BES10 Self-Service

Version: 10.2.1

User Guide

BlackBerry

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BES10 Self-Service overview

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BES10 Self-Service is a web-based application that you can use to perform certain 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 use BES10 Self-Service to remotely change the password on your device or delete data from your device. You don't need to install any software on your computer to use BES10 Self-Service. Your administrator will provide you with the web address and login information that you need to log in to BES10 Self-Service.

Log in to BES10 Self-Service

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Your administrator will provide you with the information that you need to log in to BES10 Self-Service.

Before you begin:

You will need the following information:

- Web address for BES10 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 BES10 Self-Service.
2. On the login page, type your username and password.
3. Select an authentication type from the **Sign in using** drop-down list.
4. If you selected 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 you log in you are prompted to change your login password.

Activating your device

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When you activate a device on BlackBerry Enterprise Service 10, 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.

Create an activation password

To activate devices over the wireless network, you need an activation password. You can create an activation password using BES10 Self-Service.

1. Log in to BES10 Self-Service.
2. In the top-right corner of the home page, click + **Activate a device**.
3. In the **Device** drop-down menu, select the type of device that you want to activate.
4. Click the play button to watch a short video tutorial to learn how to activate your device.
5. In the **Specify activation password** and **Confirm activation password** fields, type a password.
6. Click **Submit**. The activation password is valid for the amount of time displayed in the confirmation message.

Activate an iOS device

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

Before you begin:

- In BES10 Self-Service, create an activation password and record the server address that is displayed in the **Activation URL** section of the screen.
- Watch the activation tutorial in the + **Activate a device** screen.

1. On the device, install the BES10 Client. You can download the BES10 Client from the App Store.
2. On the device, tap the **BES10** icon. Tap **Continue**.

3. Read the end user agreement and tap **I Agree**.
4. Type the server address and tap **Go**. You can find the server address in the + **Activate a device** screen in BES10 Client.
5. Confirm that the certificate details displayed on the device are accurate, and click **Accept**.
6. Type your username and activation password and tap **Activate My Device**.
7. Click **OK** to install the required certificate.
8. Follow the instructions on the screen to complete the activation.
9. If you are prompted to enter the password for your email account or the passcode for your device, follow the instructions on the screen.

After you finish: To verify that your device is activated, on the device, tap the **BES10** icon and tap **About**. In the **Activated Device** section, verify that the device information and the activation time stamp are present.

Activate an Android device

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

Before you begin:

- In BES10 Self-Service, create an activation password and record the server address that is displayed in the **Activation URL** section of the screen.
- Watch the activation tutorial in the + **Activate a device** screen.

1. On the device, install the BES10 Client. You can download the BES10 Client from Google Play.
2. On the device, tap the **BES10** icon to open the application.
3. Read the end user agreement and tap **I Agree**.
4. Type the server address and tap **Next**. You can find the server address in the **Activate a device** screen in BES10 Self-Service.
5. Confirm that the certificate details displayed on the device are accurate, and click **Accept**.
6. Type your username and activation password and tap **Activate My Device**.
7. Tap **Activate**.

After you finish: To verify that your device is activated on the device, tap the **BES10** icon and tap **About**. In the **Activated Device** section, verify that the device information and the activation time stamp are present.

Activate a BlackBerry 10 device

You can activate your BlackBerry 10 device to associate it with your organization's environment so that you can access work data on your device.

Before you begin:

- In BES10 Self-Service, create an activation password.
- Watch the activation tutorial in the + **Activate a device** screen.

1. On the device, navigate to **Settings**.
2. Tap **Accounts**. Tap **Email, Calendar and Contracts**.
3. In the **Email Address** field, type your work email address.
4. Click **Next**.
5. In the **Password** field, type the activation password.
6. Click **Next**.
7. Follow the instructions on the screen to complete activation.

After you finish: To verify that your device is activated, on your device, navigate to Settings > Accounts, and verify that a work email account is present.

Protecting a lost device

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If your device is lost or stolen, you can help protect the data on your device by remotely locking the device, or deleting the data on the device. The following table summarizes the commands that you can send remotely to your device to protect your data.

Command	iOS	Android	BlackBerry 10
Lock your device	√	√	
Specify device password and lock		√	√
Delete only work data	√	√	√
Delete all device data	√	√	√

Lock your device

If you have an Android device or an iOS device, you can lock your device remotely. The device is locked and can be unlocked with your existing device password. If you do not have a device password, you cannot lock the device.

1. In BES10 Self-Service, select the device that you want to lock.
2. Click **Lock your device**.
3. Click **Lock**.

Specify device password and lock

If you have a BlackBerry 10 device or an Android device, you can lock your device remotely and reset the password. The device is locked and can be unlocked with a new password that you specify.

1. In BES10 Self-Service, select the device that you want to lock.
2. Click **Specify device password and lock**.

3. Click **Submit**.

Delete only work data

If you misplace your device and want to protect the work data on your device, or if you are no longer using the device for work, you can delete the work data on your device. The command will delete your work email messages and other work data. Your device will no longer be managed by your administrator in BlackBerry Enterprise Service 10.

1. In BES10 Self-Service, select a device.
2. Click **Delete only work data**.
3. To confirm your request, click **Delete only work data**.

Delete all device data

If your device is lost or stolen, you might want to remotely delete all the data on your device. This command will wipe all data from the device, return the device to its factory settings, and remove it from BlackBerry Enterprise Service 10.

1. In BES10 Self-Service, select the device.
2. Click **Delete all device data**.
3. To confirm your request, click **Delete all device data**.

Clearing your device password

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For iOS and Android devices, if you forget the device password, you can clear the existing password using BES10 Self-Service.

Unlock your device and clear the password

For iOS and Android devices, if you forget your device password, you can unlock your device and clear the existing device password. When your device unlocks, you can create a new device password.

1. In BES10 Self-Service, select the device.
2. Click **Unlock device and clear password**.
3. Click **Unlock and clear**.

Legal notice

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