



BBM Enterprise for Personal Use

Quick Start Guide

1.12

Contents

- Setting up an individual BBM Enterprise subscription for personal use..... 4**
 - iOS: Set up BBM Enterprise for personal use..... 4
 - Manage your subscription.....7
 - Delete your BlackBerry ID account.....7
 - Android: Set up BBM Enterprise for personal use.....8
 - Manage your subscription.....10
 - Delete your BlackBerry ID account.....10

- Legal notice..... 12**

Setting up an individual BBM Enterprise subscription for personal use

If your organization doesn't use BBM Enterprise, you can buy an individual subscription on iOS devices through the App Store or Android devices through Google Play. With an individual subscription, you can invite contacts and use the secure, encrypted communication features of BBM Enterprise.

After you set up BBM Enterprise on your device, you can add other devices to your subscription, including Windows and macOS devices.

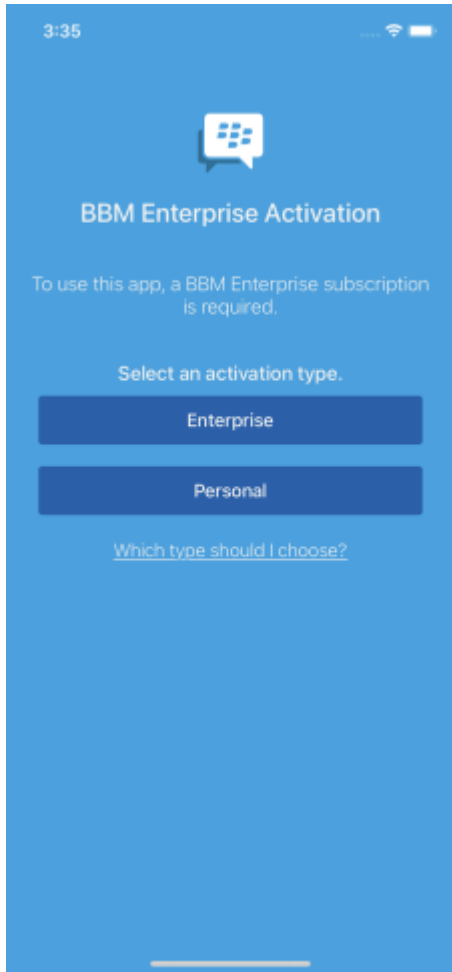
iOS: Set up BBM Enterprise for personal use

If you previously created a BlackBerry ID for BBM Enterprise but you are no longer entitled for BBM Enterprise (for example, you worked for an organization that uses BBM Enterprise), you must create a new BlackBerry ID to set up an individual subscription to BBM Enterprise for personal use.

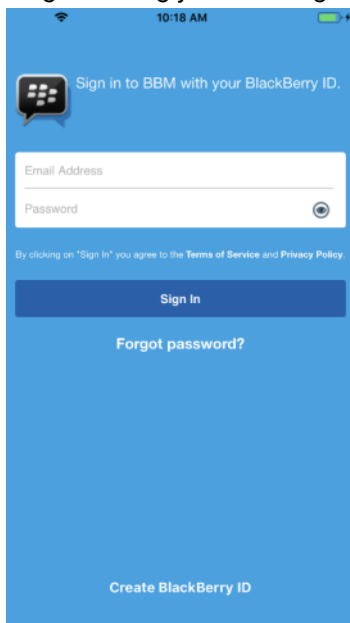
Before you begin:

- [Download and install the BBM Enterprise app from the App Store.](#)
- [If you don't already have a BlackBerry ID, create one.](#)
- After you create your BlackBerry ID, confirm your email address in the BlackBerry ID confirmation email.

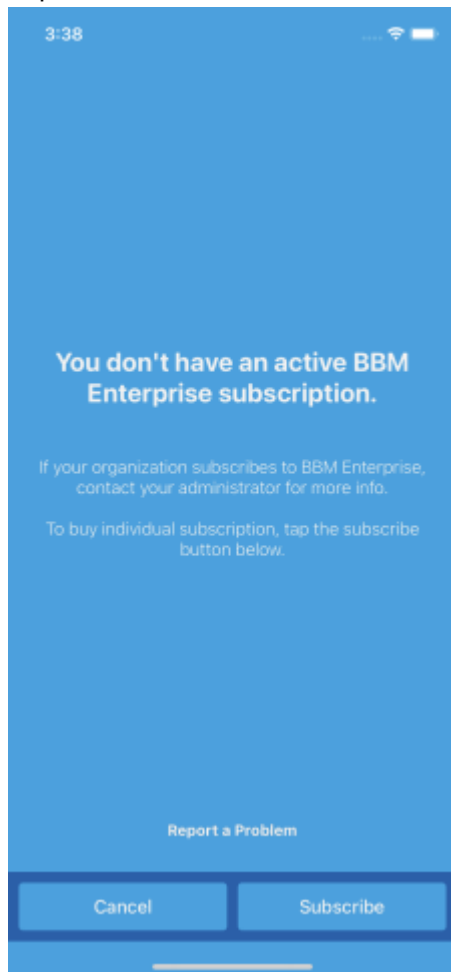
1. Open the BBM Enterprise app.



2. Tap **Personal**.
3. Sign in using your existing BlackBerry ID, or tap **Create BlackBerry ID** if you don't have one.

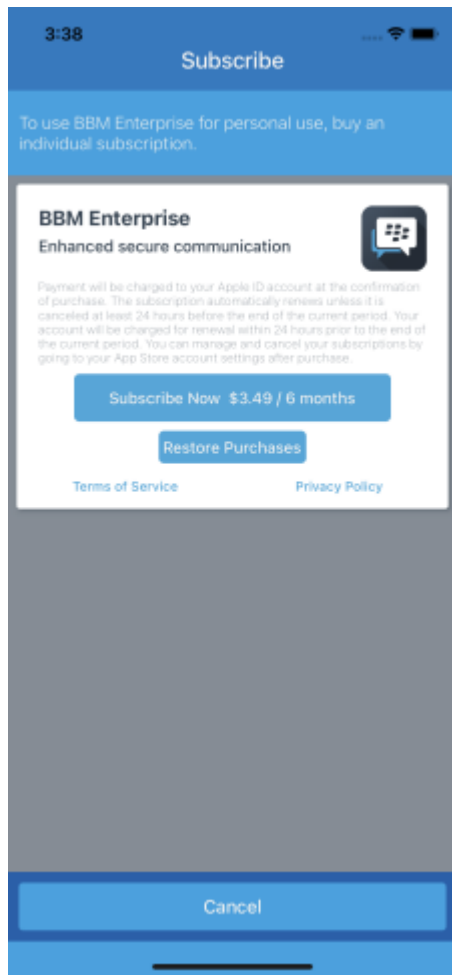


4. Tap **Subscribe**



to purchase an individual subscription for personal use.


5. Tap **Subscribe Now**.



You are now ready to use BBM Enterprise for personal use.

Manage your subscription


You can manage your active subscription from the App Store. You can also manage your subscription directly from the BBM Enterprise app on your device.

1. In the BBM Enterprise app, tap  > **Settings** > **Account**
2. Tap **Manage subscription**.
3. Follow the instructions on the screen to make changes to your subscription.

Delete your BlackBerry ID account

You can delete your BlackBerry ID account in the BBM Enterprise app.

Note: Deleting your BlackBerry ID account does not end your BBM Enterprise subscription. Your subscription is associated with your Apple ID. You can create a new BlackBerry ID and associate with your subscription. For more information, see [Manage your subscription](#).

1. In the BBM Enterprise app, tap  > **Settings** > **Account**.
2. Tap **BlackBerry ID** > **Forgot Password?**
3. Enter the verification code.

4. Tap **Delete BlackBerry ID Account**.

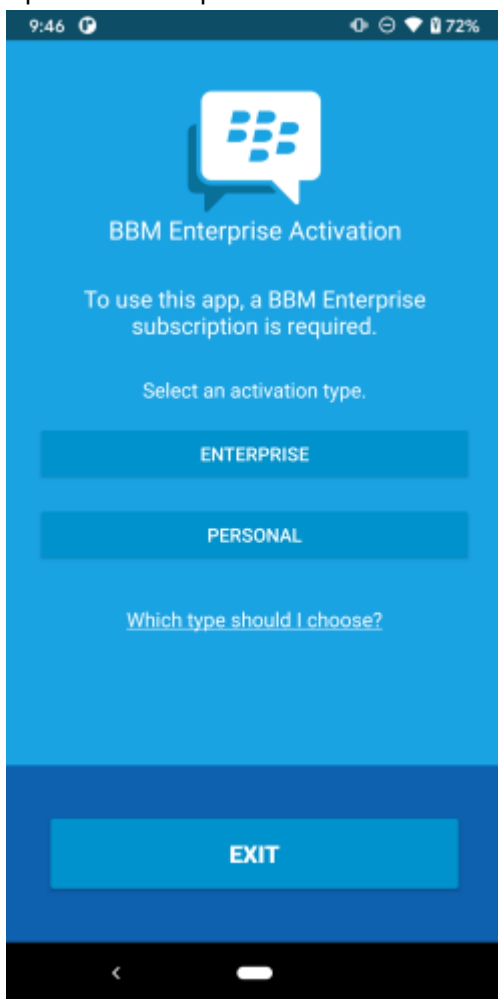
Android: Set up BBM Enterprise for personal use

If you previously created a BlackBerry ID for BBM Enterprise but you are no longer entitled for BBM Enterprise (for example, you worked for an organization that uses BBM Enterprise), you must create a new BlackBerry ID to set up an individual subscription to BBM Enterprise for personal use.

Before you begin:

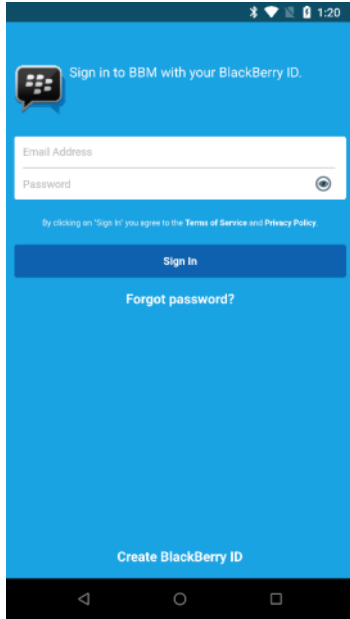
- [Download and install the BBM Enterprise app from Google Play.](#)
- [If you don't already have a BlackBerry ID, create one.](#)
- After you create your BlackBerry ID, confirm your email address in the BlackBerry ID confirmation email.

1. Open BBM Enterprise

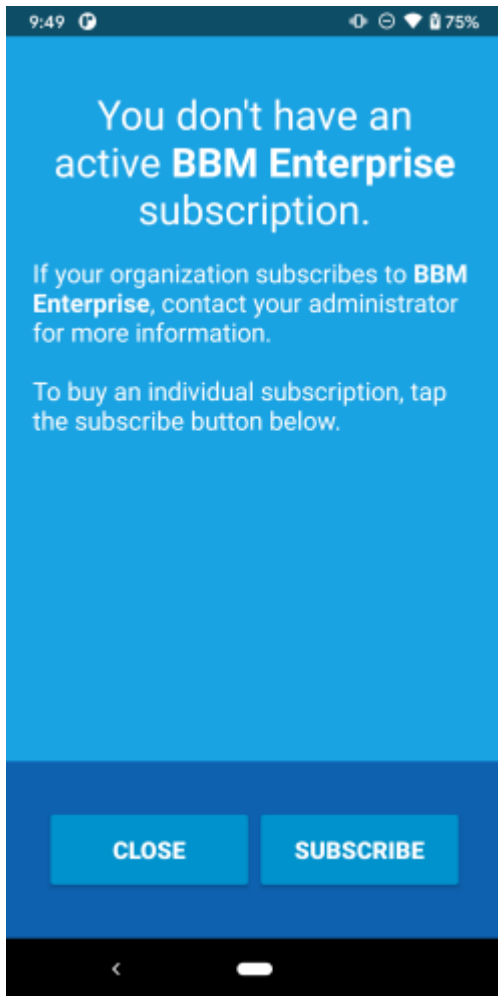


2. Tap **Personal**.

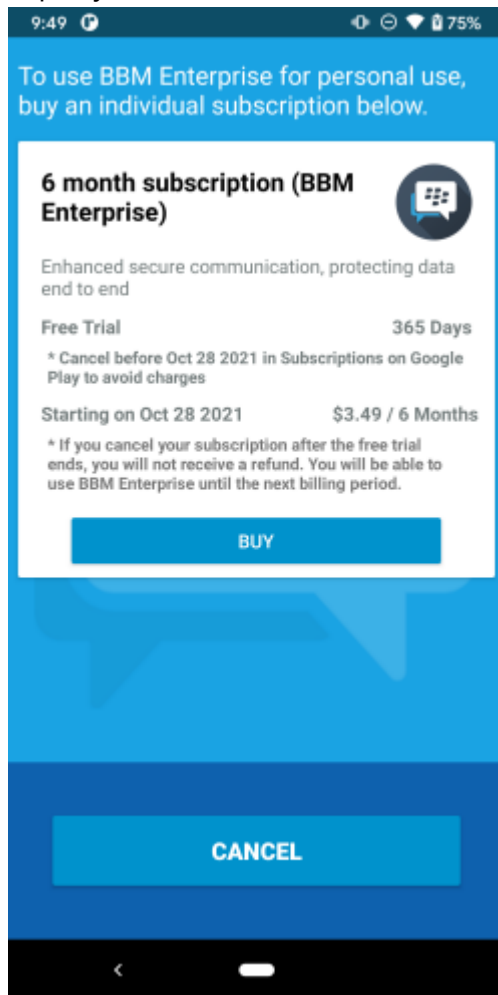
3. Sign in using your existing BlackBerry ID or tap **Create BlackBerry ID** if you don't have one.



4. Tap **Subscribe**





5. Tap Buy



You are now ready to use BBM Enterprise for personal use.

Manage your subscription



You can manage your active subscription from Google Play. You can also manage your subscription directly from the BBM Enterprise app on your device.

1. In the BBM Enterprise app, tap  > .
2. Tap **Account**.
3. Tap **Manage subscription**.
4. Follow the instructions on the screen to make changes to your subscription.

Delete your BlackBerry ID account

You can delete your BlackBerry ID account in the BBM Enterprise app.

Note: Deleting your BlackBerry ID account does not end your BBM Enterprise subscription. Your subscription is associated with your Google Account. You can create a new BlackBerry ID and associate with your subscription. For more information, see [Manage your subscription](#).

1. In the BBM Enterprise app, tap  > .
2. Tap **Account**.
3. Tap **BlackBerry ID > Forgot Password?**
4. Enter the verification code.
5. Tap **Delete BlackBerry ID Account**.

Legal notice

©2021 BlackBerry Limited. Trademarks, including but not limited to BLACKBERRY, BBM, BES, EMBLEM Design, ATHOC, CYLANCE and SECUSMART are the trademarks or registered trademarks of BlackBerry Limited, its subsidiaries and/or affiliates, used under license, and the exclusive rights to such trademarks are expressly reserved. All other trademarks are the property of their respective owners.

This documentation including all documentation incorporated by reference herein such as documentation provided or made available on the BlackBerry website provided or made accessible "AS IS" and "AS AVAILABLE" and without condition, endorsement, guarantee, representation, or warranty of any kind by BlackBerry Limited and its affiliated companies ("BlackBerry") and BlackBerry assumes no responsibility for any typographical, technical, or other inaccuracies, errors, or omissions in this documentation. In order to protect BlackBerry proprietary and confidential information and/or trade secrets, this documentation may describe some aspects of BlackBerry technology in generalized terms. BlackBerry reserves the right to periodically change information that is contained in this documentation; however, BlackBerry makes no commitment to provide any such changes, updates, enhancements, or other additions to this documentation to you in a timely manner or at all.

This documentation might contain references to third-party sources of information, hardware or software, products or services including components and content such as content protected by copyright and/or third-party websites (collectively the "Third Party Products and Services"). BlackBerry does not control, and is not responsible for, any Third Party Products and Services including, without limitation the content, accuracy, copyright compliance, compatibility, performance, trustworthiness, legality, decency, links, or any other aspect of Third Party Products and Services. The inclusion of a reference to Third Party Products and Services in this documentation does not imply endorsement by BlackBerry of the Third Party Products and Services or the third party in any way.

EXCEPT TO THE EXTENT SPECIFICALLY PROHIBITED BY APPLICABLE LAW IN YOUR JURISDICTION, ALL CONDITIONS, ENDORSEMENTS, GUARANTEES, REPRESENTATIONS, OR WARRANTIES OF ANY KIND, EXPRESS OR IMPLIED, INCLUDING WITHOUT LIMITATION, ANY CONDITIONS, ENDORSEMENTS, GUARANTEES, REPRESENTATIONS OR WARRANTIES OF DURABILITY, FITNESS FOR A PARTICULAR PURPOSE OR USE, MERCHANTABILITY, MERCHANTABLE QUALITY, NON-INFRINGEMENT, SATISFACTORY QUALITY, OR TITLE, OR ARISING FROM A STATUTE OR CUSTOM OR A COURSE OF DEALING OR USAGE OF TRADE, OR RELATED TO THE DOCUMENTATION OR ITS USE, OR PERFORMANCE OR NON-PERFORMANCE OF ANY SOFTWARE, HARDWARE, SERVICE, OR ANY THIRD PARTY PRODUCTS AND SERVICES REFERENCED HEREIN, ARE HEREBY EXCLUDED. YOU MAY ALSO HAVE OTHER RIGHTS THAT VARY BY STATE OR PROVINCE. SOME JURISDICTIONS MAY NOT ALLOW THE EXCLUSION OR LIMITATION OF IMPLIED WARRANTIES AND CONDITIONS. TO THE EXTENT PERMITTED BY LAW, ANY IMPLIED WARRANTIES OR CONDITIONS RELATING TO THE DOCUMENTATION TO THE EXTENT THEY CANNOT BE EXCLUDED AS SET OUT ABOVE, BUT CAN BE LIMITED, ARE HEREBY LIMITED TO NINETY (90) DAYS FROM THE DATE YOU FIRST ACQUIRED THE DOCUMENTATION OR THE ITEM THAT IS THE SUBJECT OF THE CLAIM.

TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW IN YOUR JURISDICTION, IN NO EVENT SHALL BLACKBERRY BE LIABLE FOR ANY TYPE OF DAMAGES RELATED TO THIS DOCUMENTATION OR ITS USE, OR PERFORMANCE OR NON-PERFORMANCE OF ANY SOFTWARE, HARDWARE, SERVICE, OR ANY THIRD PARTY PRODUCTS AND SERVICES REFERENCED HEREIN INCLUDING WITHOUT LIMITATION ANY OF THE FOLLOWING DAMAGES: DIRECT, CONSEQUENTIAL, EXEMPLARY, INCIDENTAL, INDIRECT, SPECIAL, PUNITIVE, OR AGGRAVATED DAMAGES, DAMAGES FOR LOSS OF PROFITS OR REVENUES, FAILURE TO REALIZE ANY EXPECTED SAVINGS, BUSINESS INTERRUPTION, LOSS OF BUSINESS INFORMATION, LOSS OF BUSINESS OPPORTUNITY, OR CORRUPTION OR LOSS OF DATA, FAILURES TO TRANSMIT OR RECEIVE ANY DATA, PROBLEMS ASSOCIATED WITH ANY APPLICATIONS USED IN CONJUNCTION WITH BLACKBERRY PRODUCTS OR SERVICES, DOWNTIME COSTS, LOSS OF THE USE OF BLACKBERRY PRODUCTS OR SERVICES OR ANY PORTION THEREOF OR OF ANY AIRTIME SERVICES, COST OF SUBSTITUTE GOODS, COSTS OF COVER, FACILITIES OR SERVICES, COST OF CAPITAL, OR OTHER SIMILAR PECUNIARY LOSSES, WHETHER OR NOT SUCH DAMAGES

WERE FORESEEN OR UNFORESEEN, AND EVEN IF BLACKBERRY HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW IN YOUR JURISDICTION, BLACKBERRY SHALL HAVE NO OTHER OBLIGATION, DUTY, OR LIABILITY WHATSOEVER IN CONTRACT, TORT, OR OTHERWISE TO YOU INCLUDING ANY LIABILITY FOR NEGLIGENCE OR STRICT LIABILITY.

THE LIMITATIONS, EXCLUSIONS, AND DISCLAIMERS HEREIN SHALL APPLY: (A) IRRESPECTIVE OF THE NATURE OF THE CAUSE OF ACTION, DEMAND, OR ACTION BY YOU INCLUDING BUT NOT LIMITED TO BREACH OF CONTRACT, NEGLIGENCE, TORT, STRICT LIABILITY OR ANY OTHER LEGAL THEORY AND SHALL SURVIVE A FUNDAMENTAL BREACH OR BREACHES OR THE FAILURE OF THE ESSENTIAL PURPOSE OF THIS AGREEMENT OR OF ANY REMEDY CONTAINED HEREIN; AND (B) TO BLACKBERRY AND ITS AFFILIATED COMPANIES, THEIR SUCCESSORS, ASSIGNS, AGENTS, SUPPLIERS (INCLUDING AIRTIME SERVICE PROVIDERS), AUTHORIZED BLACKBERRY DISTRIBUTORS (ALSO INCLUDING AIRTIME SERVICE PROVIDERS) AND THEIR RESPECTIVE DIRECTORS, EMPLOYEES, AND INDEPENDENT CONTRACTORS.

IN ADDITION TO THE LIMITATIONS AND EXCLUSIONS SET OUT ABOVE, IN NO EVENT SHALL ANY DIRECTOR, EMPLOYEE, AGENT, DISTRIBUTOR, SUPPLIER, INDEPENDENT CONTRACTOR OF BLACKBERRY OR ANY AFFILIATES OF BLACKBERRY HAVE ANY LIABILITY ARISING FROM OR RELATED TO THE DOCUMENTATION.

Prior to subscribing for, installing, or using any Third Party Products and Services, it is your responsibility to ensure that your airtime service provider has agreed to support all of their features. Some airtime service providers might not offer Internet browsing functionality with a subscription to the BlackBerry® Internet Service. Check with your service provider for availability, roaming arrangements, service plans and features. Installation or use of Third Party Products and Services with BlackBerry's products and services may require one or more patent, trademark, copyright, or other licenses in order to avoid infringement or violation of third party rights. You are solely responsible for determining whether to use Third Party Products and Services and if any third party licenses are required to do so. If required you are responsible for acquiring them. You should not install or use Third Party Products and Services until all necessary licenses have been acquired. Any Third Party Products and Services that are provided with BlackBerry's products and services are provided as a convenience to you and are provided "AS IS" with no express or implied conditions, endorsements, guarantees, representations, or warranties of any kind by BlackBerry and BlackBerry assumes no liability whatsoever, in relation thereto. Your use of Third Party Products and Services shall be governed by and subject to you agreeing to the terms of separate licenses and other agreements applicable thereto with third parties, except to the extent expressly covered by a license or other agreement with BlackBerry.

The terms of use of any BlackBerry product or service are set out in a separate license or other agreement with BlackBerry applicable thereto. NOTHING IN THIS DOCUMENTATION IS INTENDED TO SUPERSEDE ANY EXPRESS WRITTEN AGREEMENTS OR WARRANTIES PROVIDED BY BLACKBERRY FOR PORTIONS OF ANY BLACKBERRY PRODUCT OR SERVICE OTHER THAN THIS DOCUMENTATION.

BlackBerry Enterprise Software incorporates certain third-party software. The license and copyright information associated with this software is available at <http://worldwide.blackberry.com/legal/thirdpartysoftware.jsp>.

BlackBerry Limited
2200 University Avenue East
Waterloo, Ontario
Canada N2K 0A7

BlackBerry UK Limited
Ground Floor, The Pearce Building, West Street,
Maidenhead, Berkshire SL6 1RL
United Kingdom

Published in Canada