



# **BlackBerry Enterprise BRIDGE**

## **for iOS**

### **User Guide**

3.6



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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 Office, Microsoft Word, Microsoft PowerPoint, Microsoft Excel, Microsoft Teams, Microsoft OneNote, and Yammer in BlackBerry Dynamics on iOS. 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.
PDF slide show presentation tool	On iOS devices, use BlackBerry Enterprise BRIDGE to present PDF slide shows.

# 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 depend 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 App Store: 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. In this example, we will use BlackBerry Work. For instructions, see the [BlackBerry Work user guide for your device](#).
  - 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 the Work Apps app and install the Enterprise BRIDGE app. If you do not see the Enterprise BRIDGE app in the Work Apps app, contact your administrator to make the app available to you.
  2. On your device, tap **BB Bridge**.
  3. Tap **Login**.
  4. On the **Microsoft Sign in** page, enter your email address.
  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. Tap **OK** to acknowledge that your organization protects the data in the app and to restart the app.
  11. Tap **BB Bridge**.
  12. If prompted, set a PIN or use Touch ID to access your organization's data using the Enterprise BRIDGE app.
  13. Read the license agreement and if you agree, tap **I agree**.
  14. To activate the Enterprise BRIDGE app, enter your password for the app that is displayed in the activation request. For example, BlackBerry Work or BlackBerry UEM Client.
  15. Tap **OK**.
  16. If this is the first time that you have logged in to the Enterprise BRIDGE app, the Tutorials screen opens and displays a list of tutorials. You can view the tutorials or tap **Close** to close the Tutorials screen.
  17. In the reminder dialog box, tap **OK**. You can view the tutorial later from the Settings screen.

# Install and activate BlackBerry Enterprise BRIDGE from the App Store

Complete this task 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 the BlackBerry Enterprise BRIDGE app.


## Before you begin:

- Make sure that a BlackBerry Dynamics app is installed and activated on your device. In 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.

1. Download the Enterprise BRIDGE app from the App Store.
2. Tap **BB Bridge**.
3. Tap **Login**.
4. On the **Microsoft Sign in** page, enter your email address.
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. Tap **OK** to acknowledge that your organization protects the data in the app and to restart the app.
11. Tap **BB Bridge**.
12. If prompted, set a PIN to access your organizations data using the Enterprise BRIDGE app.
13. Read the license agreement and if you agree, tap **I agree**.
14. To activate the Enterprise BRIDGE app, enter your password for the BlackBerry Dynamics app or use Touch ID.
15. Tap **OK**.
16. If this is the first time that you have logged in to the Enterprise BRIDGE app, the Tutorials screen opens and displays a list of tutorials. View the tutorials or tap **Close** to close the Tutorials screen.
17. In the reminder dialog box, tap **OK**. You can view the tutorial later from the Settings screen.

# Sign out of BlackBerry Enterprise BRIDGE

If you have multiple user accounts, you can log out of the BlackBerry Enterprise 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 Enterprise BRIDGE app, tap .
2. Tap **User Account > Logout**.
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 Enterprise BRIDGE using the new account. For instructions, see one of the following:


- [Install and activate BlackBerry Enterprise BRIDGE from the App Store](#)
- [Install and activate BlackBerry Enterprise BRIDGE using the BlackBerry UEM Client](#)

# Using BlackBerry Enterprise BRIDGE

When your organization is enabled to use Microsoft Intune managed apps, you can transfer files that you receive as an email attachment or which are saved to your local Docs location from BlackBerry Work to the supported Intune managed app using BlackBerry Enterprise BRIDGE.

**Note:** Files must be opened from a 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.**

## View BlackBerry Bridge app settings

1. Open BlackBerry Enterprise BRIDGE. The following options are displayed:
  - Sample Presentation: View presentations securely from BlackBerry Work and other BlackBerry Dynamics apps. The file must be formatted as a .pdf. For more information about using the presentation feature, see [Give a presentation securely](#).
  - Useful Apps: Provides a list of supported Microsoft Intune managed Microsoft apps that you can install and activate to securely view, modify, and save.
2. Tap . The following settings are available:
  - Tutorials: View one or both tutorials on how to send, edit, and save a document received in BlackBerry Work using Intune managed Microsoft apps.
  - About: View the software version information and license agreement.
  - Send logs to BlackBerry: Send log files to BlackBerry support.
  - 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 Office files received in BlackBerry Work

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

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

1. Open the email attachment.
2. Tap the attachment to download the file that you want to save.
3. Tap the downloaded file to open it.
4. Tap **...**.
5. Tap **Open in Microsoft Office**.
6. Tap **Open in...**
7. Tap **Copy to <Intune managed Microsoft app>**. For example, tap **Copy to PowerPoint**.
8. If you are prompted, enter the PIN or use Touch ID to securely transfer the file using the Enterprise BRIDGE app to the secure location of the Microsoft app.
9. Tap **Save a copy**. Save the copy to a corporate location (for example, a secured local storage, Microsoft OneDrive for Business or Microsoft SharePoint).
10. Edit and save the file.




11. Optionally, you can save a copy of the file to a Local Docs location. For instructions, see [Securely send a file using BlackBerry Work](#).

## Securely send a file using BlackBerry Work

BlackBerry Enterprise 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 for BlackBerry Work.

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

1. From an open file, tap .



**Note:** Files must be opened from a work location (for example, a secured local storage, Microsoft Office, Microsoft Word, Microsoft PowerPoint, Microsoft Excel, Microsoft Teams, Microsoft OneNote, Yammer, Microsoft OneDrive for Business, or Microsoft SharePoint).

2. Tap **Send a Copy**.

3. Tap **Send with Another App**.

4. Tap **Copy to BB Bridge**.

5. Complete one of the following tasks:

Saved file name	Actions
If you: <ul style="list-style-type: none"><li>• Save the file with the same file name as the original file</li><li>• Open the file from a folder</li></ul>	<ul style="list-style-type: none"><li>• To send the updated file as an attachment in a new email, tap <b>Attach to New Email</b>. Add recipients, a subject, and a message and tap .</li><li>• To attach the updated file to the original email thread, tap <b>Reply to Original Email</b>. Optionally, add a message to the email and tap .</li><li>• To save the updated file to the Local Docs location or an Enterprise remote Docs location, tap <b>Save to Docs</b>. Navigate to the location where you want to save your document and tap <b>Save</b>.</li><li>• To return to the email attachment, tap <b>Cancel</b>. A copy of the modified file is saved in the Intune managed app.</li></ul>

Saved file name	Actions
<p>If you:</p> <ul style="list-style-type: none"> <li>• Change the file name from the original file name</li> <li>• Open the file from a Microsoft Office app (for example, Microsoft Word, Excel, or PowerPoint)</li> </ul> <p><b>Note:</b> 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"> <li>• If you have the BlackBerry Work app installed and activated on the device, do one of the following: <ul style="list-style-type: none"> <li>• To attach the file to a new email, tap <b>Send Email</b>. Add recipients, a subject, and a message and tap ➤.</li> <li>• To save the updated file to the Local Docs location or an Enterprise remote Docs location, tap <b>Save</b>. If your administrator didn't enable the ability to save to a Docs location, the message "You cannot save this file to Docs because it is not enabled. Would you like to send the file as an email attachment instead?" is displayed.</li> </ul> </li> <li>• 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 <b>Save</b> and follow the instructions on the screen.</li> <li>• 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"> <li>• To attach the file to a new email, tap <b>Send Files</b>. Add recipients, a subject, and a message to send to appropriate recipients.</li> <li>• To save the updated file to the Local Docs location or an Enterprise remote Docs location, tap <b>Save to Docs</b>. If your administrator didn't enable the ability to save to a Docs location, the message "You cannot save this file to Docs because it is not enabled. Would you like to send the file as an email attachment instead?" displays.</li> <li>• Tap <b>Cancel</b>. A copy of the modified file is saved in the Intune-managed app.</li> </ul> </li> </ul>


## Securely send or save a file in Microsoft Teams, Microsoft OneNote, and Yammer

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

### Before you begin:

- Make sure that BlackBerry Enterprise BRIDGE is installed and activated.
- Make sure that either one or all of Microsoft Teams, Microsoft OneNote, and Yammer are installed and activated.

1. Open the file that you want to send or save.
2. Tap **...**.
3. Tap **Open in Microsoft Office**.
4. Tap **Open in...**
5. Perform one of the following actions:

Steps	Steps
Share using Microsoft Teams	<ol style="list-style-type: none"> <li>Tap <b>Teams</b>.</li> <li>Tap on the name of the person who you want to send a file to.</li> <li>Type a message in the message box.</li> <li>Tap .</li> </ol>
Share using OneNote	<ol style="list-style-type: none"> <li>Tap <b>OneNote</b>.</li> <li>In the <b>Add a note</b> area, type a message.</li> <li>Tap <b>Send</b>.</li> </ol>
Share using Yammer	<ol style="list-style-type: none"> <li>Tap <b>Add to Yammer</b>.</li> <li>Type a message in the message box.</li> <li>To add the groups or people who you want to send the file to, tap <b>Choose a Group</b>.</li> <li>Tap <b>Post</b>.</li> </ol>


## Securely send a file from Microsoft Teams, Microsoft OneNote, and Yammer

You can send Microsoft Office documents, images, and PDF files from Microsoft Teams, Yammer, and Microsoft OneNote to BlackBerry Work.

### Before you begin:

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

### 1. Complete one of the following actions:

- In Microsoft OneNote, tap **Send Copy of Page**.
- In Microsoft Teams and Yammer, tap a file to preview it. Tap .

### 2. Tap **Copy to BB Bridge**.

### 3. Tap **Open in....**

### 4. Tap **Copy to Work**.

### 5. Add the recipients that you want to send the file to.





### 6. Enter a subject for the email message.

### 7. Enter a message.

### 8. Tap .

## Give a presentation securely

**Before you begin:** Verify that the file is a PDF.

1. Open the file that you want to view in Presentation View.
2. Tap **...**.
3. Tap **Present in BRIDGE**.
4. Do one of the following:
  - To view the time spent presenting, tap . The time spent for the full presentation is displayed beside the Timer icon. The time spent on a specific slide is displayed on the thumbnail.
  - To display the presentation on a display, tap . The feature becomes available when you connect the device to an external display.
  - To display or hide the PDF pages, tap .
5. Optionally, tap . Select a slide animation style. The following settings are available:
  - Fade
  - Flip
  - Page
  - No Animation

## 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](#).


# Troubleshooting BlackBerry Enterprise BRIDGE

This section helps you troubleshoot BlackBerry Enterprise 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 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 **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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