



BlackBerry Enterprise BRIDGE

for Android

User guide

1.1

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What is BlackBerry Enterprise BRIDGE?

BlackBerry Enterprise BRIDGE is a Microsoft Intune app that is enabled for BlackBerry Dynamics. It allows you to securely view, edit, and save documents using Intune managed Microsoft apps, such as Microsoft Word, Microsoft PowerPoint, and Microsoft Excel in BlackBerry Dynamics on Android devices. The following are the features of BlackBerry Enterprise BRIDGE.

Feature	Description
Secure sharing and storing of data	Share your documents as email attachments (requires BlackBerry Work). Maintain data encryption during the document-sharing process between BlackBerry Dynamics apps and Intune managed mobile apps.
Document access, create, and editing	Access documents while you are on the go from native Microsoft mobile apps. View, create, edit, and save documents.
User experience	Seamlessly transfer files to native Microsoft mobile apps from within BlackBerry Work and from native Microsoft mobile apps to BlackBerry Dynamics apps.
Document fidelity	Documents are rendered with Microsoft native fidelity on all devices.

Installing and activating BlackBerry Enterprise BRIDGE

Before you can begin using BlackBerry Enterprise BRIDGE, you must install and activate it. The steps you take to install BlackBerry Enterprise BRIDGE depends on how you will be activating it. The following options are available for activating the Enterprise BRIDGE app.

- Install and activate BlackBerry Enterprise BRIDGE using the BlackBerry UEM Client: Choose this option if you have installed and activated the BlackBerry UEM Client on your device and your administrator has allowed the BlackBerry UEM Client to manage the activation of BlackBerry Enterprise BRIDGE.
- Install and activate BlackBerry Enterprise BRIDGE from the Google Play: Choose this option to download and install the Enterprise BRIDGE app on your device if you have not installed the BlackBerry UEM Client or your administrator has not allowed the BlackBerry UEM Client to manage the activation of BlackBerry Enterprise BRIDGE.

Install and activate BlackBerry Enterprise BRIDGE using the BlackBerry UEM Client

Complete this task if you have installed the BlackBerry UEM Client on your device and your administrator has allowed the BlackBerry UEM Client to manage the activation of BlackBerry Enterprise BRIDGE.

Before you begin:

- Make sure that a BlackBerry Dynamics app is installed and activated on your device. For this example, we will use BlackBerry Work. For instructions, see the [BlackBerry Work user guide for your device](#).
- Make sure that the Microsoft Intune Company Portal app from Google Play is installed on your device. You don't need to activate the app. For more information, see <https://docs.microsoft.com/intune/app-protection-enabled-apps-android>. Activating the Intune Company Portal app might prevent the Enterprise BRIDGE app from functioning as expected.
- Make sure that the supported Microsoft Intune managed apps are installed and activated on your device.

1. If your administrator did not automatically push the app to your device,, open your Work Apps app and install the BlackBerry Enterprise BRIDGE app. If you do not see the Enterprise BRIDGE app in your Work Apps app, contact your administrator to make the app available to you.
2. On your device, tap **BRIDGE**.
3. Tap **Login**.
4. If the Intune Company Portal app is not installed on your device, you are prompted with the **To use your work or school account with this app, you must install Intune Company Portal app. Tap "Play Store to continue** message. Click **Play Store** to install the Microsoft Intune Company Portal app.
5. Tap **Login**.
6. On the **Microsoft Sign in** page, enter your email address.

Note: You must log in to the BlackBerry Enterprise BRIDGE app using the same email address that you use for BlackBerry Work. Using a different email address to log in is not supported.

7. Tap **Next**.
8. On your organization's login page, enter your username.
9. Tap **Next**.
10. Enter your password.
11. Tap **Sign in**.
12. Click **OK** to acknowledge that your IT department is helping to protect your work or school data using the Enterprise BRIDGE app.

13. To activate BlackBerry Enterprise BRIDGE, enter your password for the BlackBerry Dynamics app or use your fingerprint.
14. Click **OK** to acknowledge that your organization protects the data in the app and to restart the app.
15. If you are prompted, set a PIN or use your fingerprint to access your organization's data using the Enterprise BRIDGE app.
16. Confirm the PIN.
17. Read the license agreement and if you agree, tap **Accept**.
18. If this is the first time that you have logged in to the Enterprise BRIDGE app, the tutorial opens. Complete one of the following tasks:
 - Tap **Skip** to close the tutorial. Tap **OK**. You can view the tutorial later from the Settings screen.
 - View the Tutorial. Click **Done**. A reminder prompt is not displayed, but the tutorial is available in the Settings screen to view again.

Install and activate BlackBerry Enterprise BRIDGE from Google Play

Complete this task to download and install the Enterprise BRIDGE app on your device.

Before you begin:

- Make sure that a BlackBerry Dynamics app is installed and activated on your device. For this example, we will use BlackBerry Work. For instructions, see the [BlackBerry Work user guide for your device](#).
 - Make sure that the supported Microsoft apps that are managed by Microsoft Intune are installed and activated on your device.
 - Make sure that the Microsoft Intune Company Portal app from Google Play is installed on your device. You don't need to activate the app. For more information, see <https://docs.microsoft.com/intune/app-protection-enabled-apps-android>. Activating the Intune Company Portal app might prevent the Enterprise BRIDGE app from functioning as expected.
1. Download the BlackBerry Enterprise BRIDGE app from Google Play.
 2. Tap **BB BRIDGE**.
 3. Tap **Login**.
 4. On the **Microsoft Sign in** page, enter your email address field.

Note: You must log in to the BlackBerry Enterprise BRIDGE app using the same email address that you use for BlackBerry Work. Using a different email address to log in is not supported.
 5. Tap **Next**.
 6. If your organization has a login page, enter your username.
 7. Tap **Next**.
 8. Enter your password.
 9. Tap **Sign in**.
 10. Click **OK** to acknowledge that your IT department is helping to protect your work or school data using the Enterprise BRIDGE app.
 11. To activate the Enterprise BRIDGE app, enter your password for the BlackBerry Dynamics app or use your fingerprint.
 12. Click **OK** to acknowledge that your organization protects the data in the app and to restart the app.
 13. If you are prompted, set a PIN or use your fingerprint to access your organization's data using the Enterprise BRIDGE app.
 14. Confirm the PIN.


15.Read the license agreement and if you agree, tap **Accept**.

16.If this is the first time that you have logged in to the Enterprise BRIDGE app, the tutorial opens. Complete one of the following tasks:

- Close the tutorial without viewing. Tap **Skip**. In the reminder dialog box, tap **OK**. You can view the tutorial later from the Settings screen.
- View the Tutorial. Tap **Next** to view the slides. Click **Done**. A reminder dialog box is not displayed, but the tutorial is available in the Settings screen to view again.

Using BlackBerry Enterprise BRIDGE

View BlackBerry Bridge app settings





1. Open BlackBerry Enterprise BRIDGE.
2. Tap . The following settings are available:
 - Tutorial: View a tutorial on how to view, edit, and save a document using Intune managed Microsoft apps.
 - Useful Apps: Provides a list of supported Intune managed Microsoft apps that you can install and activate to securely view, modify, and save.
 - About: View the software version information and license agreement.
 - Send Logs to BlackBerry: Send log files to BlackBerry support.
 - Send Feedback: Send feedback to BlackBerry. This option is available if you have a BlackBerry Dynamics app that supports email to be installed and activated on your device (for example, BlackBerry Work).


Securely view, edit, and save documents received as attachments in BlackBerry Work or saved in your local Docs location

When your organization is enabled to use Microsoft Intune-managed apps, you can transfer files you receive as an email attachment or are saved to your local Docs location from BlackBerry Work to the supported Intune-managed app using BlackBerry Enterprise BRIDGE. If you send a file saved in your device local storage, you receive the error message **Action Not Allowed. Your organization only allows you to open work or school data in this app.** Files must be opened from a corporate location (for example a secured local storage, Microsoft OneDrive for Business or Microsoft SharePoint).

Note: For ease of following the instructions, we will use BlackBerry Work.


Before you begin:

- Make sure that a BlackBerry Dynamics app is installed and activated on your device.
 - Make sure that the Microsoft Intune Company Portal app is installed, but not activated.
 - Make sure that the BlackBerry Enterprise BRIDGE app is installed and activated.
 - Make sure that the supported Intune-managed apps are installed and activated. If the associated Microsoft app for the file you want to review and edit is not installed on your device, you are prompted to download the app from the Google Play. After you download the app, make sure that you activate it.
1. Open an email attachment or navigate to the file in the Docs folder.
 2. Tap the attachment to download the file that you want to edit.
 3. Tap the downloaded file to open it. Optionally, complete the following tasks:
 - a) To save the file to the Local Docs folder or an Enterprise remote Docs location; tap  > **Save**. Navigate to the appropriate location to save the file. Tap .
 - b) To download the file again; tap  > **Download again**.
 4. Tap .
 5. Tap **Edit in <Intune-managed app>**.
 6. If you are prompted that the organization protects data in this app, tap **OK**.

7. If you are prompted, enter the PIN that you created during the BlackBerry Enterprise BRIDGE activation.
8. Save a copy of the file in the Intune-managed app and make the necessary changes.
9. Share the modified file back to BlackBerry Work. Tap .
10. Perform one of the following tasks:

Task	Steps
Share Microsoft PowerPoint files	<ul style="list-style-type: none"> • To share as a document, tap Full Document > Presentation > BB BRIDGE. • To share as a PDF, tap Full Document > PDF > BB BRIDGE.
Share Microsoft Word files	<ul style="list-style-type: none"> • To share as a document, tap Share as attachment > Document > BB BRIDGE. • To share as a PDF, tap Share as attachment > PDF > BB BRIDGE.
Share Microsoft Excel files	<ul style="list-style-type: none"> • To share as a document, tap Share as attachment > Workbook > BB BRIDGE. • To share as a PDF, tap Share as attachment > PDF > BB BRIDGE.

11. If you are prompted that the organization protects the data in the app, tap **OK.**
12. Select one of the following options:

Saved file name	Actions
If you saved the file with the same file name as the original file	<ul style="list-style-type: none"> • To send the updated file as an attachment to a new email, tap Attach to New Email. Add recipients and a subject and send to appropriate recipients. • To save the file to the Local Docs folder or an Enterprise remote Docs location, tap Save to Docs. If your administrator didn't enable the ability to save to the Local Docs location or an Enterprise remote Docs location, you can send the file as an email attachment. • To attach the updated file to the original email thread, tap Reply to Original Email. Optionally add a message and tap . This option is available when you save the modified document with the same name as the original document.


Saved file name	Actions
<p>If you saved the file with a new file name</p> <p>Note: The options that are displayed depend on the BlackBerry Dynamics that are installed and activated on your device and that support the email, save, and copy services.</p>	<ul style="list-style-type: none"> • If you have the BlackBerry Work app installed and activated on the device, do one of the following: <ul style="list-style-type: none"> • To attach the file to a new email, tap Send Email. Add recipients, subject, and message to send to appropriate recipients. • To save the updated file to the Local Docs location or an Enterprise remote Docs location, tap Save. • If you have a BlackBerry Dynamics app that supports saving a file to the app installed and activated on the device, under the app name, tap Save and follow the instructions on the screen. • If you have a BlackBerry Dynamics app that supports copying a file to the app installed and activated on the device, tap the app name. For example, tap BlackBerry Work and do one of the following: <ul style="list-style-type: none"> • To attach the file to a new email, tap Send Files. Add recipients, subject, and message to send to appropriate recipients. • To save the updated file to the Local Docs location or an Enterprise remote Docs location, tap Save to Docs. If your administrator didn't enable the ability to save to the Local Docs location or an Enterprise remote Docs location, you can send the file as an email attachment. • Tap Cancel. A copy of the modified file is saved in the Intune-managed app.

Securely send, copy, and save documents to BlackBerry Dynamics apps that are created in Intune-managed apps

When your organization is enabled to use Intune-managed apps, you can transfer files that you create in the Microsoft Intune-managed app to BlackBerry Dynamics apps using BlackBerry Enterprise BRIDGE.

Note: For ease of following the instructions, we will use BlackBerry Work.

Before you begin:

- Make sure that a BlackBerry Dynamics app is installed and activated on your device.
 - Make sure that the Microsoft Intune Company Portal app is installed, but not activated.
 - Make sure that the BlackBerry Enterprise BRIDGE app is installed and activated.
 - Make sure that the supported Intune-managed apps are installed and activated. If the associated Microsoft app for the file you want to review and edit is not installed on your device, you are prompted to download the app from the Google Play. After you download the app, make sure that you activate it.
1. Open the Intune-managed app and create a new file or open an existing file.
 2. Save the file. Files must be saved to a corporate location (for example a secured local storage, Microsoft OneDrive for Business or Microsoft SharePoint).
 3. Tap .
 4. Perform one of the following tasks:

Task	Steps
Share Microsoft PowerPoint files	<ul style="list-style-type: none"> To share as a document, tap Full Document > Presentation > BB BRIDGE To share as a PDF, tap Full Document > PDF > BB BRIDGE
Share Microsoft Word files	<ul style="list-style-type: none"> To share as a document, tap Share as attachment > Document > BB BRIDGE To share as a PDF, tap Share as attachment > PDF > BB BRIDGE
Share Microsoft Excel files	<ul style="list-style-type: none"> To share as a document, tap Share as attachment > Workbook > BB BRIDGE To share as a PDF, tap Share as attachment > PDF > BB BRIDGE

5. Select one of the following options:

Note: The menu options that are displayed are dependant on the BlackBerry Dynamics that are installed and activated on your device and the service features that they support, for example, email, save, and copy services.


Saved file name	Actions
If you have BlackBerry Work app installed and activated on the device	<ul style="list-style-type: none"> To attach the file to an email, tap Send Email. Add recipients, subject, and message to send to appropriate recipients. To save the updated file to the Local Docs location or an Enterprise remote Docs location, tap Save. If your administrator didn't enable the ability to save to the Local Docs location or an Enterprise remote Docs location, you can send the file as an email attachment.
If you have a BlackBerry Dynamics app that supports saving a file to it installed and activated on the device	Under the BlackBerry Dynamics app name, tap Save and follow the instructions on the screen.
If you have a BlackBerry Dynamics app that supports copying a file to it installed and activated on the device	<p>Tap that app name and complete the instructions on the screen. For example, tap BlackBerry Work and do one of the following:</p> <ul style="list-style-type: none"> To attach the file to an email, tap BlackBerry Dynamics app name, tap Attach to New Email. Add recipients, subject, and message to send to appropriate recipients. To save the updated file to the Local Docs location or an Enterprise remote Docs location, tap Save to Docs. If your administrator didn't enable the ability to save to the Local Docs location or an Enterprise remote Docs location, you can send the file as an email attachment.

Troubleshooting

Upload log files to BlackBerry Support

If BlackBerry Support requests log files, you can upload log files to help troubleshoot issues that you are having with the BlackBerry Enterprise BRIDGE app.


Depending on the size of the logs, allow a short period before you close the Settings screen or place the app in the background to allow the logs to be uploaded to BlackBerry.

1. Open the Enterprise BRIDGE app.
2. Tap .
3. Tap **Send Logs to BlackBerry**.
4. Tap **OK**.

Send feedback to BlackBerry

You can submit feedback to BlackBerry about the BlackBerry Enterprise BRIDGE app.

Note: This option requires a BlackBerry Dynamics app that supports email to be installed and activated on the device (for example, BlackBerry Work). If you uninstall BlackBerry Work and try to submit feedback, the following error message is displayed: Error - Your device doesn't have a secure email app installed.

1. Open the Enterprise BRIDGE app.
2. Tap .
3. Tap **Send feedback**.
4. On the **Comments** page, type your feedback. By default, the **Also send logs to BlackBerry** is enabled.
5. Tap **Send**.
6. BlackBerry Work opens and an email message with the proper recipient name, subject line, app details, and feedback is prepopulated for you. Tap the **Send** icon.

BlackBerry Enterprise BRIDGE is not working as expected

Possible cause

The Microsoft Intune Company Portal app is activated on your device.

Possible solution

Uninstall the Intune Company Portal and Enterprise BRIDGE apps. Install the apps again.

Unable to log in to BlackBerry Enterprise BRIDGE app

Possible cause

You try to log in to the BlackBerry Enterprise BRIDGE app using a different email address than you use for BlackBerry Work.

Possible solution

Complete one of the following actions:

- Uninstall and reinstall the following apps on your device:
 - Microsoft Intune Company Portal app
 - BlackBerry Enterprise BRIDGE app
 - Microsoft Office apps (for example, Microsoft Word)
 - Stop and clear the data for the following apps:
 - Microsoft Intune Company Portal app
 - BlackBerry Enterprise BRIDGE app
 - Microsoft Office apps (for example, Microsoft Word)
1. On the device, open the device Settings.
 2. Navigate to **Apps**.
 3. Tap the app you want to stop and clear the data for.
 4. Tap **Force stop**.
 5. If you are prompted to confirm the force stop, tap **OK**.
 6. Tap **Storage > Clear Data**.
 7. Repeat steps 3 to 6 for each app.
 8. Log in to the apps.

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