



BlackBerry UEM Self-Service

User Guide

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What is BlackBerry UEM Self-Service?

BlackBerry UEM Self-Service is a web-based application that you can use to perform certain tasks, such as creating a password to activate your device or sending commands to your device. If your device is lost or stolen, you can remotely change the password on your device or delete data from your device. You don't need to install any software on your computer to use BlackBerry UEM Self-Service.

Your administrator will provide you with the web address and login information that you need to log in to BlackBerry UEM Self-Service

Log in to BlackBerry UEM Self-Service

Your administrator sends you the information that you need to log in to BlackBerry UEM Self-Service.

Before you begin: You need the following information:

- Web address for BlackBerry UEM Self-Service
- Username and password (This is often your organization username and password)
- Domain name (if necessary)

1. In your computer browser, type the web address for BlackBerry UEM Self-Service.
2. On the login webpage, type your username and password.
3. Select an authentication type from the **Sign in using** drop-down list.
4. If you select Microsoft Active Directory authentication, type the domain name in the **Domain** field.
5. Click **Sign in**.

After you finish: If you selected Direct authentication, the first time you log in you are prompted to change your login password.

Forgot your login password?


If you use direct authentication to log in to BlackBerry UEM Self-Service and you forget your login password, you must reset the password yourself.

1. On the login webpage, click **Forgot password?**
2. Type your username and email address.
3. Click **Submit**.
4. Use the temporary password that is sent to your email account to log in to BlackBerry UEM Self-Service.

Change your login password

If you use your organization username and password to log in to BlackBerry UEM Self-Service, you cannot change your login password.

If you use direct authentication, the first time you log in to BlackBerry UEM Self-Service you are prompted to change your login password. You can also change your login password at any time.

1. Log in to BlackBerry UEM Self-Service.
2. In the top-right corner of the home screen, click  and then click **Change password**.

3. Type your current password.
4. Type and confirm a new login password.
5. Click **Submit**.

Activating your device

When you activate a device on BlackBerry UEM, you associate the device with your organization's environment so that you can access work email and other work-related data on your device. You also permit your administrator to manage certain features of your device.

You should receive an email from your administrator that contains the information that you need to activate your device.

Note: If your device was activated previously, verify that any device management profiles are removed from the device before you begin the activation steps.



If you receive any errors or have an issue during activation, contact your administrator for assistance.

For a list of video tutorials about device activation, see docs.blackberry.com/en/endpoint-management/blackberry-uem-activation-videos.

Create an activation password or QR Code

Note: If your organization uses BlackBerry UEM Cloud, QR codes are not available.

To activate devices, you need an activation password or a QR Code. Depending on the permissions that your administrator has configured in BlackBerry UEM, you might be able to create an activation password or a QR Code using BlackBerry UEM Self-Service.

1. Log in to BlackBerry UEM Self-Service.
2. Depending on whether you are activating your first device, or you already have an activated device, click  or click  > **Activate a device**.
3. In the **Device** drop-down menu, select the type of device that you want to activate.
4. In the **Specify activation password** and **Confirm activation password** fields, type a password that complies with the specified requirements.
5. Click **Submit**.
6. Review the information that is displayed in the confirmation message.
 - If an Activation URL is displayed, copy it for later. You need to type the URL when you activate your device.
 - If a QR Code is displayed, you can use it to activate your device. For instructions, see [Activate a device using a QR code](#). If necessary you can screen capture the image to use later.
7. Click **Close**.

Activate a BlackBerry 10 device

You can activate your BlackBerry 10 device to associate it with your organization's environment so that you can access work data on your device.

Before you begin:

- In BlackBerry UEM Self-Service, [Create an activation password or QR Code](#).
 - Watch a video tutorial available at docs.blackberry.com/en/endpoint-management/blackberry-uem-activation-videos.
1. On the device, navigate to **Settings**.

2. Tap **Accounts**.
3. If you have existing accounts on this device, tap **Add Account**. Otherwise, continue to Step 4.
4. Tap **Email, Calendar and Contacts**.
5. Type your work email address and tap **Next**.
6. In the **Password** field, type the activation password you received. Tap **Next**.
7. If you receive a warning that your device could not look up connection information, complete the following steps:
 - a) Tap **OK**.
 - b) Tap **Advanced**.
 - c) Tap **Work Account**.
 - d) In the **Server Address** field, type the server address. Tap **Done**. You can find the server address in the activation email message you received or in BlackBerry UEM Self-Service.
8. Follow the instructions on the screen to complete activation.

After you finish: To verify that the activation process completed successfully, perform one of the following actions:

- On the device, navigate to the BlackBerry Hub and confirm that the email address is present. Navigate to the Calendar and confirm that the appointments are present.
- In BlackBerry UEM Self-Service, verify that your device is listed as an activated device. It can take up to two minutes for the status to update after you activate the device.

Activate an iOS device

You can activate your iPhone or iPad to associate it with your organization's environment so that you can access work data on your device.

Before you begin:

- In BlackBerry UEM Self-Service, [Create an activation password or QR Code](#).
 - Watch a video tutorial available at docs.blackberry.com/en/endpoint-management/blackberry-uem-activation-videos.
1. On the device, install BlackBerry UEM Client. You can download BlackBerry UEM Client from the App Store.
 2. On the device, tap **UEM Client**.
 3. Read the license agreement and tap **I Agree**.
 4. Type your work email address and tap **Go**.
 5. If necessary, type the server address and tap **Go**. You can find the server address in the activation email message you received or in BlackBerry UEM Self-Service.
 6. Type your activation password and tap **Activate My Device**.
 7. Tap **OK** to install the required certificate.
 8. Follow the instructions on the screen to complete the activation.
 9. If you are prompted to enter the password for your email account or the passcode for your device, follow the instructions on the screen.

After you finish: To verify that the activation process completed successfully, perform one of the following actions:

- On the device, open BlackBerry UEM Client and tap **About**. In the Activated Device and Compliance Status sections, verify that the device information and the activation time stamp are present.

- In BlackBerry UEM Self-Service, verify that your device is listed as an activated device. It can take up to two minutes for the status to update after you activate the device.

Activate an Android device

You can activate your Android device to associate it with your organization's environment so that you can access work data on your device.

Before you begin:

- In BlackBerry UEM Self-Service, [Create an activation password or QR Code](#).
 - Watch a video tutorial available at docs.blackberry.com/en/endpoint-management/blackberry-uem-activation-videos.
1. On the device, install the BlackBerry UEM Client. You can download the BlackBerry UEM Client from Google Play.
 2. On the device, tap **UEM Client**.
 3. Read the license agreement and tap **I Agree**.
 4. Type your work email address and tap **Next**.
 5. If necessary, type the server address and tap **Next**. You can find the server address in the activation email message you received or in BlackBerry UEM Self-Service.
 6. Type your activation password and tap **Activate My Device**.
 7. Tap **Next**.
 8. Tap **Activate**.
 9. If prompted, follow the steps to install work space apps on your device.

After you finish: To verify that the activation process completed successfully, perform one of the following actions:

- On the device, open BlackBerry UEM Client and tap **About**. In the Activated Device section, verify that the device information and the activation time stamp are present.
- In BlackBerry UEM Self-Service, verify that your device is listed as an activated device. It can take up to two minutes for the status to update after you activate the device.

Activate a Windows Phone device

You can activate your Windows Phone device to associate it with your organization's environment so that you can access work data on your device.

Before you begin:

- In BlackBerry UEM Self-Service, [Create an activation password or QR Code](#).
 - Watch a video tutorial available at docs.blackberry.com/en/endpoint-management/blackberry-uem-activation-videos.
1. On the device, install the BlackBerry UEM Client. You can download the BlackBerry UEM Client from Windows Store.
 2. On the device, tap the **UEM Client** icon to open the app.
 3. Read the license agreement and tap **I Agree**.
 4. Type your work email address and tap **next**.

5. If necessary, type the server address and tap **next**. You can find the server address in the activation email message you received or in BlackBerry UEM Self-Service.
6. Type the activation password and tap **Activate My Device**.
7. Tap **copy and proceed** to copy the server address shown and proceed to the Windows Phone Workplace app.
8. Tap **add account**.
9. Type your email address and tap **sign in**.
10. With your cursor in the Server field, tap the **Paste** icon.
11. Tap **sign in**.
12. If you receive a warning about a certificate, tap **continue**.
13. Leave the User name and Domain fields blank. In the Password field, type the activation password you received in the activation email message or that you set in BlackBerry UEM Self-Service. Tap **sign in**.
14. Tap **done**.
15. Press the **Back** button on your Windows Phone to return to BlackBerry UEM Client.
16. The activation completes automatically.

After you finish: To verify that the activation process completed successfully, perform one of the following actions:

- On the device, open BlackBerry UEM Client, tap the **Menu** icon at the lower-right (three horizontal dots), and tap **about**. In the Activated Device section, verify that the device information and the activation time stamp are present.
- In BlackBerry UEM Self-Service, verify that your device is listed as an activated device. It can take up to two minutes for the status to update after you activate the device.

Activate a Windows 10 Mobile device

You can activate your Windows 10 Mobile device to associate it with your organization's environment so that you can access work data on your device. If you want to activate a Windows 10 tablet or computer, see [Activate a Windows 10 device](#).

Before you begin:

- In BlackBerry UEM Self-Service, [Create an activation password or QR Code](#).
 - Watch a video tutorial available at docs.blackberry.com/en/endpoint-management/blackberry-uem-activation-videos.
1. To activate your Windows 10 Mobile device on BlackBerry UEM, you must install a certificate on your device. You can find a link to the certificate in the activation email you received. If you did not receive a link to the certificate, contact your administrator for assistance. Using the Microsoft Outlook app or using your online email service in the browser, open your Inbox.
 2. In your Inbox, tap the activation email message that you received from your administrator.
 3. Tap the link to the certificate server.
 4. Tap the certificate.
 5. Tap **install**.
 6. Tap **ok**.
 7. Tap the **Windows** button to return to the Start menu.
 8. Swipe left to open the apps menu.
 9. In the apps menu, tap **Settings**.
 10. Tap **Accounts**.

11. Tap **Work access**.

12. Tap **Connect**.

13. In the **Email address** field, type your work email address and tap **Enter**.

14. If you are asked for your server address, in the **Server** field, type your server address or activation URL and tap the **arrow button**. You can find your server address or activation URL in the activation email that you received from your administrator or in BlackBerry UEM Self-Service when you set your activation password.

15. In the **Activation password** field, type your activation password and tap **Continue**. You can find your activation password in the activation email that you received from your administrator, or you can set your own activation password in BlackBerry UEM Self-Service.

16. Tap **done**.

17. The activation process is complete.

After you finish: To verify that the activation process completed successfully, perform one of the following actions:

- On the device, open the Work access app and check that your account is listed. Tap your account and select Info. Check the sync status information to make sure that your device is connected to BlackBerry UEM.
- In BlackBerry UEM Self-Service, verify that your device is listed as an activated device. It can take up to two minutes for the status to update after you activate the device.

Activate a Windows 10 device

You can activate your Windows 10 tablet or computer to associate it with your organization's environment so that you can access work data on your device. If you want to activate a Windows 10 Mobile phone, see [Activate a Windows 10 Mobile device](#).

Before you begin:

- In BlackBerry UEM Self-Service, [Create an activation password or QR Code](#).
 - Watch a video tutorial available at docs.blackberry.com/en/endpoint-management/blackberry-uem-activation-videos.
1. To activate your Windows 10 tablet or computer on BlackBerry UEM, you must install a certificate. You can find a link to the certificate in the activation email you received. If you did not receive a link to the certificate, contact your administrator for assistance. Using the Microsoft Outlook app, or using your online email service in the browser, open your Inbox.
 2. In your Inbox, tap the activation email message that you received from your administrator.
 3. Tap the link to the certificate server.
 4. In the certificate download notification, tap **Open**.
 5. Tap **Install Certificate**.
 6. Select the **Local Machine** option. Tap **Next**.
 7. Select the **Place all certificates in the following store** option. Tap **Browse**.
 8. Select **Trusted Root Certification Authorities**. Tap **OK**.
 9. Tap **Next**.
 10. Tap **Finish**.
 11. Tap **Yes**.
 12. Tap **OK**.
 13. Tap the **Start** button.
 14. Tap **Settings**.

15. Tap **Accounts**.

16. Tap **Work access**.

17. Tap **Connect**.

18. In the **Email address** field, type your email address. Tap **Continue**.

19. If you are asked for your server address, in the **Server** field, type your server address or activation URL and tap **Continue**. You can find your server address or activation URL in the activation email that you received from your administrator or in BlackBerry UEM Self-Service when you set your activation password.

20. In the **Activation password** field, type your activation password and tap **Continue**. You can find your activation password in the activation email that you received from your administrator, or you can set your own activation password in BlackBerry UEM Self-Service.

21. Tap **Done**.

22. The activation process is complete.

After you finish: To verify that the activation process completed successfully, perform one of the following actions:

- On the device, open the Work access app and check that your account is listed. Tap your account and select Info. Check the sync status information to make sure that your device is connected to BlackBerry UEM.
- In BlackBerry UEM Self-Service, verify that your device is listed as an activated device. It can take up to two minutes for the status to update after you activate the device.

Activate an OS X device

You can activate your OS X device (Mac computer) to associate it with your organization's environment so that you can access work data on your device.

Before you begin: Watch a video tutorial available at docs.blackberry.com/en/endpoint-management/blackberry-uem-activation-videos.

1. Using the device that you want to activate, and the login information that you received from your administrator, log in to BlackBerry UEM Self-Service.
2. If there are already devices displayed, click **Activate a device**.
3. In the Device drop-down menu, click **OS X**.
4. Watch the activation tutorial.
5. Click **Submit**.
6. Follow the instructions to install the required profiles and to complete the activation of the device. When the activation completes, you can see your device displayed in BlackBerry UEM Self-Service.

Activate a device using a QR code

If your organization permits it, you can activate your iOS or Android device using a QR Code instead of an activation password. When you activate a device with a QR Code, you don't need to type any information.

Before you begin: You need a QR Code image. You can find it in the activation email from your administrator, or you can create one in BlackBerry UEM Self-Service. See [Create an activation password or QR Code](#).

1. On the device, install the BlackBerry UEM Client app. For iOS, download the app from the App Store. For Android, download the app from Google Play.
2. On the device, tap **UEM Client**.
3. Read the license agreement and tap **I Agree**.

4. Scan the QR Code that you received in the activation email or that you generated in BlackBerry UEM Self-Service.
5. Follow the instructions on the screen and wait for the device activation to complete.

After you finish: To verify that the activation process completed successfully, you can perform one of the following actions:

- On the device, open the BlackBerry UEM Client app and tap **About**. In the Activated Device and Compliance Status sections, verify that the device information and the activation time stamp are present.
- In BlackBerry UEM Self-Service, verify that your device is listed as an activated device. It can take up to two minutes for the status to update after you activate the device.

Sending commands to your device

Using BlackBerry UEM Self-Service, you can send various remote commands to your device. For example:

- If your device is lost or stolen, you can remotely lock the device or delete data from the device.
- If you forget the device password on your iOS or Android device, you can clear it.
- If you misplace your iOS, Android, or Windows 10 Mobile device, you might be able to use BlackBerry UEM Self-Service to locate your device on a map.

Your device must be turned on and connected to a wireless network to receive commands that you send from BlackBerry UEM Self-Service. The commands that you can send depend on the type of device that you have. The following table summarizes the remote commands that you can send to devices:

| Command | BlackBerry 10 | iOS | OS X | Android | Windows |
|--|---------------|-----|------|---------|------------------------|
| Lock your device | | ✓ | | ✓ | ✓ |
| Generate/ specify device password and lock | ✓ | | ✓ | | ✓ |
| Unlock device and clear password | | ✓ | | ✓ | |
| Reset work space password | | | | ✓ | |
| Delete all device data | ✓ | ✓ | ✓ | ✓ | ✓ |
| Delete only work data | ✓ | ✓ | ✓ | ✓ | ✓ |
| Locate device | | ✓ | | ✓ | ✓ |
| | | | | | Windows 10 Mobile only |

Lock your device

If your iOS, Android, or Windows device has a device password, you can lock the device remotely. The device can be unlocked with your existing device password. If you do not have a device password, you cannot lock the device.

1. In BlackBerry UEM Self-Service, select the device that you want to lock.
2. Click **Lock your device**.
3. Click **Lock**.

Set a device password and lock the device

If you have a BlackBerry 10, Android, or Windows device, you can lock your device remotely and set or reset a device password. The device is locked and can be unlocked with the new password.

If you have an OS X device, you must set a 6-digit PIN. The device restarts and cannot be accessed without entering the PIN.

1. In BlackBerry UEM Self-Service, select the device that you want to lock.
2. For BlackBerry 10 devices, complete the following steps:
 - a) Click **Specify device password and lock**.
 - b) Type and confirm a new device password, and click **Submit**.
3. For Android or Windows devices, complete the following steps:
 - a) Click **Generate device password and lock**.
 - b) Type your email address and click **Generate**.
4. For OS X devices, complete the following steps:
 - a) Click **Lock device using PIN**.
 - b) Type a PIN and click **Submit**.

Unlock your device and clear the password

For iOS and Android devices, if you forget your device password, you can unlock your device and clear the existing device password. When your device unlocks, you can create a new device password.

1. In BlackBerry UEM Self-Service, select the device.
2. Click **Unlock device and clear password**.
3. Click **Unlock and clear**.

Reset the work space password

If you have an Android device with a Samsung KNOX Workspace, you can reset the work space password.

1. In BlackBerry UEM Self-Service, select a device.
2. Click **Reset work space password**.
3. Click **Reset**.

After you finish: When prompted on your device, create a new work space password.

Delete all device data

If your device is lost or stolen, you might want to remotely delete all the data on your device. This command wipes all data from the device, return the device to its factory settings, and deactivates it from BlackBerry UEM. The device will no longer appear in the BlackBerry UEM Self-Service console. For OS X devices you also set a PIN when you delete all device data.

1. In BlackBerry UEM Self-Service, select the device.
2. Click **Delete all device data**.
3. To confirm your request, click **Delete all device data**.

Delete only work data

If you misplace your device and want to protect work data on the device, you can delete the work data remotely. If you no longer use a device for work purposes, you can delete the work data on your device without removing personal data. The Delete only work data command deletes work email and other work information from your device, and deactivates your device from BlackBerry UEM. The device will no longer appear in the BlackBerry UEM Self-Service console.



For Samsung KNOX devices with a work space only, the “Delete only work data” command behaves the same as the “Delete all device data” command.

1. In BlackBerry UEM Self-Service, select a device.
2. Click **Delete only work data**.
3. To confirm your request, click **Delete only work data**.

Locate your device

If your administrator configured a location service profile for your iOS, Android, or Windows 10 Mobile device, you can locate the device. You must accept the profile before BlackBerry UEM Self-Service can display iOS and Android device locations on a map. Windows 10 Mobile devices automatically accept the profile.

1. In BlackBerry UEM Self-Service, select a device.
2. Click **Locate device**.
3. Find your device on the map using one of the following icons. If an iOS or Android device does not respond with the latest location information and location history is enabled in the profile, the map displays the last known location of the device.

- Current location: 
- Last known location: 

You can click or hover over an icon to display location information, such as latitude and longitude and when the location was reported (for example, 1 minute ago or 2 hours ago).

4. Optionally, click **Refresh** to update the location information.

Turn on or turn off Lost Mode

If you lost your device you can turn on Lost Mode to lock the device and set the message and contact information to display on the device in case someone finds it. When Lost Mode is turned on, you can view the last known location of your device in BlackBerry UEM Self-Service. When you find your device, turn off Lost Mode.

Lost Mode is supported on supervised iOS devices running iOS 9.3 or later.

1. In BlackBerry UEM Self-Service, select a device.
2. Click **Turn on Lost Mode**.
3. In the **Contact phone number** and **Message** fields, enter the appropriate information.
4. Optionally, select **Replace slide to unlock text** and enter the text to display.
5. Click **Enable**.

After you finish:


- To view the location of your device, click **Get device location**.
- To turn off Lost Mode, click **Turn off Lost Mode**.

Create access keys for BlackBerry Dynamics apps

If your device is enabled for BlackBerry Dynamics, you might need to use access keys to activate BlackBerry Dynamics apps. If your administrator provides the permissions, you can use BlackBerry UEM Self-Service to create access keys.

Access keys have the following characteristics:

- They are for one-time use only. If you need to reactivate an app, you must use a new access key.
- They are not specific to a particular app. You can use an access key for any BlackBerry Dynamics app.
- They expire after a specified period of time.

1. In BlackBerry UEM Self-Service, select your device.
2. Click  and click **Generate a BlackBerry Dynamics access key**.
3. After making note of the access key, click **Close**.

After you finish: To see a list of access keys and their expiry dates, in the left screen, click **Access keys**. The list includes access keys that you or your administrator generated. After you use an access key to activate an app, the key is removed from the list.

Manage BlackBerry Dynamics apps

If your device is enabled for BlackBerry Dynamics and you have BlackBerry Dynamics apps installed on your device, you can use BlackBerry UEM Self-Service to manage the apps.

1. In BlackBerry UEM Self-Service, select your device.
2. Click the **APPS** tab.
3. Click an app icon and complete one of the following tasks:

| Task | Description | Steps |
|-----------------|---|--|
| Lock an app | When you or your administrator locks an app, you prevent anyone from opening it. | <ol style="list-style-type: none">a. Click Lock app.b. Click Lock. |
| Unlock an app | Apps can become locked for different reasons, including authentication or compliance issues. Also, you or your administrator can lock an app. To unlock an app you need to use an unlock key. | <ol style="list-style-type: none">a. Click Unlock app. An unlock key and expiration is displayed.b. On your device, open the app and type the unlock key.c. Click Close. |
| Delete app data | When you delete app data, you remove all data stored by the app but the app is not deleted. You will need to reactivate the app using an access key. | <ol style="list-style-type: none">a. Click Delete app data.b. Click Delete. |

Install a certificate on your device

If your device uses certificate-based authentication to connect to a network or server in your organization's environment, you can upload a certificate to use on your device.

Before you begin: Verify that you have instructions from your administrator about the type and location of the required certificate and which certificate list to add it to.

1. On the menu bar, click **Certificates**.
2. Perform one of the following tasks:

| Task | Steps |
|---|---|
| Add a user certificate for BlackBerry Dynamics enabled devices or other managed iOS and Android devices. | <ol style="list-style-type: none">a. Click +b. Type a description for the certificate.c. Select whether the certificate applies to BlackBerry Dynamics enabled devices or other managed iOS and Android devices.d. In the Certificate file field, click Browse to locate the certificate file.e. Enter a password for the certificatef. Click Add. |
| Add an assigned client certificate for BlackBerry 10 or, iOS devices, or for Android devices with a work space. | <ol style="list-style-type: none">a. Click Add a client certificate.b. In the Certificate file field, click Browse to locate the certificate file.c. Enter a password for the certificated. Click Add. |

After you finish: On your device, if you are prompted, download the certificate.

Bypass device prompts for connections that use BlackBerry 2FA

If you use BlackBerry 2FA to access your organization's resources, your device prompts you to authorize the connection. You must tap "Confirm" on your device to establish the connection.

If you can't use your device because it is lost or does not have a network connection, you can bypass device prompts from BlackBerry 2FA. For example, on some airline flights you can connect only one device to Wi-Fi. If your computer is connected to Wi-Fi, and you try to access your organization's resources, your device cannot prompt you to authorize the connection.

You can bypass the device prompt by setting up preauthentication. Your administrator can set up preauthentication, or you can set it up in BlackBerry UEM Self-Service.

1. On the left menu bar, click **BlackBerry 2FA**.
2. Type the amount of time you need to bypass the device prompts.
3. Click **Request preauthentication**.

After you finish: When you regain access to your device and don't need to bypass the devices prompts, log in to BlackBerry UEM Self-Service, click BlackBerry 2FA > Expire now.

Legal notice

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