



BlackBerry Enterprise BRIDGE

for Android

User guide

3.17

Contents

- What is BlackBerry BRIDGE?..... 4**

- Installing and activating BlackBerry BRIDGE..... 5**
 - Install BlackBerry BRIDGE..... 5
 - Activate BlackBerry BRIDGE..... 5
 - Using BlackBerry BRIDGE with Microsoft Authenticator..... 6

- Using BlackBerry BRIDGE.....7**
 - Change BlackBerry BRIDGE for Android settings..... 7
 - Securely save and edit Microsoft 365 files received in BlackBerry Work..... 7
 - Securely send or save a Microsoft file using BlackBerry Work..... 8
 - Securely send or save a file in Microsoft Teams, Microsoft OneNote, or Microsoft Viva Engage..... 9
 - Securely send a file from Microsoft Teams, Microsoft OneNote, and Microsoft OneDrive for Business..... 10
 - Copy and paste text between BlackBerry Work and Microsoft 365 files..... 11
 - 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
 - BlackBerry BRIDGE is not working as expected..... 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 Android devices. 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.

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 Google Play: 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 the 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 the Work Apps app, contact your administrator to make the app available to you.
Install from the App Store.	Download the BRIDGE app from the Play Store.

2. [Activate BlackBerry BRIDGE.](#)

Activate BlackBerry BRIDGE

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

Before you begin:

- Verify 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](#).
- Verify that the Microsoft Intune Company Portal app from Google Play is installed on your device. For more information, see <https://docs.microsoft.com/intune/app-protection-enabled-apps-android>.
- Verify that the supported Microsoft Intune managed apps are installed and activated on your device.

1. On your device, tap **BB BRIDGE**.
2. Tap **Sign in**.
3. If the Intune Company Portal app is not installed on your device, you are prompted with the following message: **To use your work or school account with this app, you must install Intune Company Portal app. Tap "Play Store" to continue.** Tap **Play Store** to install the Microsoft Intune Company Portal app.
4. On **Microsoft Sign in** page, enter your email address.
5. Tap **Next**.
6. On your organization's sign in page, enter your password.
7. Tap **Sign in**.

8. Tap **OK** to acknowledge that your IT department is helping to protect your work or school data using the BRIDGE app.
9. To activate BlackBerry BRIDGE, enter your password for the BlackBerry Dynamics app or use your fingerprint.
10. Tap **OK** to acknowledge that your organization protects the data in the app and to restart the app.
11. If you are prompted, set a PIN or use your fingerprint to access your organization's data using the BRIDGE app. Confirm the PIN.
12. Read the license agreement and if you agree, tap **Accept**.

Using BlackBerry BRIDGE with Microsoft Authenticator

You can provision BlackBerry BRIDGE using Microsoft Authenticator. When you add your work or school account to the Microsoft Authenticator app, you must enable the "Enable phone sign-in" option for the BlackBerry BRIDGE user account. For more information about signing in to accounts using Microsoft Authenticator app and enabling phone sign-in, visit <https://docs.microsoft.com/en-us/azure/active-directory/user-help/user-help-auth-app-sign-in>. If you don't enable the phone sign-in option, you are redirected to the Microsoft Authenticator app to activate BlackBerry BRIDGE when you open the BlackBerry BRIDGE and again when you tap Login.

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 Android settings

1. Open BlackBerry BRIDGE.
2. Tap . The following settings are available:
 - Tutorial: View tutorials 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 installed and activated on your device (for example, BlackBerry Work).

Securely save and edit Microsoft 365 files received in BlackBerry Work

You can securely save Microsoft 365 files from BlackBerry Work to a secure storage location.

Before you begin: Make sure that BlackBerry BRIDGE is installed and activated on your device.

1. Open the email that contains an attachment.
2. To download the file that you want to save, tap the attachment, then tap the desired file.
3. To open the downloaded file, tap the file again.
4. Tap .
5. Tap **Open in Microsoft 365**.
6. If the Microsoft Office app that is associated with the file type is not installed on your device, you are prompted with the following message: **To view or edit this file, you must install Microsoft <Office app>. Tap Play Store to continue.** Tap **Play Store** to install the app.
7. If you are prompted, enter the PIN that you created during the BlackBerry BRIDGE activation.
8. Save a copy of the file to a corporate location, for example a secured local storage, Microsoft OneDrive for Business, or Microsoft SharePoint.
9. Edit and save the file.

Securely send or save a Microsoft file using BlackBerry Work

BlackBerry BRIDGE allows you to securely transfer Microsoft Office files from a secure file location to BlackBerry Work. You can send the files as email attachments from BlackBerry Work or save the files to the BlackBerry Work Docs locations if available.

Before you begin: Make sure that BlackBerry BRIDGE is installed and activated.

1. Do one of the following:
 - From an open Microsoft 365 file, tap . Files must be opened from a work location (for example, a secured local storage, Microsoft 365, Microsoft Word, Microsoft PowerPoint, Microsoft Excel, Microsoft Teams, Microsoft OneNote, or Microsoft Viva Engage).
 - From a file storage location (for example, Microsoft OneDrive for Business and Microsoft SharePoint), tap , then tap **Open in Microsoft 365**.
2. In the **Share** options, tap **Send a copy**.
3. If you are prompted to select an application which supports the file type that you are sending, tap **BB BRIDGE**.
4. Select one of the following options:

Saved file name	Actions
<p>If you:</p> <ul style="list-style-type: none">• Save the file with the same or similar file name as the original file• Open the file from a folder	<ul style="list-style-type: none">• To send the updated file as an attachment in a new email, tap Attach to New Email. Add recipients, a subject, and a message and tap .• To save the file to the Local Docs location or a work remote Docs location, tap Save to Docs. This feature must be enabled by your administrator.• To attach the updated file to the original email thread, tap Reply to Original Email. Add recipients, a subject, and a message and tap . This option is available when you save the modified document with the same or similar name to the original document.

Saved file name	Actions
<p>If you:</p> <ul style="list-style-type: none"> • Change the file name from the original file name • Open the file from a Microsoft Office app (for example, Microsoft Word, Excel, or PowerPoint) <p>Note: The options that are displayed depend on the BlackBerry Dynamics apps 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 installed and activated a BlackBerry Dynamics app that supports saving a file to the app, then under the app name, tap Save and follow the instructions on the screen. • If you have installed and activated a BlackBerry Dynamics app that supports copying a file to the app, 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 Attach to New Email. Add recipients, a subject, and a message to the email and tap ➤. • 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.

Securely send or save a file in Microsoft Teams, Microsoft OneNote, or Microsoft Viva Engage

You can send a file using Microsoft Teams or Yammer or save a file in OneNote.

Before you begin:

- Make sure that BlackBerry BRIDGE is installed and activated.
 - Make sure that either one or all of Microsoft Teams, OneNote, and Microsoft Viva Engage are installed and activated.
1. From a secure file location, tap , then tap **Open in Microsoft 365**.
 2. Perform one of the following tasks:

Task	Steps
Share using Microsoft Teams	<ol style="list-style-type: none"> a. Tap Teams. b. Tap on the name of the person who you want to send the file to. c. Type a message in the message box. d. Tap ➤.
Share using OneNote	<ol style="list-style-type: none"> a. Tap OneNote. b. Tap on the OneNote floating icon that appears on the screen. c. Tap on Title to edit the page title. d. In the Add a quick message area, type a message. e. Tap the check mark.

Task	Steps
Share using Microsoft Viva Engage	<ol style="list-style-type: none"> Tap Add to Yammer. Add the groups or people who you want to send the file to. Add a message in the message box. Tap >.

Securely send a file from Microsoft Teams, Microsoft OneNote, and Microsoft OneDrive for Business

You can send Microsoft Office documents and images from Microsoft Teams and Microsoft OneNote to BlackBerry Work.

Before you begin:

- Files must be opened from a work location (for example, a secured local storage, Microsoft OneDrive for Business or Microsoft SharePoint).
 - Make sure that BlackBerry BRIDGE is installed and activated.
- Complete one of the following actions:

Feature	Description
Microsoft OneNote	<p>You can send only Microsoft OneNote pages as PDF files from Microsoft OneNote. You cannot share Microsoft Office files (for example: Microsoft Word).</p> <ol style="list-style-type: none"> In a page, tap the More menu. Tap Share the page. Tap Share as PDF. Tap BlackBerry Bridge.
Microsoft Teams	<ol style="list-style-type: none"> In Microsoft Teams, tap Chat. Tap a chat. Tap Files. Tap the More menu beside the file that you want to send. Tap Share. Tap BB BRIDGE.
Microsoft OneDrive for Business	<ol style="list-style-type: none"> Tap OneDrive Tap the file that you want to share. Tap Share. Tap Send a copy. Tap BB BRIDGE.

- Select one of the following options

- Send email: To attached the file to a new email. Add recipients, a subject, and message. Tap **>**.
- Copy to BlackBerry Work: Tap one of the following options:

- Attach to new email: Attaches the file to a new email. Add recipients, a subject, and message. Tap .
- Save to Docs: To save the file to the Local Docs location or an Enterprise remote Docs location.

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"> In BlackBerry Work, double-tap and hold the text you want to copy. If necessary, move the pins to adjust the selection. Tap Microsoft 365 Copy. Open a Microsoft 365 file for example Microsoft Word. Tap and hold where you want to paste the text, and tap Paste.
Copy and paste text from a Microsoft 365 file to BlackBerry Work.	<ol style="list-style-type: none"> In a Microsoft 365 file, double-tap and hold the text you want to copy. If necessary, move the pins to adjust the selection. Tap Copy. Open BlackBerry Work, and compose an email and, tap and hold where you want to paste the text. Tap Microsoft 365 Paste. Tap Paste.

Change your theme

You can change the theme for BlackBerry Dynamics apps using the Android device settings. For instructions, see the Android documentation.

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 **Sign out**.

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**.

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 **Send feedback**.
4. On the **Send Feedback** 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's name, subject line, app details, and feedback is prepopulated for you. Tap the **Send** icon.

BlackBerry 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 BRIDGE apps. Install the apps again.

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