BlackBerry Messenger Enterprise (BBME) move from EID to UEM admin console

End-User Standard Operating Procedure

DIMEI

document identifier	**DMI 400-XXX**	identificateur du document
release date	**2019-03-19**	date de diffusion
version	**1.2**	version
release authority	**DIMEI 4-2**	autorité de diffusion

Objective: To describe the standard operating procedure for user to move their BBME account from old console (EID) to UEM.

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
2019-02-19	1.0	Document creation	DIMEI 4-2
2019-03-12	1.2	Document Edits after testing process	DIMEI 4-2

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1. Introduction

BlackBerry Messenger Enterprise (BBME) users, that are provisioned through the EID administration consle will need to be moved to the UEM console, when they have been provisioned a new Android or IOS 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 Android and IOS users to move their BBME account from the old (EID) console to the new UEM console.

1.3 Intended Audience

This document is intended for the following audience:

- Mobility End-Users with Android and/or IOS devices
- Local Service Providers (LSPs); and
- Regional Service Management Centers (RSMC)

1.4 Scope

This document contains the procedures that apply to users who have an Android or IOS mobile device on the DWAN.

2. Prerequisites

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

- That the BBME application has already been installed on the device,
- The user has activated BBME on the EID console, and
- The user has been invited to activate on the UEM console

3.   Process to move from EID to UEM

In order to move your Android or IOS device from being managed in BBME legacy administration console (EID) to the more feature-rich UEM administration console, you much complete the following steps outlined in the sections below.

3.1   Confirm Receipt of the UEM Activation Emails

You must ensure that you have received, 2 emails from Blackberry. One will contain your Username (your **@forces.gc.ca** email address), and the 2nd email will contain your UEM activation password.

Note: You will not be able to move to UEM, 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 UEM activation step (3.2).

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 3.2 below. This hyperlink will not work from your desktop computer.

3.2   Move account to Blackberry UEM
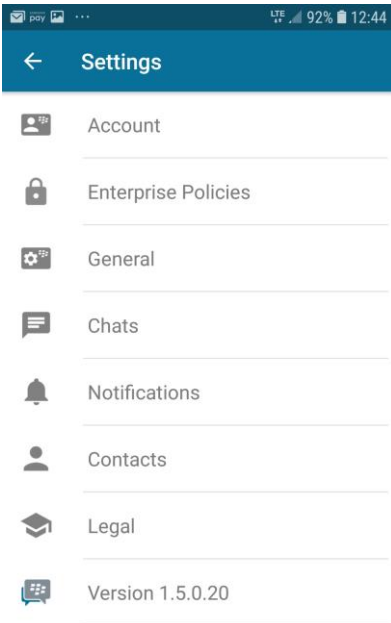
1.   On your Android or IOS device, open the BBME application.

2.   Select the <**Option lines**> (i.e. three horizontal lines, top left on Android, bottom right on IOS) and select Settings
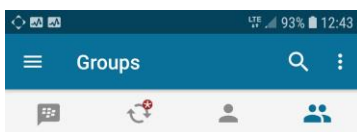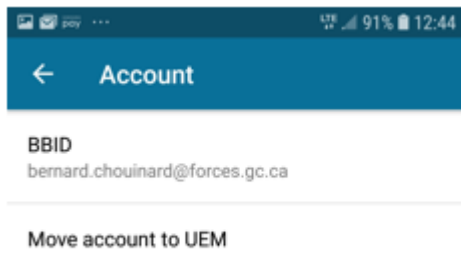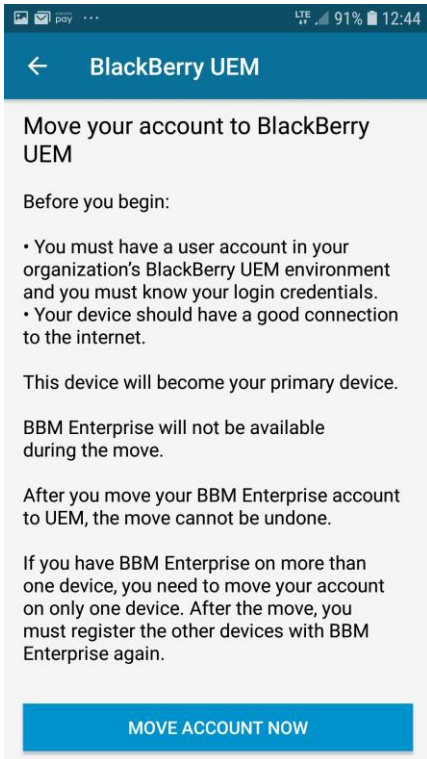
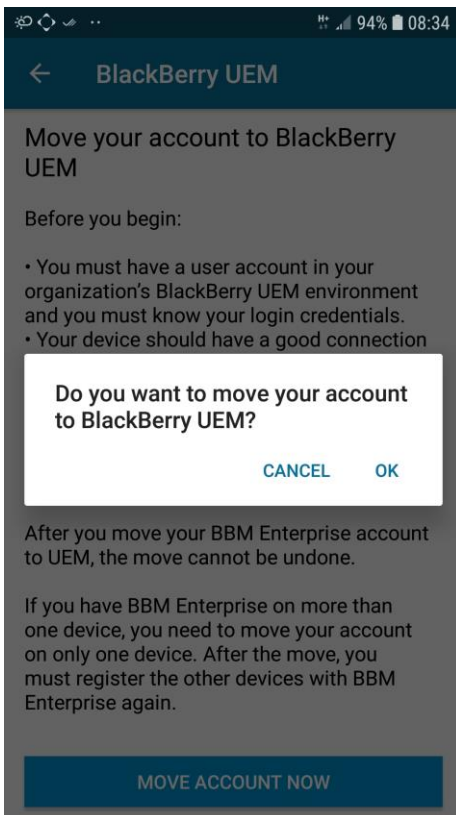3. From the Settings menu select the **Account** option.

4. From the Account menu select **Move Account to UEM** option.

5. On the next screen that appears, click the **MOVE ACCOUNT NOW** button.
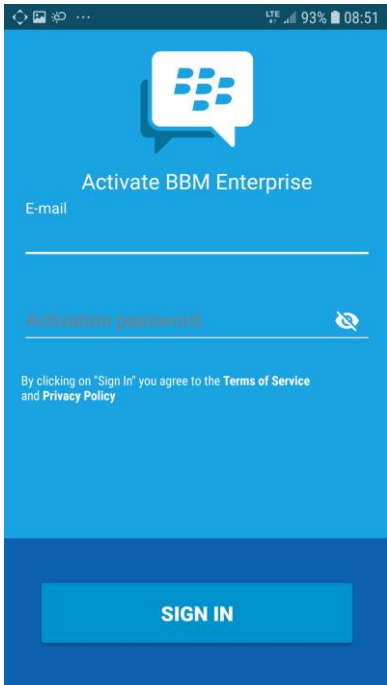

6. When the pop-up message appears, click **OK** to initiate the move to UEM.

7. When the BBME activation screen appears, enter your BBID username (**@forces.gc.ca** email address) and the UEM activation password, that you received from Blackberry (3.1 above), then click the **SIGN IN** button to activate BBME on UEM.

Note: It may take a few minutues to complete activation and the move to UEM.

8. Once the process has completed, you will receive another email from Blackberry, confirming the your UEM activation.
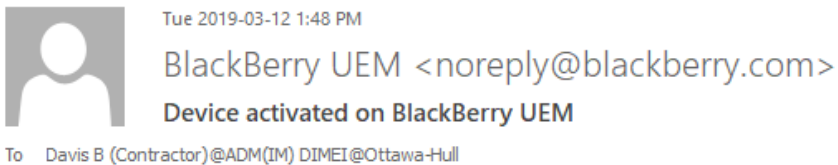
4.   Abbreviations

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