



BlackBerry UEM Self-Service

User Guide

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What is BlackBerry UEM Self-Service?

BlackBerry UEM Self-Service is a web-based application that you can use to perform certain device-management tasks, such as creating a password to activate your device or sending commands to your device. If your device is lost or stolen, you can remotely change the password on your device or delete data from your device. You can also manage your BlackBerry Dynamics apps or create an access key to activate those apps. You don't need to install any software on your computer to use BlackBerry UEM Self-Service.

Depending on your activation profile and your type of device, different options and tasks will be available to you.

Your administrator will provide you with the web address and login information that you need to log in to BlackBerry UEM Self-Service

Log in to BlackBerry UEM Self-Service

Your administrator sends you the information that you need to log in to BlackBerry UEM Self-Service.

Before you begin: You need the following information:

- Web address for BlackBerry UEM Self-Service
- Username and password (This is often your organization username and password)
- Domain name (if necessary)

1. In your computer browser, type the web address for BlackBerry UEM Self-Service.
2. On the login webpage, type your username and password.
3. Select an authentication type from the **Sign in using** drop-down list.
4. If you select Microsoft Active Directory authentication, type the domain name in the **Domain** field.
5. Click **Sign in**.

After you finish: If you selected Direct authentication, the first time that you log in, you are prompted to change your login password.

Forgot your login password?

If you use direct authentication to log in to BlackBerry UEM Self-Service and you forget your login password, you must reset the password yourself.


1. On the login webpage, click **Forgot password?**
2. Type your username and email address.
3. Click **Submit**.
4. Use the temporary password that is sent to your email account to log in to BlackBerry UEM Self-Service.

After you finish: After you log in with the temporary password, you should change your login password.

Change your login password

If you use your organization username and password to log in to BlackBerry UEM Self-Service, you cannot change your login password.

If you use direct authentication, the first time that you log in to BlackBerry UEM Self-Service you are prompted to change your login password. You can also change your login password at any time.

1. Log in to BlackBerry UEM Self-Service.
2. In the top-right corner of the home screen, click  ▾ and then click **Change password**.
3. Type your current password.
4. Type and confirm a new login password.
5. Click **Submit**.

Activating your device

When you activate a device on BlackBerry UEM, you associate the device with your organization's environment so that you can access work email and other work-related data on your device. You also permit your administrator to manage certain features of your device.

You should receive an email from your administrator that contains the information that you need to activate your device.



Note: If your device was activated previously, verify that any device management profiles are removed from the device before you begin the activation steps.

If you receive any errors or have an issue during activation, contact your administrator for assistance.

Create an activation password or QR Code

Note: If your organization uses BlackBerry UEM Cloud, QR codes are not available.

To activate devices, you need an activation password or a QR Code. Depending on the permissions that your administrator has configured in BlackBerry UEM, you might be able to create an activation password or a QR Code using BlackBerry UEM Self-Service.

1. Log in to BlackBerry UEM Self-Service.
2. Depending on whether you are activating your first device, or you already have an activated device, click  or click  > **Activate a device**.
3. In the **Device** drop-down menu, select the type of device that you want to activate.
4. In the **Specify activation password** and **Confirm activation password** fields, type a password that complies with the specified requirements.
5. Click **Submit**.
6. Review the information that is displayed in the confirmation message.
 - If an Activation URL is displayed, copy it for later. You need to type the URL when you activate your device.
 - If a QR Code is displayed, you can use it to activate your device. For instructions, see [Activate an iOS or Android device using a QR code](#). If necessary, you can take a screen capture to use later.
7. Click **Close**.

Activate an iOS or Android device using a QR code

If your organization permits it, you can activate your iOS or Android device using a QR Code instead of an activation password. When you activate a device with a QR Code, you don't need to type any information.

Before you begin: You need a QR Code image. You can find it in the activation email from your administrator, or you can create one in BlackBerry UEM Self-Service. For instructions, see [Create an activation password or QR Code](#).

1. On the device, install the BlackBerry UEM Client. For iOS, download the app from the App Store. For Android, download the app from Google Play.
2. On the device, tap **UEM Client**.
3. Read the license agreement and tap **I Agree**.

4. Scan the QR Code that you received in the activation email or that you generated in BlackBerry UEM Self-Service.
5. Follow the instructions on the screen and wait for the device activation to complete.

After you finish: To verify that the activation process completed successfully, perform one of the following actions:

- On the device, open the BlackBerry UEM Client app and tap **About**. In the Activated Device and Compliance Status sections, verify that the device information and the activation time stamp are present.
- In BlackBerry UEM Self-Service, verify that your device is listed as an activated device. It can take up to two minutes for the status to update after you activate the device.

Activate an iOS or Android device

You can activate your iOS or Android device to associate it with your organization's environment so that you can access work data on your device.

Before you begin:

In BlackBerry UEM Self-Service, [Create an activation password or QR Code](#).

1. On the device, install the BlackBerry UEM Client. You can download the BlackBerry UEM Client from the App Store or Google Play.
2. On the device, tap **UEM Client**.
3. Read the license agreement and tap **I Agree**.
4. Type your work email address and tap **Go** or **Next**.
5. If necessary, type the server address and tap **Go** or **Next**. You can find the server address in the activation email message you received or in BlackBerry UEM Self-Service.
6. Type your activation password and tap **Activate My Device**.
7. Perform one of the following tasks:

Task	Steps
Complete the activation of your iOS device.	<ol style="list-style-type: none"> a. Tap OK to install the required certificate. b. Follow the instructions on the screen to complete the activation. c. If you are prompted to enter the password for your email account or the passcode for your device, follow the instructions on the screen.
Complete the activation of your Android device.	<ol style="list-style-type: none"> a. Tap Next. b. Tap Activate. c. If you are prompted, follow the steps to install work space apps on your device.

After you finish: To verify that the activation process completed successfully, perform one of the following actions:

- On the device, open the BlackBerry UEM Client and tap **About**.
 - **For iOS devices:** In the Activated Device and Compliance Status sections, verify that the device information and the activation time stamp are present.
 - **For Android devices:** In the Activated Device section, verify that the device information and the activation time stamp are present.

- In BlackBerry UEM Self-Service, verify that your device is listed as an activated device. It can take up to two minutes for the status to update after you activate the device.

Activate a Windows 10 or Windows 10 Mobile device

You can activate your Windows 10 tablet or computer or your Windows 10 Mobile phone to associate it with your organization's environment so that you can access work data on your device.

Before you begin:

- In BlackBerry UEM Self-Service, [Create an activation password or QR Code](#).
 - To activate your Windows 10 tablet or computer or your Windows 10 Mobile phone on BlackBerry UEM, you must install a certificate. You can find a link to the certificate in the activation email you received. If you did not receive a link to the certificate, contact your administrator for assistance.
1. Using the Microsoft Outlook app, or using your online email service in the browser, open your Inbox.
 2. In your Inbox, tap the activation email message that you received from your administrator.
 3. Tap the link to the certificate server.
 4. Perform one of the following tasks:

Task	Steps
Install a certificate on your Windows 10 tablet or computer.	<ol style="list-style-type: none"> a. In the certificate download notification, tap Open. b. Tap Install Certificate. c. Select the Local Machine option. Tap Next. d. Select the Place all certificates in the following store option. Tap Browse. e. Select Trusted Root Certification Authorities. Tap OK. f. Tap Next. g. Tap Finish. h. Tap Yes. i. Tap OK. j. Tap the Start button. k. Tap Settings.
Install a certificate on your Windows 10 Mobile phone.	<ol style="list-style-type: none"> a. Tap the certificate. b. Tap Install. c. Tap OK. d. Tap the Windows button to return to the Start menu. e. Swipe left to open the apps menu. f. In the apps menu, tap Settings.

5. Tap **Accounts**.
6. Tap **Work access**.
7. Tap **Connect**.
8. In the **Email address** field, type your email address. Tap **Continue** or **Enter**.
9. If you are asked for your server address, in the **Server** field, type your server address or activation URL and tap **Continue** or the **arrow button**. You can find your server address or activation URL in the activation email that you received from your administrator or in BlackBerry UEM Self-Service when you set your activation password.

10. In the **Activation password** field, type your activation password and tap **Continue**. You can find your activation password in the activation email that you received from your administrator, or you can set your own activation password in BlackBerry UEM Self-Service.

11. Tap **Done**. The activation process is complete.

After you finish: To verify that the activation process completed successfully, perform one of the following actions:

- On the device, open the Work access app and check that your account is listed. Tap your account and select Info. Check the sync status information to make sure that your device is connected to BlackBerry UEM.
- In BlackBerry UEM Self-Service, verify that your device is listed as an activated device. It can take up to two minutes for the status to update after you activate the device.

Activate a macOS device



You can activate your macOS device (Mac desktop computer or laptop) to associate it with your organization's environment so that you can access work data on your device.

1. Using the device that you want to activate, and the login information that you received from your administrator, log in to BlackBerry UEM Self-Service.
2. If there are already devices displayed, click **Activate a device**.
3. In the Device drop-down menu, click **macOS**.
4. Click **Submit**.
5. Follow the instructions to install the required profiles and to complete the activation of the device. When the activation completes, your device is displayed in BlackBerry UEM Self-Service.

Activate an Apple TV device

You can activate your Apple TV device to associate it with your organization's environment so that you can access work data on your device.

Before you begin:

- You need a macOS computer with Apple Configurator 2 installed.
 - You need a USB-C or Micro-USB cable (depending on the version of Apple TV).
 - Verify that the Apple TV device is in supervised mode.
1. Disconnect the HDMI cable and power cord from the Apple TV device.
 2. Connect the Apple TV device to your macOS computer using a USB-C or Micro-USB cable.
 3. For third and fourth generation versions of Apple TV, connect the power cord.
 4. On your macOS computer, log in to BlackBerry UEM Self-Service.
 5. Depending on whether you are activating your first device, or you already have an activated device, click  or click  > **Activate a device**.
 6. In the Device drop-down menu, click **Apple TV**.
 7. Click **Submit**.
 8. Click **Download profile**.
 9. Click **Close**.
 10. Open Apple Configurator 2.

11. Select Apple TV and click **Add > Profiles**.

12. Select the configuration file that you downloaded in Step 8 and click **Add**.

13. When the activation completes, you can see your device displayed in BlackBerry UEM Self-Service.

Sending commands to your device

Using BlackBerry UEM Self-Service, you can send various remote commands to your device. For example:

- If your device is lost or stolen, you can remotely lock the device or delete data from the device.
- If you forget the device password on your iOS or Android device, you can clear it.
- If you misplace your iOS, Android, or Windows 10 Mobile device, you might be able to use BlackBerry UEM Self-Service to locate your device on a map.
- If you lose your iOS or Android device, you can turn on Lost Mode to lock the device and set the message and contact information to display on the device in case someone finds it.

Your device must be turned on and connected to a wireless network to receive commands that you send from BlackBerry UEM Self-Service. The commands that you can send depend on the type of device that you have. The following table summarizes the remote commands that you can send to devices:



Command	iOS	macOS	Android	Windows
Lock your device	✓		✓	✓
Generate/specify device password and lock		✓	✓	✓
Unlock device and clear password	✓		✓	
Reset work space password			✓	
Delete all device data	✓	✓	✓	✓
Delete only work data	✓	✓	✓	✓
Locate device	✓		✓	✓ Windows 10 Mobile only
Turn Lost Mode on or off	✓			

Remote commands for your device

You can send remote commands to your device. Depending on your activation profile and your type of device, different commands will be available to you in BlackBerry UEM Self-Service.

1. On the menu bar, click **My devices** and select your device.
2. Do any of the following:

Task	Description	Steps
Lock your device.	If your iOS, Android, or Windows device has a device password, you can lock the device remotely. The device can be unlocked with your existing device password. If you do not have a device password, you cannot lock the device.	<ol style="list-style-type: none"> a. Click Lock your device. b. Click Lock.
Set a device password and lock your device.	<p>If you have an Android or Windows device, you can lock your device remotely and set or reset a device password. The device is locked and can be unlocked with the new password.</p> <p>If you have a macOS device, you must set a 6-digit PIN. The device restarts and cannot be accessed without entering the PIN.</p>	<ul style="list-style-type: none"> • For Android or Windows devices, complete the following steps: <ol style="list-style-type: none"> a. Click Generate device password and lock. b. Type your email address and click Generate. • For macOS devices, complete the following steps: <ol style="list-style-type: none"> a. Click Lock device using PIN. b. Type a PIN and click Submit.
Unlock your device and clear the password.	<p>For iOS and Android devices, if you forget your device password, you can unlock your device and clear the existing device password.</p> <p>When your Android device unlocks, you can create a new device password.</p>	<ol style="list-style-type: none"> a. Click Unlock device and clear password. b. Click Unlock and clear.
Reset the work space password.	If you have an Android device with a Samsung Knox Workspace, you can reset the work space password.	<ol style="list-style-type: none"> a. Click Reset work space password. b. Click Reset. <p>When prompted on your device, create a new work space password.</p>
Delete all device data.	<p>If your device is lost or stolen, you might want to remotely delete all the data on your device. This command wipes all data from the device, returns the device to its factory settings, and deactivates it from BlackBerry UEM. The device will no longer appear in the BlackBerry UEM Self-Service console.</p> <p>For macOS devices, you also set a PIN when you delete all device data.</p>	<ol style="list-style-type: none"> a. Click Delete all device data. b. To preserve the data plan on your device, select the Preserve data plan checkbox. By default, the data plan information is not preserved for iOS devices and is preserved for Android devices. c. To confirm your request, click Delete all device data.

Task	Description	Steps
Delete only work data.	<p>If you misplace your device and want to protect work data on the device, you can delete the work data remotely. If you no longer use a device for work purposes, you can delete the work data on your device without removing personal data. The Delete only work data command deletes work email and other work information from your device, and deactivates your device from BlackBerry UEM. The device will no longer appear in the BlackBerry UEM Self-Service console.</p> <p>For Samsung Knox devices with a work space only, the “Delete only work data” command behaves the same as the “Delete all device data” command.</p>	<ol style="list-style-type: none"> a. Click Delete only work data. b. To confirm your request, click Delete only work data.
Locate your device.	<p>If your administrator configured a location service profile for your iOS, Android, or Windows 10 Mobile device, you can locate the device. You must accept the profile before BlackBerry UEM Self-Service can display iOS and Android device locations on a map. Windows 10 Mobile devices automatically accept the profile.</p>	<ol style="list-style-type: none"> a. Click Locate device. b. Find your device on the map using one of the following icons. If an iOS or Android device does not respond with the latest location information and location history is enabled in the profile, the map displays the last known location of the device. <ul style="list-style-type: none"> • Current location:  • Last known location:  <p>You can click or hover over an icon to display location information, such as latitude and longitude and when the location was reported (for example, 1 minute ago or 2 hours ago).</p> c. Optionally, click Refresh to update the location information.

Task	Description	Steps
Turn Lost Mode on or off.	If you lose your device, you can turn on Lost Mode to lock the device and set the message and contact information to display on the device in case someone finds it. When Lost Mode is turned on, you can view the last known location of your device in BlackBerry UEM Self-Service. When you find your device, turn off Lost Mode.	<ol style="list-style-type: none"> a. Click Turn on Lost Mode. b. In the Contact phone number and Message fields, enter the appropriate information. c. Optionally, select the Replace slide to unlock text checkbox and enter the text to display. d. Click Enable. <p>To view the location of your device, click Get device location.</p> <p>To turn off Lost Mode, click Turn off Lost Mode.</p>

Create access keys for BlackBerry Dynamics apps



If your device is enabled for BlackBerry Dynamics, you might need to use access keys to activate BlackBerry Dynamics apps. If your administrator provides the permissions, you can use BlackBerry UEM Self-Service to create access keys. An access key is a sequence of 15 alphanumeric characters.

Access keys have the following characteristics:

- They are for one-time use only. If you need to reactivate an app, you must use a new access key.
- They are not specific to a particular app. You can use an access key for any BlackBerry Dynamics app.
- They expire after a specified period of time.

1. On the menu bar, click **My devices** and select your device.

2. You can create an access key in one of two ways:

- Click  and then click **Generate a BlackBerry Dynamics access key**. After making note of the access key, click **Close**.
- On the menu bar, click **Access Keys** and then click . The new access key appears automatically in the table.

After you finish: To see a list of access keys and their expiry dates, in the left screen, click **Access keys**. The list includes access keys that you or your administrator generated. After you use an access key to activate an app, the key is removed from the list.

Manage BlackBerry Dynamics apps

If your device is enabled for BlackBerry Dynamics and you have BlackBerry Dynamics apps installed on your device, you can use BlackBerry UEM Self-Service to manage the apps. To unlock an app using a QR code, the app must use BlackBerry Dynamics SDK version 8.0 or later.

1. On the menu bar, click **My devices** and select your device.
2. Click the **APPS** tab.
3. Click an app icon and complete one of the following tasks:

Task	Description	Steps
Lock an app.	When you or your administrator locks an app, you prevent anyone from opening it.	<ol style="list-style-type: none">a. Click Lock app.b. Click Lock.
Unlock an app.	Apps can become locked for different reasons, including authentication or compliance issues. Also, you or your administrator can lock an app. To unlock an app you need to use an unlock key or QR code.	<ol style="list-style-type: none">a. Click Unlock app. An unlock key, QR code icon, and expiration is displayed.b. Optionally, tap the QR code.c. On your device, open the app and complete one of the following tasks:<ul style="list-style-type: none">• Type the unlock key. Do not include the dashes.• Tap Scan QR code, tap Allow to allow permissions, and scan the QR code.d. Click Close.
Delete app data.	When you delete app data, you remove all data stored by the app but the app is not deleted. You will need to reactivate the app using an access key.	<ol style="list-style-type: none">a. Click Delete app data.b. Click Delete.

Install a certificate on your device

If your device uses certificate-based authentication to connect to a network or server in your organization's environment, you can upload a certificate to use on your device.

Before you begin: Verify that you have instructions from your administrator about the type and location of the required certificate and which certificate list to add it to.

1. On the menu bar, click **Certificates**.
2. Perform one of the following tasks:

Task	Steps
Add a user certificate for BlackBerry Dynamics enabled devices or other managed iOS and Android devices.	<ol style="list-style-type: none">a. Click +.b. Type a description for the certificate.c. Select whether the certificate applies to BlackBerry Dynamics enabled devices or other managed iOS and Android devices.d. In the Certificate file field, click Browse to locate the certificate file.e. Enter a password for the certificate.f. Click Add.
Add an assigned client certificate for iOS devices, or for Android devices with a work space.	<ol style="list-style-type: none">a. Click Add a client certificate.b. In the Certificate file field, click Browse to locate the certificate file.c. Enter a password for the certificate.d. Click Add.

After you finish: On your device, if you are prompted, download the certificate.

Bypass device prompts for connections that use BlackBerry 2FA

If you use BlackBerry 2FA (two-factor authentication) to access your organization's resources, your device prompts you to authorize the connection. You must tap **Confirm** on your device to establish the connection.

If you can't use your device because it is lost or does not have a network connection, you can bypass device prompts from BlackBerry 2FA. For example, on some airline flights you can connect only one device to Wi-Fi. If your computer is connected to Wi-Fi, and you try to access your organization's resources, your device cannot prompt you to authorize the connection.

You can bypass the device prompt by setting up preauthentication. Your administrator can set up preauthentication, or you can set it up in BlackBerry UEM Self-Service.

1. On the left menu bar, click **BlackBerry 2FA**.
2. Type the amount of time that you need to bypass the device prompts.
3. Click **Request preauthentication**.

After you finish: When you regain access to your device and no longer need to bypass the devices prompts, log in to BlackBerry UEM Self-Service, click **BlackBerry 2FA > Expire now**.

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