BlackBerry Enterprise Identity
User Guide
Contents

Getting started with BlackBerry Enterprise Identity........................................... 4

Legal notice...................................................................................................... 6
Getting started with BlackBerry Enterprise Identity

BlackBerry Enterprise Identity provides single sign-on (SSO) to cloud services. With single sign-on, users don't have to sign in multiple times or remember multiple passwords. Administrators can also add custom services to Enterprise Identity to give users access to internal applications.

What is my user account?

Your user account is typically the account (such as Microsoft Active Directory, or LDAP) that you use every day to log in to your organization account. The password is the same one that you use every day.

If you use multiple accounts, after you enter your email address, BlackBerry Enterprise Identity recognizes that there is more than one account associated with your address and you must select the correct account to log in with. Here are some examples of user accounts that you might use:

- BlackBerry UEM local user - <username>
- Microsoft Active Directory - <username>
- LDAP - <username>
- Azure Active Directory - <user>@<yourorganizationsdomain>.com
- BlackBerry Online Account - <email address>@<yourorganizationsdomain>.com

To view more information about the accounts that display, hover over the name of the account.

If you select the wrong account, you can click the back button to return to the user account screen.

Can I use a different account

If you want to use a different account, click the 'Use a different account?' link. You will be returned to the Sign in page where you can enter credentials for the account that you want to use.

What if I forgot my password?

If you forgot your password, click the 'Forgot password?' link. An email message that will allow you to change your password is sent to the email address that is associated with your user account.

Note that the Forgot password link is visible only when you are signing into the BlackBerry UEM console with a BlackBerry UEM local user, and when you are signing in with a BlackBerry Online Account. For other account types, contact your administrator to reset your password.

How do I use BlackBerry Enterprise Identity with BlackBerry 2FA?

If your administrator has set up BlackBerry Enterprise Identity to use BlackBerry 2FA for authentication, after entering your credentials, BlackBerry Enterprise Identity may prompt you with two choices:

- If you click 'Send authentication request’, you will receive a prompt on your device that you must accept before you can log into the service.
- If you click 'Enter one-time password’, you must get the password from a hardware token that was issued to you, or from the BlackBerry UEM Client or BlackBerry 2FA app on your device, then enter the password.
**What happens when I allow Location permission?**

If your organization is using BlackBerry Intelligent Security and BlackBerry Enterprise Identity profiles, the first time that you log in to a service, after you enter your username you might be prompted with a location permission screen, which presents you with two options:

- **Allow**: BlackBerry Intelligent Security will collect your location history when the app’s location permission is enabled
- **Maybe later**: You will be asked for permission in the future each time that you log in

When you click Allow, your browser will prompt you for location permission. BlackBerry Intelligent Security uses your location history to establish trusted locations. Trusted locations are used to verify your identity and allow you to connect to your work network and resources. For more information, click the Learn more link on the Location permission screen. **Note**: If you deny the browser location permission, BlackBerry Intelligent Security cannot establish your trusted location which might affect the level of authentication that is required for your user account.

After BlackBerry Intelligent Security finishes its risk analysis, you will be prompted to enter your password, and a Remember this client screen will display.

The next time you log into the same service using the same browser, you will not be prompted for your username, Location permission, or Remember this client screens.

**What happens when I ‘Remember this client’?**

When you select the ‘Remember this client’ option, you give your browser permission to store your account information. You should only select this option if you are the only person that uses the computer or device that you are logging in with.

If you select “I agree” on the Remember this client screen, the browser is saved in BlackBerry Enterprise Identity, and displays in the BlackBerry Enterprise Identity Trusted browsers page of BlackBerry UEM Self-Service.

**How do I switch my language?**

To switch your language, click the down arrow icon at the bottom left-hand side of the sign in screen and select the language that you want to use.

**Selecting an enterprise, tenant and domain**

After you enter your username, if BlackBerry Enterprise Identity detects that your organization has multiple enterprises, tenants or domains, you must select an option in the list before clicking next.
Legal notice

©2019 BlackBerry Limited. Trademarks, including but not limited to BLACKBERRY, BBM, BES, EMBLEM Design, ATHOC, MOVIRTU and SECUSMART are the trademarks or registered trademarks of BlackBerry Limited, its subsidiaries and/or affiliates, used under license, and the exclusive rights to such trademarks are expressly reserved. All other trademarks are the property of their respective owners.

Active Directory and Azure are either registered trademarks or trademarks of Microsoft Corporation in the United States and/or other countries. All other trademarks are the property of their respective owners.

This documentation including all documentation incorporated by reference herein such as documentation provided or made available on the BlackBerry website provided or made accessible "AS IS" and "AS AVAILABLE" and without condition, endorsement, guarantee, representation, or warranty of any kind by BlackBerry Limited and its affiliated companies ("BlackBerry") and BlackBerry assumes no responsibility for any typographical, technical, or other inaccuracies, errors, or omissions in this documentation. In order to protect BlackBerry proprietary and confidential information and/or trade secrets, this documentation may describe some aspects of BlackBerry technology in generalized terms. BlackBerry reserves the right to periodically change information that is contained in this documentation; however, BlackBerry makes no commitment to provide any such changes, updates, enhancements, or other additions to this documentation to you in a timely manner or at all.

This documentation might contain references to third-party sources of information, hardware or software, products or services including components and content such as content protected by copyright and/or third-party websites (collectively the "Third Party Products and Services"). BlackBerry does not control, and is not responsible for, any Third Party Products and Services including, without limitation the content, accuracy, copyright compliance, compatibility, performance, trustworthiness, legality, decency, links, or any other aspect of Third Party Products and Services. The inclusion of a reference to Third Party Products and Services in this documentation does not imply endorsement by BlackBerry of the Third Party Products and Services or the third party in any way.

EXCEPT TO THE EXTENT SPECIFICALLY PROHIBITED BY APPLICABLE LAW IN YOUR JURISDICTION, ALL CONDITIONS, ENDORSEMENTS, WARRANTIES, REPRESENTATIONS, OR WARRANTIES OF ANY KIND, EXPRESS OR IMPLIED, INCLUDING WITHOUT LIMITATION, ANY CONDITIONS, ENDORSEMENTS, WARRANTIES, REPRESENTATIONS OR WARRANTIES OF DURABILITY, FITNESS FOR A PARTICULAR PURPOSE OR USE, MERCHANTABILITY, MERCHANTABILITY QUALITY, NON-INFRINGEMENT, SATISFACTORY QUALITY, OR TITLE, OR ARISING FROM A STATUTE OR CUSTOM OR A COURSE OF DEALING OR USAGE OF TRADE, OR RELATED TO THE DOCUMENTATION OR ITS USE, OR PERFORMANCE OR NON-PERFORMANCE OF ANY SOFTWARE, HARDWARE, SERVICE, OR ANY THIRD PARTY PRODUCTS AND SERVICES REFERENCED HEREIN, ARE HEREBY EXCLUDED. YOU MAY ALSO HAVE OTHER RIGHTS THAT VARY BY STATE OR PROVINCE. SOME JURISDICTIONS MAY NOT ALLOW THE EXCLUSION OR LIMITATION OF IMPLIED WARRANTIES AND CONDITIONS. TO THE EXTENT PERMITTED BY LAW, ANY IMPLIED WARRANTIES OR CONDITIONS RELATED TO THE DOCUMENTATION TO THE EXTENT THEY CANNOT BE EXCLUDED AS SET OUT ABOVE, BUT CAN BE LIMITED, ARE HEREBY LIMITED TO NINETY (90) DAYS FROM THE DATE YOU FIRST ACQUIRED THE DOCUMENTATION OR THE ITEM THAT IS THE SUBJECT OF THE CLAIM.

TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW IN YOUR JURISDICTION, IN NO EVENT SHALL BLACKBERRY BE LIABLE FOR ANY TYPE OF DAMAGES RELATED TO THIS DOCUMENTATION OR ITS USE, OR PERFORMANCE OR NON-PERFORMANCE OF ANY SOFTWARE, HARDWARE, SERVICE, OR ANY THIRD PARTY PRODUCTS AND SERVICES REFERENCED HEREIN INCLUDING WITHOUT LIMITATION ANY OF THE FOLLOWING DAMAGES: DIRECT, CONSEQUENTIAL, EXEMPLARY, INCIDENTAL, INDIRECT, SPECIAL, PUNITIVE, OR AGGRAVATED DAMAGES, DAMAGES FOR LOSS OF PROFITS OR REVENUES, FAILURE TO REALIZE ANY EXPECTED SAVINGS, BUSINESS INTERRUPTION, LOSS OF BUSINESS INFORMATION, LOSS OF BUSINESS OPportunity, OR CORRUPTION OR LOSS OF DATA, FAILURES TO TRANSMIT OR RECEIVE ANY DATA, PROBLEMS ASSOCIATED WITH ANY APPLICATIONS USED IN CONJUNCTION WITH BLACKBERRY PRODUCTS OR SERVICES, DOWNTIME COSTS, LOSS OF THE USE OF BLACKBERRY PRODUCTS OR SERVICES OR ANY PORTION THEREOF OR OF ANY AIRTIME SERVICES, COST OF SUBSTITUTE GOODS, COSTS OF COVER, FACILITIES OR
SERVICES, COST OF CAPITAL, OR OTHER SIMILAR PECUNIARY LOSSES, WHETHER OR NOT SUCH DAMAGES WERE FORESEEN OR UNFORESEEN, AND EVEN IF BLACKBERRY HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW IN YOUR JURISDICTION, BLACKBERRY SHALL HAVE NO OTHER OBLIGATION, DUTY, OR LIABILITY WHATSOEVER IN CONTRACT, TORT, OR OTHERWISE TO YOU INCLUDING ANY LIABILITY FOR NEGLIGENCE OR STRICT LIABILITY.

THE LIMITATIONS, EXCLUSIONS, AND DISCLAIMERS HEREIN SHALL APPLY: (A) IRRESPECTIVE OF THE NATURE OF THE CAUSE OF ACTION, DEMAND, OR ACTION BY YOU INCLUDING BUT NOT LIMITED TO BREACH OF CONTRACT, NEGLIGENCE, TORT, STRICT LIABILITY OR ANY OTHER LEGAL THEORY AND SHALL SURVIVE A FUNDAMENTAL BREACH OR BREACHES OR THE FAILURE OF THE ESSENTIAL PURPOSE OF THIS AGREEMENT OR OF ANY REMEDY CONTAINED HEREIN; AND (B) TO BLACKBERRY AND ITS AFFILIATED COMPANIES, THEIR SUCCESSORS, ASSIGNS, AGENTS, SUPPLIERS (INCLUDING AIRTIME SERVICE PROVIDERS), AUTHORIZED BLACKBERRY DISTRIBUTORS (ALSO INCLUDING AIRTIME SERVICE PROVIDERS) AND THEIR RESPECTIVE DIRECTORS, EMPLOYEES, AND INDEPENDENT CONTRACTORS.

IN ADDITION TO THE LIMITATIONS AND EXCLUSIONS SET OUT ABOVE, IN NO EVENT SHALL ANY DIRECTOR, EMPLOYEE, AGENT, DISTRIBUTOR, SUPPLIER, INDEPENDENT CONTRACTOR OF BLACKBERRY OR ANY AFFILIATES OF BLACKBERRY HAVE ANY LIABILITY ARISING FROM OR RELATED TO THE DOCUMENTATION.

Prior to subscribing for, installing, or using any Third Party Products and Services, it is your responsibility to ensure that your airtime service provider has agreed to support all of their features. Some airtime service providers might not offer Internet browsing functionality with a subscription to the BlackBerry® Internet Service. Check with your service provider for availability, roaming arrangements, service plans and features. Installation or use of Third Party Products and Services with BlackBerry's products and services may require one or more patent, trademark, copyright, or other licenses in order to avoid infringement or violation of third party rights. You are solely responsible for determining whether to use Third Party Products and Services and if any third party licenses are required to do so. If required you are responsible for acquiring them. You should not install or use Third Party Products and Services until all necessary licenses have been acquired. Any Third Party Products and Services that are provided with BlackBerry's products and services are provided as a convenience to you and are provided "AS IS" with no express or implied conditions, endorsements, guarantees, representations, or warranties of any kind by BlackBerry and BlackBerry assumes no liability whatsoever, in relation thereto. Your use of Third Party Products and Services shall be governed by and subject to you agreeing to the terms of separate licenses and other agreements applicable thereto with third parties, except to the extent expressly covered by a license or other agreement with BlackBerry.

The terms of use of any BlackBerry product or service are set out in a separate license or other agreement with BlackBerry applicable thereto. NOTHING IN THIS DOCUMENTATION IS INTENDED TO SUPERSEDE ANY EXPRESS WRITTEN AGREEMENTS OR WARRANTIES PROVIDED BY BLACKBERRY FOR PORTIONS OF ANY BLACKBERRY PRODUCT OR SERVICE OTHER THAN THIS DOCUMENTATION.

BlackBerry Enterprise Software incorporates certain third-party software. The license and copyright information associated with this software is available at http://worldwide.blackberry.com/legal/thirdpartysoftware.jsp.
Published in Canada