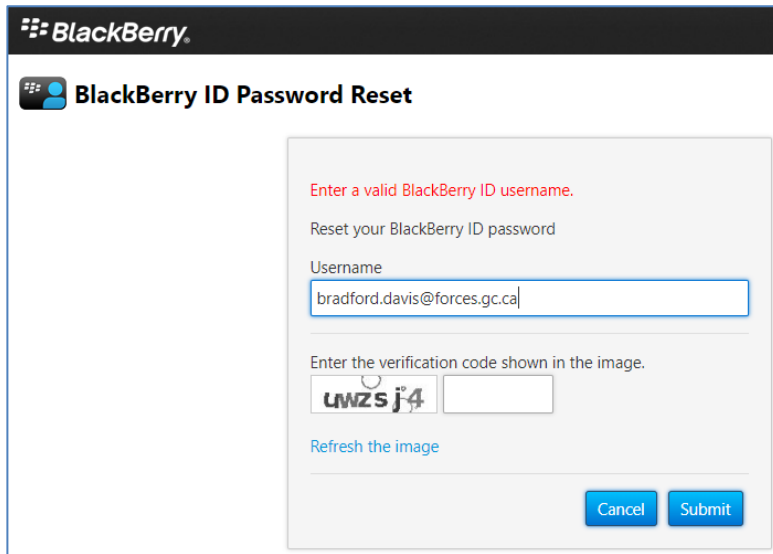


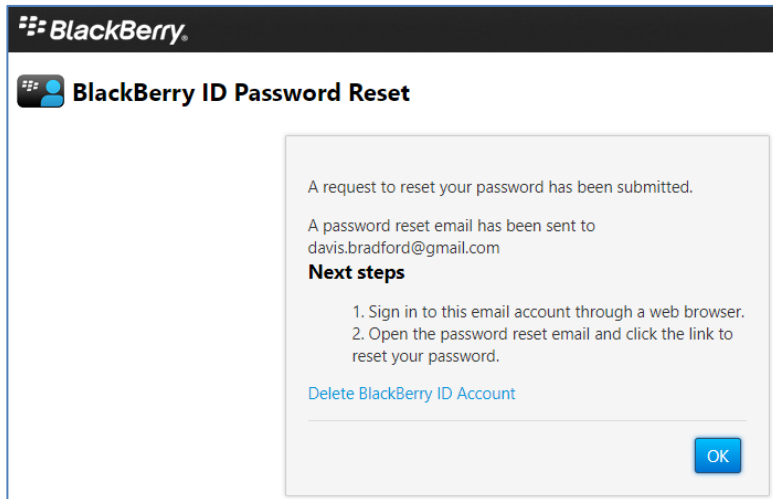3.    Input your **@forces.gc.ca** email address, complete the verification code, and click the <**Submit**> button.
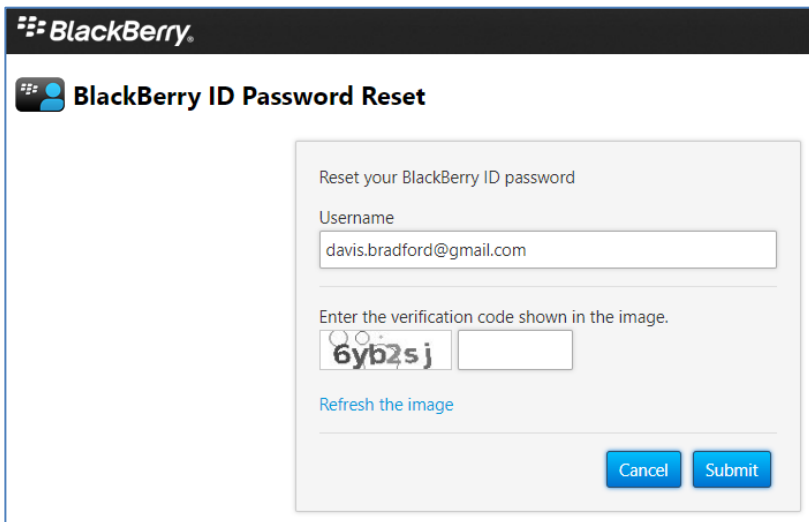
4.  If you receive the following message (see below), you do not have a secondary BBID associated to your @forces.gc.ca account, and you can skip the rest of this section, otherwise continue to step 5 below.



5.  On the following screen, click the <**Delete Blackberry ID Account**> link.



6.  The following message will appear on screen, click <**Send**>.

7. You will receive an email similar to the one below, click the <**Delete Blackberry ID Account**> link in the email.



8. A web browser will open, and the following message will appear, click <**Continue**>.



9. The following message will appear, and the BBID will now be deleted.

Your request to delete the BlackBerry® ID has been completed.

### 3.2.4 Update your BBID

**Note:** Skip this step if you just completed 3.2.2 above, or if you have verified your BBID (3.2.1) and it is already associated to your @forces.gc.ca account.

**Note:** Some individuals have more than one BBID. You may have, in the past, created a secondary BBID that is associated to your @forces.gc.ca email account and forgotten about it. If you attempt to

**Note:** It is best to complete this step while accessing your desktop computer.

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

2. Under "**Manage your BlackBerry ID**", select <**Sign in**> (see below).



Already have a BlackBerry ID?

Sign in to view or change your account settings

Sign in >
Reset your password >
Change the email address associated with your BlackBerry ID >

3. If your password does not work, select <**Forgot Password?**> (see below).



Sign In to BlackBerry ID

Username
bradford.davis@forces.gc.ca

Password

Forgot password?

Sign In

4. Follow the prompts to complete a password reset, and then start this step over again.

5. Once logged in successfully, the "**BlackBerry ID – Details**" screen appears.
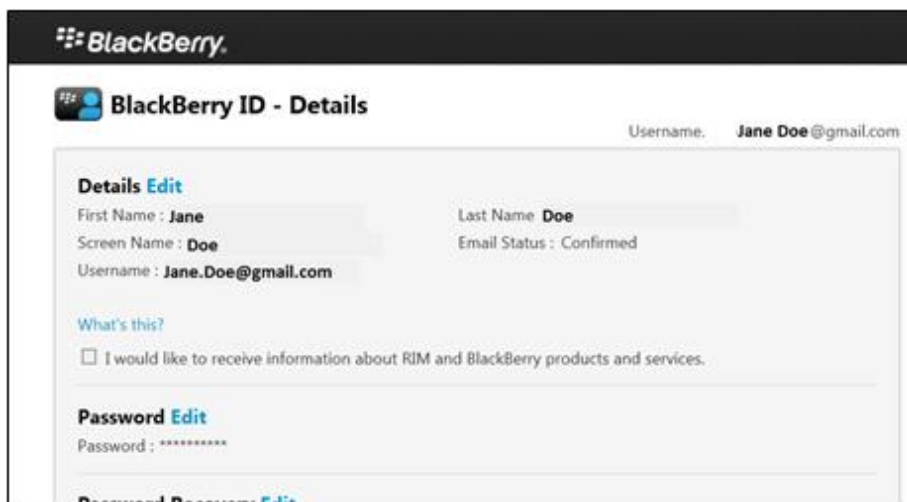
6.  On the BlackBerry ID – Details screen:

    a.  In the **Details** section, select **<Edit>**.

    b.  Enter your BBID password.

    c.  Change your Username to your DND @forces.gc.ca email address (e.g. Jane.Doe@forces.gc.ca)

    d.  Tab down, select **<Save>**.

7.  After you have updated your BBID username to your @forces.gc.ca email address and saved the changes, 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).
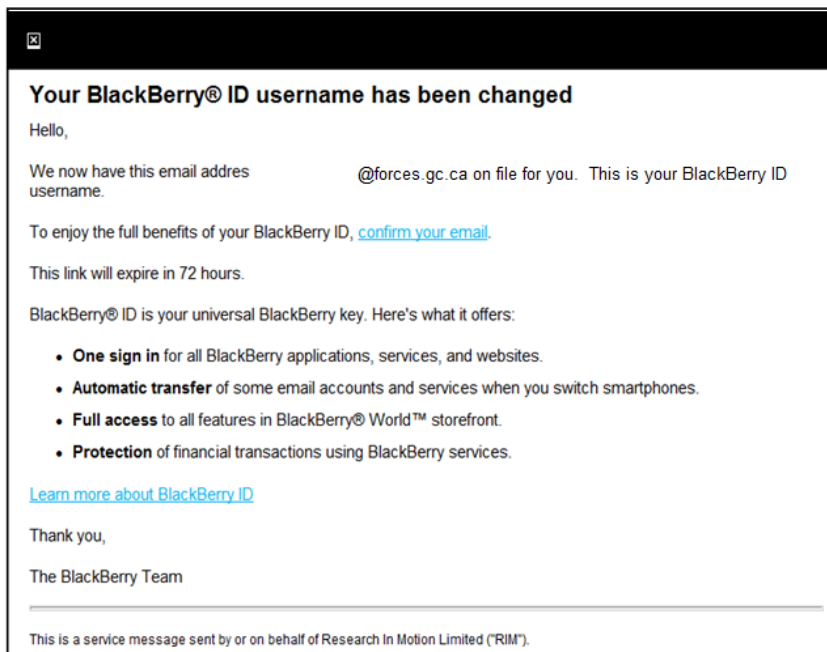


8.  In order to finalize the email address change, you must do the following:

    a)  Click the **confirm your email** link in the email (see above)

    b)  Enter your Blackberry ID password when prompted.

    c.   Click <**Submit**>.

    d.   A confirmation message will appear, stating that the BlackBerry ID was successfully changed:
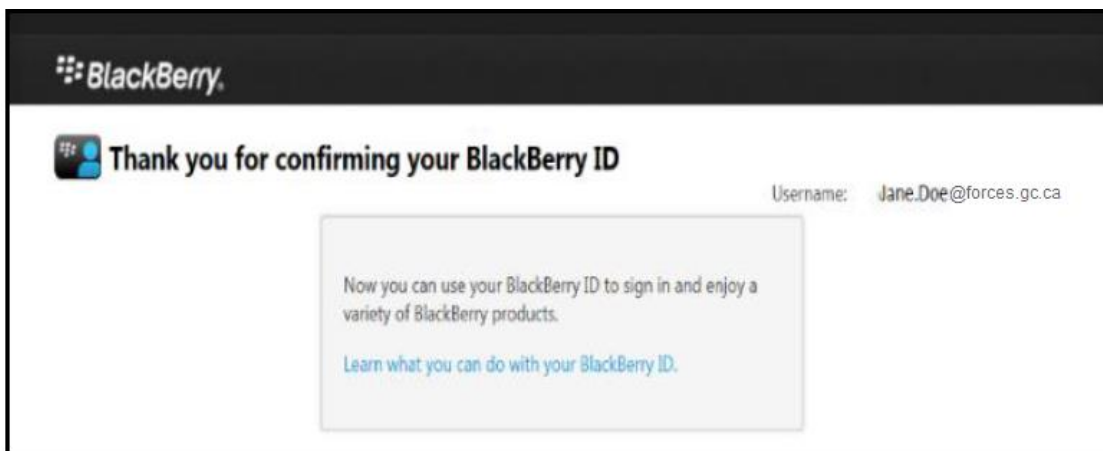


9.   Repeat 3.2.1 Verify your BBID, from above, to confirm that your BBID username (@forces.gc.ca email address) has updated on your device.

## 3.3   Accept the BBME Invitation

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.

**Note:** You will not be able to activate BBME on your device until you receive this email.

The email will be from a Blackberry.com email address and will have the following subject:

 **"Welcome to BBM Enterprise | Bienvenue dans BBM Enterprise"**

**Note:** You should have already received this email in your DWAN inbox.  If you do not eventually receive this email, report an incident to the Service Desk to have the invitation email resent.

To accept the BBME invitation do the following:

1.   Go to your DWAN email, and open the email from **BlackBerry Identity - no reply** mailto:mBlackBerry_Identity_no_reply@blackberry.com, with the Subject "Welcome to BBM Enterprise | Bienvenue dans BBM Enterprise".

**Note:** This invite is only valid for 30 days. If it is not activated within that time, a assyst incident will be required for a re-invite.

2. Select the link as prompted within the BBME email invite.

3. Enter your DND BBID and password.
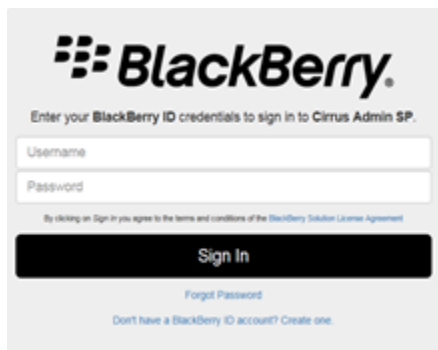


4. The "**Welcome to Enterprise Identity by BlackBerry**" screen appears. Select <**Logout>** at the top of the screen (see figure below).

   **Note: Do not click the Download link** on the screen (see below) to download BBM Enterprise.   The BBME application download will be explained in section 3.5, later in the document.
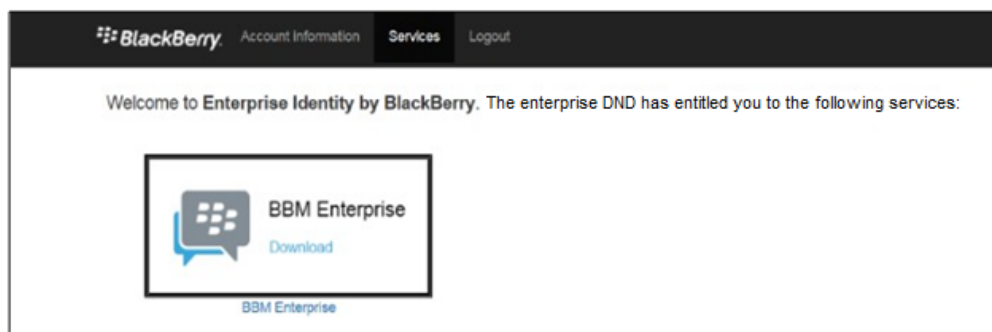


## 3.4    Update Current Version of BBM

Before switching to BBM Enterprise, BBM on the device must be updated to the latest version.

**Note:** Skip this step if you already have the most current version of BBM running on your device.

To upgrade BBM to the latest version do the following:

1. On the device, open the <**BlackBerry World>** application, which is usually on the Blackberry home screen.
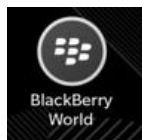


2. When BlackBerry World launches, select the <**Option Lines>** icon  (i.e. three horizontal lines, bottom left corner of the screen).

3. On the menu that appears, select <**My World**…**My Apps & Games>**.

4.  On the My Apps & Games screen, select the <**Updates>** tab.

5.  Scroll to find BBM, and if it appears, select the <**Update>** button to install the update.

6.  Follow the prompts until the update completes.

**Note**: If the BBM application does not appear on the Updates tab, you can force a BBM update, by switching to the <**My Apps & Games…Installed>** tab, locate the BBM application in the list, and clicking the Update button for BBM, following the prompts until the update completes.

## 3.5   Update from BBM to BBME

Be sure to have reviewed the BBM Existing Groups and Chats information and/or the warning shown below before proceeding.
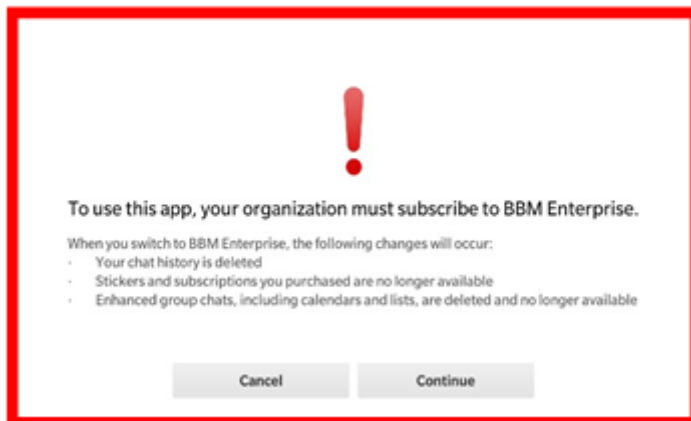
1.  On the BlackBerry Personal Side, swipe to the application screen and open the BBM application.

    If a prompt to update BBM appears, select Update, and follow the prompts to update BBM.

2.  In the BBM application, swipe down from the top of the screen.

3.  Select <**Settings>** <**Gear Icon>** ⚙ .

4.  Scroll down and select <**Switch to BBM Enterprise>**.

    **Note:** If the <Switch to BBM Enterprise Settings> option does not exist, then the latest version of BBM is not installed on your device.  Repeat the steps in section 3.4 above, forcing a BBM update, explained at the end of that section.

5.  The message "**To use this app, your organization must subscribe to BBM Enterprise"** will appear. Select <**Continue>** option.



6.  If prompted, download the latest version of BlackBerry World by completing the following steps:

    a.  On the prompt to download BlackBerry World, select <**Download>**.

    b.  On the BlackBerry World download screen, select <**Update>**. BlackBerry World update will complete.

7.  If not already open, open the BBM application and select <**Continue>** to download the BBM Enterprise, or you may need to repeat steps 1 – 4 above.

8.  BBM Enterprise will install right after the download, and display **Completed**.

9. Close the BlackBerry World BBME completed screen.

## 3.6 BBM Enterprise Setup

1. On the BlackBerry Personal Side, swipe to the application screen and open the BBM Enterprise application.

2. The BBME Setup screen will display the following message:

<div style="border:1px solid black; padding:20px; text-align:center;">

*You're about to sign in using the BlackBerry ID*

**your.name**@forces.gc.ca

*If you continue, you will be signed out of BBM on any other device you are signed into.*

</div>

3. Select <**Continue**>.
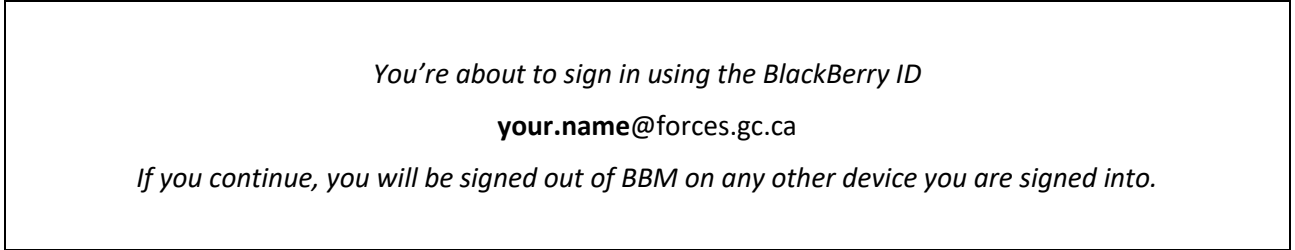
4. The **Notification** screen appears: "**You can now access your BBM Enterprise account on multiple devices**…", select <**Continue**>.

5. The **Activation Complete** screen appears: **Enter your full name in the Name field, (leave Description as-is),** select <**Continue**>.

6. The BBM Enterprise Setup "**Complete"** screen appears; select <**OK**>.

7. On the <**Personalize Your Profile**> screen, type your Real First Name and Last Name as prompted. This will register you in the Enterprise Directory, so that coworkers can find you. Select <**Done**>.

8. BBME will open; you will have your contacts, but all Groups and Chats will be gone.

# 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 |