



# **BlackBerry Enterprise BRIDGE**

## **for Android**

### **User guide**

3.6



# Contents

- What is BlackBerry Enterprise BRIDGE?..... 4**
  
- Installing and activating BlackBerry Enterprise BRIDGE.....5**
  - Install and activate BlackBerry Enterprise BRIDGE using the BlackBerry UEM Client..... 5
  - Install and activate BlackBerry Enterprise BRIDGE from Google Play..... 6
  - Using BlackBerry Enterprise BRIDGE with Microsoft Authenticator.....7
  
- Sign out of BlackBerry Enterprise BRIDGE..... 8**
  
- Using BlackBerry Enterprise BRIDGE..... 9**
  - View BlackBerry Bridge app settings.....9
  - Securely save and edit Microsoft Office files received in BlackBerry Work..... 9
  - Securely send a file using BlackBerry Work..... 10
  - Securely send or save a file in Microsoft Teams, Microsoft OneNote, or Yammer..... 11
  - Securely send a file from Microsoft Teams and Microsoft OneNote..... 12
  - Change your theme..... 13
  
- Troubleshooting BlackBerry Enterprise BRIDGE..... 14**
  - Upload log files to BlackBerry Support..... 14
  - Send feedback to BlackBerry..... 14
  - BlackBerry Enterprise BRIDGE is not working as expected..... 14
  - Unable to log in to BlackBerry Enterprise BRIDGE app..... 15
  
- Legal notice..... 16**

# 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 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 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 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 **BB BRIDGE**.
  3. Tap **Login**.
  4. 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.
  5. Tap **Login**.
  6. On the **Microsoft Sign in** page, enter your email address.
  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. Tap **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. Tap **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. Confirm the PIN.
16. Read the license agreement and if you agree, tap **Accept**.
17. If this is the first time that you have logged in to the Enterprise BRIDGE app, the tutorials open. Complete one of the following tasks:
  - Tap **Skip** to close the tutorials without viewing them. Tap **OK**. You can view the tutorials later from the Settings screen.
  - View the Tutorials. Tap **Next** to advance to the next page. Tap **Done**. You can view the tutorials later from the Settings screen.

## 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. 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 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 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. Tap **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 tutorials open. Complete one of the following tasks:


- Tap **Skip** to close the tutorials without viewing them. Tap **OK**. You can view the tutorials later from the Settings screen.
- View the Tutorials. Tap **Next** to advance to the next page. Tap **Done**. You can view the tutorials later from the Settings screen.

## Using BlackBerry Enterprise BRIDGE with Microsoft Authenticator

You can provision BlackBerry Enterprise 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 Enterprise 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 Enterprise BRIDGE when you open the BlackBerry Enterprise BRIDGE and again when you tap Login.

# 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 **Logout**.

**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 Google Play](#)
- [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.
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 Office files received in BlackBerry Work

You can securely 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 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 Office**.
6. If you are prompted that the organization now protects data in this app, tap **OK**.
7. 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.
8. If you are prompted, enter the PIN that you created during the BlackBerry Enterprise BRIDGE activation.
9. Save a copy of the file 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, save 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 from BlackBerry Work.

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

1. Do one of the following:



- From an open Microsoft Office file, tap . 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, or Yammer).
- From a file storage location (for example, Microsoft OneDrive for Business and Microsoft SharePoint), tap , then tap **Open in Microsoft Office**.

2. Perform one of the following tasks:

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

3. If you are prompted that the organization protects the data in the app, tap **OK**.

4. Select one of the following options:


Saved file name	Actions
<p>If you:</p> <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 save the 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 the Local Docs location or an Enterprise remote Docs location, you can send the file as an email attachment.</li> <li>• To attach the updated file to the original email thread, tap <b>Reply to Original Email</b>. Add recipients, a subject, and a message and tap . This option is available when you save the modified document with the same name as the original document.</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, subject, and 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</b>.</li> </ul> </li> <li>• If you have installed and activated a BlackBerry Dynamics app that supports saving a file to the app, then under the app name, tap <b>Save</b> and follow the instructions on the screen.</li> <li>• 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"> <li>• To attach the file to a new email, tap <b>Attach to New Email</b>. Add recipients, a subject, and 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>. 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.</li> </ul> </li> </ul>

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

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

### Before you begin:

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

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

Task	Steps
Share using Yammer	<ol style="list-style-type: none"> <li>a. Tap <b>Add to Yammer</b>.</li> <li>b. Add the groups or people who you want to send the file to.</li> <li>c. Add a message in the message box.</li> <li>d. Tap <b>&gt;</b>.</li> </ol>

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



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 Enterprise 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"> <li>a. In a page, tap the More menu.</li> <li>b. Tap <b>Share the page</b>.</li> <li>c. Tap <b>Share as PDF</b>.</li> <li>d. Tap <b>BlackBerry Bridge</b>.</li> <li>e. Select one of the following options: <ul style="list-style-type: none"> <li>• Send email: To attach the file to a new email. Add recipients, a subject, and a message. Tap <b>&gt;</b>.</li> <li>• Save file: To save the file to the Local Docs location or an Enterprise remote Docs location.</li> <li>• Copy to BlackBerry Work: Tap one of the following options: <ul style="list-style-type: none"> <li>• Attach to new email: Attaches the file to a new email. Add recipients, a subject, and a message. Tap <b>&gt;</b>.</li> <li>• Save to Docs: To save the file to the Local Docs location or an Enterprise remote Docs location.</li> </ul> </li> </ul> </li> </ol>

Feature	Description
Microsoft Teams	<ul style="list-style-type: none"> <li><b>a.</b> In Microsoft Teams, tap <b>Chat</b>.</li> <li><b>b.</b> Tap a chat.</li> <li><b>c.</b> Tap <b>Files</b>.</li> <li><b>d.</b> Tap the More menu beside the file that you want to send.</li> <li><b>e.</b> Tap <b>Share</b>.</li> <li><b>f.</b> Tap <b>Share</b>.</li> <li><b>g.</b> Tap <b>BB BRIDGE</b>.</li> <li><b>h.</b> Select one of the following options: <ul style="list-style-type: none"> <li>• Send email: To attached the file to a new email. Add recipients, a subject, and message. Tap .</li> <li>• Copy to BlackBerry Work: Tap one of the following options: <ul style="list-style-type: none"> <li>• Attach to new email: Attaches the file to a new email. Add recipients, a subject, and message. Tap .</li> <li>• Save to Docs: To save the file to the Local Docs location or an Enterprise remote Docs location.</li> </ul> </li> </ul> </li> </ul>

## Change your theme

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


# 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**.

## 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 **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 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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