



# **BlackBerry Enterprise BRIDGE**

## **for iOS**

### **User Guide**

3.15



# Contents

- What is BlackBerry BRIDGE?..... 4**
  
- Installing and activating BlackBerry BRIDGE..... 5**
  - Install BlackBerry BRIDGE..... 5
  - Activate BlackBerry BRIDGE..... 5
  
- Using BlackBerry BRIDGE.....7**
  - Change BlackBerry BRIDGE for iOS Options.....7
  - Securely edit a Microsoft 365 file received in BlackBerry Work.....7
  - Securely send or save a Microsoft file using BlackBerry Work.....8
  - Securely share a file to Microsoft Teams, Microsoft OneNote, or Microsoft Viva Engage.....9
  - Securely save a file from Microsoft Teams, Microsoft OneNote, or Microsoft Viva Engage.....10
  - Copy and paste text between BlackBerry Work and Microsoft 365 files.....10
  - Change your theme..... 11
  
- Sign out of BlackBerry BRIDGE..... 12**
  
- Troubleshooting BlackBerry BRIDGE..... 13**
  - Upload log files to BlackBerry Support..... 13
  - Send feedback to BlackBerry..... 13
  
- Legal notice..... 14**

# What is BlackBerry BRIDGE?

BlackBerry 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 365, Microsoft Word, Microsoft PowerPoint, Microsoft Excel, Microsoft Teams, Microsoft OneNote, Microsoft OneDrive for Business, and Microsoft Viva Engage, from BlackBerry Dynamics on iOS. The following are the features of BlackBerry 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.  Securely copy and paste text 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.
PDF slide show presentation tool	On iOS devices, use BlackBerry BRIDGE to present PDF slide shows.

# Installing and activating BlackBerry BRIDGE

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

- Install and activate BlackBerry 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 BRIDGE.
- Install and activate BlackBerry BRIDGE from the App Store: Choose this option to download and install the 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 BRIDGE.

## Install BlackBerry BRIDGE

1. Complete one of the following tasks:

Task	Steps
Install using BlackBerry UEM Client	If your administrator did not automatically push the app to your device, open Work Apps app and install the Bridge app. If you do not see the Bridge app in Work Apps app, contact your administrator to make the app available to you.
Install from the App Store	Download the Bridge app from the App Store.

2. [Activate BlackBerry BRIDGE.](#)

## Activate BlackBerry BRIDGE

### Before you begin:

- Verify that you installed the BlackBerry BRIDGE app. For more information, see [Install BlackBerry BRIDGE](#).
- Verify that a BlackBerry Dynamics app is installed on your device. In this example, we will use BlackBerry Work. For instructions, see the [BlackBerry Work user guide for your device](#).
- Verify that the supported Microsoft apps that are managed by Microsoft Intune are installed.

1. Tap **BB Bridge**.
2. Tap **Sign In**.
3. On the **Microsoft Sign in** page, enter your email address.
4. Tap **Next**.
5. If your organization has a login page, enter your username.
6. Tap **Next**.
7. Enter your password.
8. Tap **Sign in**.
9. Tap **OK** to acknowledge that your organization protects the data in the app and to restart the app.
10. Tap **BB Bridge**.
11. If prompted, set a PIN to access your organizations data using the Bridge app.


12. Read the license agreement and tap **I agree**.
13. To activate the Bridge app, enter your password for the BlackBerry Dynamics app or use Touch ID or Face ID.
14. Tap **OK**.
15. If this is the first time that you have logged in to the Bridge app, you can view tutorials (tap **View Tutorials**). Tap **Close** to close the Tutorials screen.
16. Tap **Done**.
17. In the reminder dialog box, tap **OK**. You can view the tutorial later from the Options screen.

# Using BlackBerry BRIDGE

When your organization is enabled to use Microsoft Intune-managed apps, you can transfer files from any BlackBerry Dynamics app to the supported Intune-managed app using BlackBerry BRIDGE. For example, you can securely transfer an email attachment or document that has been saved to your BlackBerry Work Docs location to an Intune-managed app using BlackBerry BRIDGE.

**Note:** Files must be opened from a secured or corporate location (for example, a secured local storage, Microsoft OneDrive for Business or Microsoft SharePoint). 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.**

## Change BlackBerry BRIDGE for iOS Options

1. On the BlackBerry BRIDGE main screen, tap .
2. To change your General options, complete any of the following tasks:

Option	Steps
View the version information and license agreement.	Tap <b>About</b> .
View your account information.	Tap <b>User Account</b> .
View tutorials on how to send, edit, and save a document that has been received in BlackBerry Work using Microsoft Intune managed apps.	Tap <b>View Tutorials</b> .
Set the default app for file transfers.	<ol style="list-style-type: none"><li>a. Tap <b>Open In.. App Selection</b>.</li><li>b. Select the desired default app.</li><li>c. To automatically open documents from Microsoft Office apps, enable the <b>Open In selected app</b> option.</li></ol>

3. To send support information, complete any of the following tasks:

Support options	Steps
Send logs to BlackBerry support.	Tap <b>Send Logs to BlackBerry</b> .
Send feedback to BlackBerry support.	Tap <b>Feedback</b> .

## Securely edit a Microsoft 365 file received in BlackBerry Work


BlackBerry BRIDGE allows you to securely edit a Microsoft 365 file received in BlackBerry Work.

1. Open the email attachment.

2. Tap **...**.
3. Tap **Open in Microsoft 365 Apps**.
4. The Microsoft 365 apps will display as a row of icons or a list of actions depending on the Microsoft Intune app protection policy set by your administrator. Tap the desired selection, for example, tap **Import to Microsoft 365**.
5. BlackBerry BRIDGE will securely transfer the file to the Intune managed Microsoft 365 app. If prompted, enter the PIN or use Touch ID to open the file.
6. Tap **Save a copy** and navigate to a corporate storage location such as a secured local storage, Microsoft OneDrive for Business, or Microsoft SharePoint.
7. Tap **Save**.
8. Edit the file as desired.
9. Send the file back to BlackBerry Work. For more information, see [Securely send or save a Microsoft file using BlackBerry Work](#).

## Securely send or save a Microsoft file using BlackBerry Work

BlackBerry BRIDGE allows you to securely transfer a Microsoft 365 file from a secure file location to BlackBerry Work. You can send the file as an email attachment or save it to a secured BlackBerry Work Docs location, if available.

1. From an open file, tap . The file must be opened from a secure file location such as a secured local storage, Microsoft 365, Microsoft Word, Microsoft OneDrive for Business, or Microsoft SharePoint.
2. Tap **Send a Copy**.
3. Tap **Send with Another App**.
4. Tap **Open Securely via BRIDGE**.
5. If you have more than one BlackBerry Dynamics app that supports BlackBerry BRIDGE installed and activated on your device, the **Open In... App Selection** menu will ask you to select the app to transfer the file to. If you want files to always open with BlackBerry Work, select **Remember my selection**. This sets BlackBerry Work to be the default app for file transfers. Tap BlackBerry Work to send the file. To forget this default app or select another default app for file transfers, see [Change BlackBerry BRIDGE for iOS Options](#).
6. BlackBerry BRIDGE will securely transfer the file to BlackBerry Work. Complete one of the following options:

Saved file name	Actions
<p>If you save the file with the same or similar file name as the original file name. For example, the new filename includes the original filename as in 'Test_file' and 'Test_file1').</p>	<ul style="list-style-type: none"> <li>• To attach the file to a new email, tap <b>Attach to New Email</b>. Add the recipients, subject, and message, and tap <b>&gt;</b>.</li> <li>• To attach the file to the original email thread, tap <b>Reply to Original Email</b>. Optionally, add a message to the email and tap <b>&gt;</b>.</li> <li>• To save the file to a secured storage location, tap <b>Save to Docs</b>. Navigate to the location where you want to save the file and tap <b>Save</b>. This option is only available if it has been enabled by your administrator.</li> <li>• To return to the email attachment, tap <b>Cancel</b>. A copy of the file is saved in the Intune managed Microsoft 365 app.</li> </ul>



Saved file name	Actions
<p>If you:</p> <ul style="list-style-type: none"> <li>• Completely change the file name from the original file name. For example, the new filename doesn't include the original filename as in 'Test_file' and 'Example_1'.</li> <li>• Open the file from a Microsoft 365 app (for example, Microsoft Word, Excel, or PowerPoint)</li> </ul>	<ul style="list-style-type: none"> <li>• To attach the file to a new email, tap <b>Attach to New Email</b>. Add the recipients, subject, and message, and tap ➤.</li> <li>• To save the file to a corporate storage location, tap <b>Save to Docs</b>. Navigate to the location where you want to save the file and tap <b>Save</b>. This option is only available if it has been enabled by your administrator.</li> <li>• To send the file to another BlackBerry Dynamics apps that support copying/saving a file, tap the app name and follow the instructions on the screen.</li> </ul>

## Securely share a file to Microsoft Teams, Microsoft OneNote, or Microsoft Viva Engage

BlackBerry BRIDGE allows you to securely share a file from BlackBerry Work to Microsoft Teams, Microsoft OneNote, or Microsoft Viva Engage.


1. Open the file in BlackBerry Work.
2. Tap **...**.
3. Tap **Open in Microsoft 365 Apps**.
4. Complete one of the following options:

Options	Steps
Share using Microsoft Teams.	<ol style="list-style-type: none"> <li>a. Tap <b>Teams</b>.</li> <li>b. Search for the person you want to send the file to.</li> <li>c. Type a message in the message box.</li> <li>d. Tap ➤.</li> </ol>
Share using OneNote.	<ol style="list-style-type: none"> <li>a. Tap <b>OneNote</b>.</li> <li>b. Tap <b>Location</b> and navigate to the location where you want to save the file.</li> <li>c. In the <b>Add a note</b> section, type a message.</li> <li>d. Tap <b>Send</b>.</li> </ol>
Share using Microsoft Viva Engage.	<ol style="list-style-type: none"> <li>a. Tap <b>Viva Engage</b>.</li> <li>b. Type a message in the message box.</li> <li>c. Tap <b>Choose a Community</b> to add a community to send the file to.</li> <li>d. Tap <b>Post</b>.</li> </ol>

# Securely save a file from Microsoft Teams, Microsoft OneNote, or Microsoft Viva Engage

BlackBerry BRIDGE allows you to securely save a Microsoft 365 file received in Microsoft Teams, Microsoft OneNote, or Microsoft Viva Engage to BlackBerry Work.

1. Complete one of the following tasks:

Tasks	Steps
Save a file from OneNote.	<ol style="list-style-type: none"> <li>From an open page, tap <b>...</b>.</li> <li>Tap <b>Send Copy of Page</b>.</li> <li>Tap <b>Send with Another App</b>.</li> <li>Tap <b>Open Securely via BRIDGE</b>.</li> </ol>
Save a file from Microsoft Teams or Microsoft Viva Engage.	<ol style="list-style-type: none"> <li>From an open file, tap .</li> <li>Tap <b>Open Securely via BRIDGE</b>.</li> </ol>

- If you have more than one BlackBerry Dynamics app that supports BlackBerry BRIDGE installed and activated on your device, the **Open In... App Selection** menu will ask you to select the app to transfer the file to. If you want files to always open with BlackBerry Work, select **Remember my selection**. This sets BlackBerry Work to be the default app for file transfers. Tap BlackBerry Work to send the file. To forget this default app or select another default app, see [Change BlackBerry BRIDGE for iOS Options](#).
- BlackBerry BRIDGE will securely transfer the file to BlackBerry Work. Complete one of the following options:
  - To attach the file to a new email, tap **Attach to New Email**. Add the recipients, subject, and message, and tap **>**.
  - To save the file to a secured storage location, tap **Save to Docs**. Navigate to the location where you want to save the file and tap **Save**.

# Copy and paste text between BlackBerry Work and Microsoft 365 files

Complete one of the following tasks:

Tasks	Steps
Copy and paste text from BlackBerry Work to a Microsoft 365 file.	<ol style="list-style-type: none"> <li>In BlackBerry Work, double-tap and hold the text you want to copy. If necessary, move the pins to adjust the selection.</li> <li>Tap <b>Microsoft 365 Copy</b>.</li> <li>Open a Microsoft 365 file for example Microsoft Word.</li> <li>Tap and hold where you want to paste the text, and tap <b>Paste</b>.</li> <li>If prompted, tap <b>Allow Paste</b>. Optionally, you can disable this setting in your iOS settings.</li> </ol>


Tasks	Steps
Copy and paste text from a Microsoft 365 file to BlackBerry Work.	<ol style="list-style-type: none"> <li>a. In a Microsoft 365 file, double-tap and hold the text you want to copy. If necessary, move the pins to adjust the selection.</li> <li>b. Tap <b>Copy</b>.</li> <li>c. Open BlackBerry Work, and compose an email and, tap and hold where you want to paste the text.</li> <li>d. Tap <b>Microsoft 365 Paste</b>.</li> <li>e. Tap <b>Paste</b>.</li> <li>f. If prompted, tap <b>Allow Paste</b>. Optionally, you can disable this setting in your iOS settings.</li> </ol>

## Change your theme

On devices that are running iOS 13 or later, you can change the theme for BlackBerry Dynamics apps using the iPhone device settings. For instructions, see the iOS documentation. For more information about supported operating systems, see [the Mobile/Desktop OS and Enterprise Applications compatibility matrix](#).

# Sign out of BlackBerry BRIDGE

If you have multiple user accounts, you can log out of the BlackBerry BRIDGE app and log in using a different account. When you log out, the organization data that was associated with the current account is removed.

1. In the BlackBerry BRIDGE app, tap .
2. Tap **User Account > Sign out**.
3. Tap **OK** to acknowledge that the organization information associated with the account has been removed and that you must restart the app.

**After you finish:** Log in to the BlackBerry BRIDGE using the new account. For instructions, see [Activate BlackBerry BRIDGE](#).


# Troubleshooting BlackBerry BRIDGE

This section helps you troubleshoot BlackBerry BRIDGE issues.

## 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 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 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 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 Bridge app.
2. Tap .
3. Tap **Feedback**.
4. On the **Comments** page, type your feedback. By default, the **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.

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