



BBM Enterprise

Administration Guide for the Enterprise Identity Console

1.5

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Signing in to the Enterprise Identity administrator console for the first time

When your organization buys BBM Enterprise subscriptions, a designated administrator receives an email invitation to sign in as an administrator. The email contains a link to your organization's enterprise administrator console, where you can sign in with an existing BlackBerry ID or create a new BlackBerry ID.

You must sign in to your enterprise administrator console within 30 days of receiving the email invitation. If the invitation expires, refer to your welcome packet for instructions.

Create a BlackBerry ID

Note: If you're an existing BBM user, you don't need to create a new BlackBerry ID. You can sign in to BBM Enterprise or the Enterprise Identity administrator console using your existing BlackBerry ID.

1. In the email invitation that you receive, click the link.
2. Click **Don't Have a BlackBerry ID? Create one.**
3. Complete the instructions on the screen.
4. Click **Submit.**

Verify your BlackBerry ID

After you create a BlackBerry ID, you need to verify it before activating BBM Enterprise. When you create your BlackBerry ID, you receive an email with the subject line "Confirm your BlackBerry ID email address." You must verify your BlackBerry ID within 72 hours of creating it.

Note: If you can't find your confirmation email message, check your junk email folder.

1. In the "Confirm your BlackBerry ID email address" email, click **confirm your email address.**
2. Enter your BlackBerry ID password.
3. Click **Submit.**

Sign in to the Enterprise Identity administrator console

1. In the invitation email, click the link to your organization's enterprise administrator console.
2. Enter your BlackBerry ID email address and password.
3. Click **Sign In.**

Buying BBM Enterprise subscriptions

In order to assign BBM Enterprise to users in your organization, you must buy BBM Enterprise subscriptions. This subscription allows a user in your organization to use BBM Enterprise on an Android, iOS, or desktop device. Subscriptions expire after one year. Trial subscriptions are also available.

You can buy BBM Enterprise subscriptions using the following methods:

- From the BlackBerry Enterprise Store.
- From a BlackBerry sales representative.
- From an authorized partner, reseller, or distributor.

When you buy subscriptions, you receive an order confirmation email message that contains a link to the license agreements. You must accept the license agreements to complete your purchase.

BBM Enterprise requirements

For information about OS requirements for BBM Enterprise, see [Mobile/Desktop OS and Enterprise Applications Compatibility Matrix](#).

Managing users

Assign BBM Enterprise to users in your company

To assign BBM Enterprise to users in your organization, you must send them email invitations.

1. In the Enterprise Identity administrator console, in the menu on the left of the screen, click **Services**.
2. Next to **BBM Enterprise**, click **Enable**.
3. In the menu on the left of the screen, click **Entitlements**.
4. Click **BBM Enterprise**.
5. Click **Invite Users**.
6. To invite users to start using BBM Enterprise, do any of the following:
 - In the text field, type one or more email addresses.
 - To invite a group of users from a .csv file, click **Choose File**. Click a .csv file. Click **Open**.
7. Click **Send Invite**.

After you finish: After you send invitations, your new users will appear in a list, and each user's status is listed as **Invited**. When a user activates BBM Enterprise from the invitation email, the user's status changes to **Active**.

Revoke BBM Enterprise access from a user

If a user leaves your organization, you can revoke BBM Enterprise access from the user.

1. In the menu on the left of the screen, click **Entitlements**.
2. Click **BBM Enterprise**.
3. Next to the user that you want to remove, click the arrow icon.
4. Click **Revoke Entitlement**.

Assign administrator permissions to a user

You can assign administrator permissions to other users in your company. Administrators can assign and remove users, services, and features.

1. In the Enterprise Identity administrator console, in the menu on the left of the screen, click **Entitlements**.
2. Click **Admins**.
3. Click **Invite Users**.
4. To invite users to become administrators, do any of the following:
 - In the text field, type one or more email addresses.
 - To invite a group of users from a .csv file, click **Choose File**. Click a .csv file. Click **Open**.
5. Click **Send Invite**.

After you finish: After you send invitations, new administrators will appear in the list, and each user's status is listed as **Invited**. When a user accepts administrator permissions from the invitation email, the user's status changes to **Active**.

Remove administrator permissions from a user

1. In the menu on the left of the screen, click **Entitlements**.

2. Click **Admins**.
3. Next to the administrator that you want to remove, click the arrow icon.
4. Click **Revoke Entitlement**.

Configuring BBM Enterprise services and features

The autopassphrase feature

If users in your organization are using an older version of BBM Enterprise, they aren't prompted to share a passphrase to start a protected chat. If you want users in your organization to manually exchange passphrases before starting a chat, you can turn off the autopassphrase feature.

Turn off the autopassphrase feature

1. In the Enterprise Identity administrator console, click **Services**.
2. Next to **BBM Enterprise**, click **Edit**.
3. Select the **BBM Protected Enable Manual Passphrase** checkbox.

About the Protected Plus feature

By default, this feature is turned on for users in your organization that are using the following versions of BBM Enterprise:

- BBM Enterprise for Android version 1.1 or newer
- BBM Enterprise for iOS version 1.1 or newer

With Protected Plus turned on, chats with all of the user's contacts become protected chats, even if some of the user's contacts are not part of your organization. If users in your organization are using one of the versions above, Protected Plus is on by default, and chats with all contacts are protected. If users in your organization are using BBM Enterprise 1.0, or an older version of BBM Protected on a device, the Protected Plus feature is turned off by default, and you must assign the Protected Plus feature to those users.

Turn off the Protected Plus feature

If users in your organization are using one of the versions above, chats with all of the user's contacts become protected chats, even if some of the user's contacts are not part of your organization. If you don't want to protect chats with users outside of your organization, you can turn off the Protected Plus feature.

1. In the Enterprise Identity administrator console, click **Services**.
2. Next to **BBM Protected Plus**, click **Disable**.

Managing the Protected Plus feature for users that are using older devices

If users in your organization are using BBM Enterprise 1.0, or an older version of BBM Protected on a device, the Protected Plus feature is turned off by default, and you must assign the Protected Plus feature to those users.

1. In the Enterprise Identity administrator console, in the menu on the left of the screen, click **Entitlements**.
2. Click **BBM Protected Plus**.
3. Click **Invite Users**.
4. Do one of the following:
 - If you know which users in your organization are using an older version, in the text field, type one or more email addresses. Click **Send Invite**.
 - If you don't know which users in your organization are using an older version, click **Invite all BBM Enterprise users**.

If you click **Invite all BBM Enterprise users**, all users in your organization will receive a notification email.

After you finish: To turn off the Protected Plus feature for these users, click **Services**. Next to **BBM Protected Plus**, click **Disable**.

Turn on the protected voice and video feature

When you subscribe to the protected voice and video feature, users in your organization can make voice or video calls with the extra layer of security that's provided by BBM Enterprise.

You can buy subscriptions for the protected voice and video feature from the BlackBerry Enterprise Store, a sales representative, or an authorized partner, reseller, or distributor.

1. In the Enterprise Identity administrator console, click **Services**.
2. Next to **BBM Enterprise Voice and Video**, click **Enable**.

Assign the protected voice and video feature to users in your organization

Once you turn on the protected voice and video feature, you must assign it to users in your organization. Depending on the number of subscriptions you buy, you can assign the feature to all users in your organization, or you can assign it to specific users.

1. Click **Entitlements > BBM Enterprise Voice and Video > Invite Users**.
2. Do one of the following:
 - To assign the protected voice and video feature to all users in your organization, click **Invite All BBM Enterprise Users**.
 - To assign the protected voice and video feature to specific users, type one or more email addresses in the text field. Click **Send Invite**.
 - To invite a group of users from a .csv file, click **Choose File**. Click a .csv file. Click **Open**.

Turn BBM Enterprise services and features on or off

1. In the Enterprise Identity administrator console, click **Services**.
2. Next to **BBM Enterprise**, click **Edit**.
3. Select or clear any of the checkboxes.

BBM Enterprise features

Feature	Description
BBM Protected Cloud Directory Service	Allows a user to search for their coworkers that use BBM, and allows a user to start a protected chat with a coworker that isn't a BBM contact.
BBM Protected Restrict External Communication	Prevents a user from using BBM Enterprise to communicate with contacts that are not in the same organization.
BBM Protected Wipe Data	Delete a user's chat history when you remove BBM Enterprise from the user's device.

Feature	Description
BBM Protected Enable Manual Passphrase	Prompts a user to manually share a passphrase with a contact to start a protected chat. Note: By default, this feature is turned off, and users in your organization aren't prompted to share a passphrase to start a protected chat.
BBM Protected Disable Retract and Edit	Prevents a user from retracting messages or chats they didn't mean to send, or to edit messages they already sent.
BBM Protected Disable Timed Message	Prevents users from sending messages that can be viewed for a specified amount of time.
BBM Protected Message Expiry	Set the length of time, in minutes, that messages appear on a user's device. After the time elapses, all sent and received messages are deleted from the user's device, including messages with contacts that aren't in your organization.
BBM Protected Message Synchronization Window	Set the length of time that messages can be synchronized when adding a new device or switching to a new device. The default is 7 days. The minimum value is 3 days and the maximum value is 90 days.
BBM Protected Disable Voice Calling	Prevents a user from starting a voice chat.
BBM Protected Disable Protected Voice Calling	Prevents a user from starting a protected voice or video chat.
BBM Protected Active Directory Enabled	When the BBM Protected Cloud Directory Service feature is turned on, this allows a user to search for their coworkers that use BBM, using the uploaded active directory file, rather than using profile information entered by each user. Note: To enable this feature, contact BlackBerry Support.
BBM Protected Disable Copy	Prevents a user from copying text in a chat.
BBM Protected Disable Video Calling	Prevents a user from starting a video chat.
BBM Protected Disable File Sharing	Prevents a user from sharing content within chats, including pictures, videos, contact cards, files, and voice notes.
BBM Protected Disable Location Sharing	Prevents a user from sharing a location.
Disable Screen Sharing	Prevent a user from sharing content within chats, including pictures, videos, contact cards, files, and voice notes. Also prevents a user from sharing their desktop.
Disable Upload of HD-Quality Pictures	Prevent a user from sharing HD-quality pictures in chats. Picture quality will be reduced.

Feature	Description
Disable Software Upgrade Prompt	Prevent software upgrade prompts from being displayed.

Unsupported features

The following features are no longer supported by the BBM Enterprise app:

Feature	Description	Deprecated as of:
BBM Protected Disable Channels	Prevented users from accessing BBM Channels. BBM Channels are no longer supported on BBM Enterprise.	BBM Enterprise for Android and iOS version 1.0
BBM Protected Disable Private Chat	Prevents a user from starting a private chat. In a private chat, contact names are hidden, and new message notifications are turned off.	BBM Enterprise for Android and iOS version 1.0
BBM Protected Enable Team Messaging for Healthcare	Allowed users to start a team chat with coworkers. Users can now start a group chat in BBM Enterprise with up to 250 participants.	BBM Enterprise version 1.0
BBM Protected Enable Team Messaging	Allowed users to start a team chat with coworkers. Users can now start a group chat in BBM Enterprise with up to 250 participants.	BBM Enterprise for Android and iOS version 1.1
BBM Protected Disable Shop	Prevents users from purchasing stickers or subscriptions from the BBM Shop. The BBM Shop is no longer available in BBM Enterprise.	BBM Enterprise for Android and iOS version 1.0


Frequently Asked Questions



How do I know which video and voice chats are protected?

If your company subscribes to the BBM Enterprise voice service, all voice and video chats to other BBM Enterprise or BBM Protected users are protected. Additionally, if your administrator turns on the Protected Plus feature, all outgoing calls are protected, even if you call a contact that's using BBM. Incoming calls from BBM users are not protected.

Your administrator can turn off protected video chatting. To check if your administrator turned off protected

calling, tap  >  > **Enterprise Policies**, and check if **BBM Protected Calling** is listed under **Features Turned Off**.

Your administrator can turn off protected video chatting. To check if your administrator turned off protected calling, click  > **Policies**, and check if **BBM Enterprise video calling** or **BBM Enterprise voice calling** are listed under **Features Turned Off**.

If your voice or video chat is protected, the  icon appears on the call screen. If your voice or video chat is not protected, the  icon appears on the call screen, and your device will vibrate briefly.

Where are some of my group chats?

Enhanced group chats are not supported in BBM Enterprise version 1.2. Group chats that included events and tasks from BBM Protected or BBM Enterprise version 1.0 are not available after upgrading to BBM Enterprise version 1.1 or later. Your messages, calendar events, and tasks from your group chats are deleted.

You can start a new group chat with up to 250 participants in BBM Enterprise version 1.1 or later.

What is the difference between BBM Protected and BBM Enterprise?

Formerly, BBM Protected was an added feature of BBM that provided enhanced security and encryption to BBM chats. Now, the protected chat experience is available in the BBM Enterprise app.






If you're a current BBM Protected user on BBM, switching to the BBM Enterprise app is easy: simply download the BBM Enterprise app on your device and sign in using your existing BlackBerry ID. All your BBM contacts are added in BBM Enterprise automatically.

With BBM Enterprise, you can chat with colleagues that use BBM Enterprise, or with friends and family that use BBM.

If you don't switch to the BBM Enterprise app, and you upgrade to a new version of BBM, your chats will no longer be secured and encrypted by BBM Protected.

What sounds can I set for BBM Enterprise?

BBM Enterprise uses the current sound settings for your device. You can change the volume to adjust how loud the classic BBM tone plays. In BBM Enterprise, you can customize your notifications by doing the following:

1. Tap  >  > **Notifications**.
2. Click  > **Notifications**.
3. Tap  >  > **Tone**.
4. Tap **Notifications** or **Ping and Priority Notifications** and do any of the following:
 - To have your device vibrate when you receive a new message, set the **Vibrate** switch to **On**.
 - To use a different sound for BBM Enterprise, tap the **Tone** field.

After you finish:

If you don't hear a sound or vibration when receiving a ping, check your sound settings.

Where are my stickers, subscriptions, and channels?

As BBM Enterprise continues to evolve into a secure messaging and collaboration app, some features are available only in the original BBM app. When you switch from BBM to BBM Enterprise, you no longer have access to stickers, subscriptions, or BBM channels.

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