

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



**DIMEI**

## End-User Standard Operating Procedure

document identifiant	<b>DMI 400-XXX</b>	identificateur du document
release date	<b>2019-03-12</b>	date de diffusion
version	<b>1.2</b>	version
release authority	<b>DIMEI 4-2</b>	autorité de diffusion

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

## Table of Contents

- 1. Introduction.....3
  - 1.1 About Standard Operating Procedures .....3
  - 1.2 About this Document .....3
  - 1.3 Intended Audience.....3
  - 1.4 Scope .....3
- 2. Prerequisites.....3
  - 2.1 Confirm Receipt of BBME Activation Emails .....4
  - 2.2 BBM Enterprise Activation.....5
- 3. Abbreviations.....7

## 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-notice/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.

## 2.1 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 2<sup>nd</sup> 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](mailto: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”

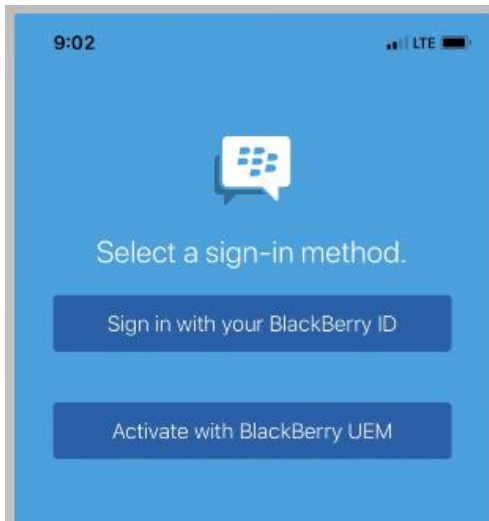
**Note:** If you do not eventually receive these emails, report an incident to the Service Desk, to have them resent.

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

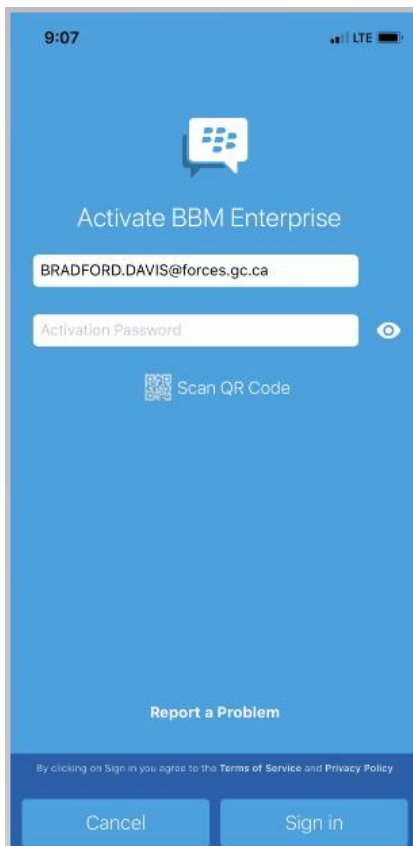
**Note:** There is a hyperlink in the 2<sup>nd</sup> email. If this link is clicked, when accessing the email while on your mobile device, it will launch BBME and initiate the BBM Enterprise Activation process described in 3.4 below. However, this hyperlink will not work from Outlook on your desktop.

## 2.2 BBM Enterprise Activation

1. On your IOS or Android device, launch the BBME application. For Android devices, the BBME application is in the KNOX container.
2. On the BBME home screen, click **Activate with BlackBerry UEM** link.



3. Type in your activation username (your **@forces.gc.ca** email address) and activation password from the activation email you received (see 3.3 above).

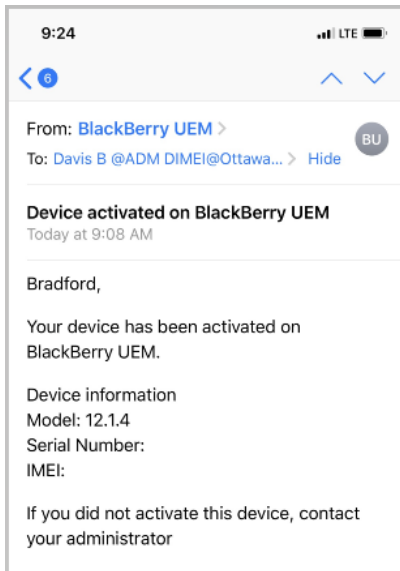


4. Click **Sign in**.

5. Optionally, customize the device name and description.



6. Optionally, set this device as your primary BlackBerry Enterprise device.
7. Click **Continue**. You are now activated on BBME.
8. You will receive an email from BlackBerry UEM t (see below) on your @forces.gc.ca account confirming the BBME activation on your device.



### 3. Abbreviations

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

<b>Abbreviation/ Term</b>	<b>Definition</b>
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