



# **BlackBerry Workspaces plug-in for BlackBerry UEM Administration Guide**



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# About this guide

This guide describes how to configure and administer BlackBerry Workspaces in an on-premises environment.

This guide is intended for senior and junior IT professionals who are responsible for setting up and administering the BlackBerry Workspaces service.

# What is BlackBerry Workspaces?

BlackBerry Workspaces is a secure, easy-to-use file-sharing service that allows users to securely access, synchronize, edit, and share files and folders from Windows or macOS tablets and computers or on iOS, Android, or BlackBerry 10 devices.

You install the BlackBerry Workspaces plug-in for BlackBerry UEM and purchase licenses to integrate BlackBerry Workspaces management into the BlackBerry UEM management console in an on-premises environment. You use the BlackBerry Workspaces tab to manage resources such as users, workspaces, distribution lists, and groups. You use BlackBerry Workspaces settings to configure the BlackBerry Workspaces service.

When the BlackBerry Workspaces plug-in for BlackBerry UEM is installed in your environment, it allows BlackBerry UEM and the BlackBerry Workspaces server to communicate with each other over HTTPS when:

- User accounts are enabled for the BlackBerry Workspaces service
- User capabilities are changed
- User accounts are deleted
- Workspaces settings are changed

# Sign up for BlackBerry Workspaces

You can sign up for a trial of BlackBerry Workspaces using a BlackBerry Online Account. When you start the trial, a BlackBerry UEM Cloud instance is created. You can access it from your account. If you do not have a BlackBerry Online Account, you can create one.

After the trial, contact your BlackBerry Account Manager if you are interested in purchasing BlackBerry Workspaces licenses.

1. Go to <https://ca.blackberry.com/enterprise/blackberry-workspaces>.
2. Click **Free Trial**.
3. Do one of the following:

Option	Steps
If you already have a BlackBerry Online Account	<ol style="list-style-type: none"><li>a. Beside <b>Already have BlackBerry Online Account?</b>, click <b>Sign in</b>.</li><li>b. Enter your username and password.</li><li>c. Click <b>Log in</b>.</li></ol>
If you do not already have a BlackBerry Online Account	<ol style="list-style-type: none"><li>a. Enter your name and contact information.</li><li>b. Enter and confirm a password for your BlackBerry Online Account.</li><li>c. Click <b>Start Trial</b>.</li><li>d. Click <b>I Agree</b> to agree to the terms and conditions.</li><li>e. Check your email inbox for a validation link and click it.</li><li>f. Enter your BlackBerry Online Account credentials.</li></ol>

4. Specify the domain name that you want to use and click **Continue**.

When the your trial is ready, you are directed to your instance of BlackBerry Workspaces. To manage BlackBerry Workspaces and add users, use the BlackBerry UEM Cloud management console where you can see your licenses, and more.

**After you finish:** [Log in to BlackBerry UEM Cloud for the first time](#)

## Log in to BlackBerry UEM Cloud for the first time

After you have started your trial, you can add users, manage BlackBerry Workspaces settings, and set user permissions in BlackBerry UEM Cloud.

1. In the BlackBerry Online Account Admin Portal, click **Organization**.
2. Click **Servers**.
3. On the **Unified Endpoint Manager (UEM)** tab, under **BlackBerry Cloud**, click **Open** beside the BlackBerry UEM Cloud instance that you created for your BlackBerry Workspaces product.
4. Enter your BlackBerry Online Account username and password. Click **Sign in**.
5. Accept the license agreement. Click **Continue**.

# Setting up BlackBerry Workspaces

After you install the BlackBerry Workspaces plug-in for BlackBerry UEM, you can perform the following tasks in the BlackBerry UEM management console:

- Enable BlackBerry Workspaces capabilities for preconfigured and custom BlackBerry UEM administrative roles
- Enable the BlackBerry Workspaces service for users
- Configure and manage the default BlackBerry Workspaces settings
- Manage users, workspaces, distribution lists, and groups



# Steps to set up BlackBerry Workspaces

When you set up BlackBerry Workspaces, you perform the following actions:

Step	Action
1	Obtain BlackBerry Workspaces licenses.
2	Log in to BlackBerry UEM.
3	configure BlackBerry UEM administrative roles with BlackBerry Workspaces capabilities.
4	Configure the BlackBerry Workspaces settings.
5	Enable the BlackBerry Workspaces service for users.
6	Manage BlackBerry Workspaces users, workspaces, distribution lists, and groups.

# BlackBerry Workspaces licenses

BlackBerry Workspaces licenses control the BlackBerry Workspaces service that is enabled for device users in BlackBerry UEM. BlackBerry Workspaces provides user-based licenses, which allow a user to use BlackBerry Workspaces on multiple devices with a single license. Users in your BlackBerry UEM organization can use one or more licenses depending on the services that are enabled. For example,

- If a user is enabled for device management on BlackBerry UEM and then enabled for the BlackBerry Workspaces service, two licenses are associated with the user account. One license is used to activate the device on BlackBerry UEM, and one is used to enable the BlackBerry Workspaces service.
- If a user is enabled for the BlackBerry Workspaces service but not for device management, the user uses one license.
- If a user is activated for device management but not for the BlackBerry Workspaces service, the device uses one license.
- If a user in your environment shares content with an external user (a user that does not have an account on BlackBerry UEM), a user account for the external user is added to BlackBerry UEM.
  - If the user is within the organization, for example a department that is not MDM-enabled, the user uses a license.
  - If the user is outside of the organization, the user does not use a license.

For more information about licenses for device management, [see the BlackBerry UEM Licensing content](#).

## How BlackBerry Workspaces licensing works in BlackBerry UEM

You must obtain BlackBerry Workspaces licenses to enable the BlackBerry Workspaces service for users in your environment. After you purchase the licenses, the BlackBerry Workspaces licenses section is displayed on the Licensing summary screen in the BlackBerry UEM management console. BlackBerry UEM supports SIM and Server licensing models, and you can use licenses from either or both models, depending on your organization's requirements. If your environment uses both SIM and server licenses, SIM licenses are always consumed before server licenses. To use SIM licenses, devices must have SIM cards that the wireless service provider has provisioned.

Licensing model	Description	Category
Server licenses	Licenses that you buy from BlackBerry or a BlackBerry partner.	Subscription
SIM licenses	Licenses that you buy from your wireless service provider as part of your existing plan.	—

For more information about purchasing and activating licenses, [see the BlackBerry UEM Licensing content](#).

## License requirements for the BlackBerry Workspaces service

The following table lists the licenses that are required to use the BlackBerry Workspaces service. BlackBerry UEM checks for available BlackBerry Workspaces licenses in the order listed. You enable the BlackBerry Workspaces service when you create a user account or in the user summary screen of an existing user.

Devices	Requirements	Required BlackBerry Workspaces license
<ul style="list-style-type: none"> <li>Windows tablets and computers</li> <li>macOS tablets and computers</li> <li>iOS</li> <li>Android</li> <li>BlackBerry 10</li> </ul>	<ul style="list-style-type: none"> <li>BlackBerry UEM version 12.7 or later</li> <li>Compatible version of BlackBerry Workspaces server (<a href="#">see the BlackBerry UEM Compatibility matrix</a>)</li> </ul>	<p>One of the following:</p> <ol style="list-style-type: none"> <li>BlackBerry Enterprise Mobility Suite - Content Edition*</li> <li>BlackBerry Workspaces Enterprise Edition</li> <li>BlackBerry Workspaces Standard Edition</li> </ol>

\* For more information about licenses that are required to support the features of the BlackBerry Enterprise Mobility Suites, including the BlackBerry Workspaces service, when you integrate BlackBerry UEM and BlackBerry Dynamics, [see the BlackBerry UEM Licensing content](#).

For more information about BlackBerry Workspaces apps, [see BlackBerry Workspaces apps](#).

## Determining what BlackBerry Workspaces licenses you need

When you purchase licenses for the BlackBerry Workspaces service, you purchase the license type that corresponds to the feature set of the BlackBerry Workspaces server in your environment. For example, if you use a BlackBerry Workspaces Standard server in your environment, the server uses the standard feature set and you must purchase BlackBerry Workspaces Standard Edition licenses.

For more information about features included with a version of the BlackBerry Workspaces server, [see the BlackBerry Workspaces product page](#).

The following table describes the available BlackBerry Workspaces licenses.

BlackBerry Workspaces license type	Description
BlackBerry Enterprise Mobility Suite - Content Edition	<p>Purchase this suite to use the following features of BlackBerry Workspaces:</p> <ul style="list-style-type: none"> <li>Content connectors and identity connectors</li> <li>All features included in the BlackBerry Workspaces Standard Edition license</li> </ul> <p>For more information about this license type and additional features this license suite provides, <a href="#">see the BlackBerry UEM Licensing content</a>.</p>
BlackBerry Workspaces Enterprise Edition	<p>Purchase this license type if you have a BlackBerry Workspaces Enterprise server available in your environment and you require users enabled with the BlackBerry Workspaces service to have the following abilities:</p> <ul style="list-style-type: none"> <li>Content connectors and identity connectors</li> <li>All features included in the BlackBerry Workspaces Standard Edition license</li> </ul>

BlackBerry Workspaces license type	Description
BlackBerry Workspaces Standard Edition	Purchase this license type if you have a BlackBerry Workspaces Standard server available in your environment and you require users enabled with the BlackBerry Workspaces service to have the following abilities: <ul style="list-style-type: none"> <li>• Admin IT console</li> <li>• Secure user workspaces for collaboration</li> </ul>

For more information about connectors, [see the BlackBerry Workspaces Administration content](#).

## Changing the license type for the BlackBerry Workspaces service

Your BlackBerry Workspaces license requirements change when the feature set of your BlackBerry Workspaces server changes (for example, when you upgrade from a BlackBerry Workspaces Standard server to a BlackBerry Workspaces Enterprise server). When users are enabled for the BlackBerry Workspaces service, you must have the appropriate license type for users to use the BlackBerry Workspaces features or BlackBerry UEM will be out of compliance.

- If your environment is running WatchDox by BlackBerry server 5.2 or later, the WatchDox by BlackBerry server is automatically queried for the new feature set when it is upgraded. When a user account is enabled for the WatchDox service, the feature set is assigned to the user account and the corresponding license is assigned.
- If your environment is running WatchDox by BlackBerry server 4.8.x to 5.1.x, you must specify the feature set of the upgraded WatchDox by BlackBerry server in your environment. When a user account is enabled for the WatchDox service, the feature set that is specified in the BlackBerry UEM management console is assigned to the user account and the corresponding license is assigned.

### Change the WatchDox by BlackBerry license type that is assigned to users enabled for the WatchDox service

Complete this task if your environment is using WatchDox by BlackBerry server version 4.8.x to 5.1.x and the BlackBerry Workspaces plug-in for BlackBerry UEM.

1. On the menu bar, expand **Settings > BlackBerry Workspaces > Configuration**.
2. In the **License type** drop-down list, select the license type that corresponds to the feature set of the WatchDox by BlackBerry server in your environment.
3. Click **Save**.

## View license information

You can view license information for BlackBerry Workspaces on the Licensing summary page. If an issue with BlackBerry Workspaces licenses requires your attention, the BlackBerry Workspaces licensing section displays a warning or error icon. For more information about licensing statuses, [see the BlackBerry UEM Licensing content](#).

On the menu bar, click **Settings > Licensing**.

- SIM licenses: For each BlackBerry Workspaces license type, the number of licenses in use.

- Server licenses: For each BlackBerry Workspaces license type, the total number of licenses, the number of available licenses, the number of licenses in use, and the license expiration dates.

## License expiration

You can have trial and paid BlackBerry Workspaces licenses. The final expiration date of the licenses determine how long a license is valid.

The Licensing summary page displays a warning and the expiration date when a BlackBerry Workspaces license will expire. By default, this warning appears 28 days before the trial or paid licenses expire. You can change the expiration warning period. For instructions, [see the BlackBerry UEM Licensing content](#).

## BlackBerry Workspaces license compliance

BlackBerry UEM tracks usage for each license type and detects when the license requirements are not met. You can check the compliance status for the organization when you log in to BlackBerry UEM console. When the license requirements are not met, an "Overall compliance status" message listing the service that is out of compliance appears on the Licensing summary page for a BlackBerry Workspaces license type. You can view the unlicensed features and number of violations by clicking **View unlicensed features**.

### BlackBerry Workspaces service

Usage can be exceeded for a BlackBerry Workspaces license type if:

- You enable a number of users with the BlackBerry Workspaces service that exceeds the number of valid licenses
- BlackBerry Workspaces licenses expire while they are in use

State	Description	Conditions	Actions
In compliance	When all license requirements are met, the organization is in compliance.	-	Monitor licensing status in BlackBerry UEM, document expiration date of BlackBerry Workspaces when purchased.
Out of compliance - usage exceeds number of licenses	When one or more license compliance issues exist, the organization is out of compliance.	<ul style="list-style-type: none"> <li>• Devices activated with the service continue to work as expected.</li> </ul>	Correct all license compliance issues.

State	Description	Conditions	Actions
Out of compliance - licenses expire (Grace)	When the license expiration date is passed.	<ul style="list-style-type: none"> <li>For devices enabled with the BlackBerry Workspaces service, all services are blocked with an error message indicating that the licenses expired.</li> <li>In BlackBerry UEM, all services are blocked with an error message indicating that the licenses expired.</li> </ul>	Contact your BlackBerry representative or BlackBerry partner to renew your BlackBerry Workspaces licenses.
BlackBerry Workspaces licenses expire	When the license expiration date is passed.	<ul style="list-style-type: none"> <li>For devices enabled with the BlackBerry Workspaces service, all services are blocked with an error message indicating that the licenses expired.</li> <li>In BlackBerry UEM, all services are blocked with an error message indicating that the licenses expired.</li> </ul>	Contact your BlackBerry representative or BlackBerry partner to renew your BlackBerry Workspaces licenses.

### Correcting BlackBerry Workspaces license compliance issues

To correct license compliance issues, you can perform any of the following actions:

- Obtain the appropriate BlackBerry Workspaces license types
- Remove the BlackBerry Workspaces service from user accounts

When a domain is out of compliance, BlackBerry UEM evaluates compliance every hour. After you correct all license compliance issues, the domain remains out of compliance until BlackBerry UEM recognizes the change in state. It may take up to 24 hours for BlackBerry UEM to recognize the compliance change. To recognize the compliance change before the 24 hours, view the Licensing Summary page. Updates might not be immediate.

# Log in to BlackBerry UEM

The management console allows you to perform administrative tasks for devices in your organization that are managed by BlackBerry UEM.

## Before you begin:

- Locate the web address (for example, <https://<hostname>/admin/index.jsp>.) and login information for the management console. You can find the information in the inbox of the email account that is associated with your BlackBerry UEM account.
  - You must know the authentication method and the domain (applicable for Microsoft Active Directory authentication only).
1. In the browser, type the web address for the BlackBerry UEM management console of your organization.
  2. In the **Username** field, type your username.
  3. In the **Password** field, type your password.
  4. If necessary, in the **Sign in using** drop-down list, do one of the following:
    - Click **Direct authentication**.
    - Click **LDAP authentication**.
    - Click **Microsoft Active Directory authentication**. In the **Domain** field, type the Microsoft Active Directory domain.
  5. Click **Sign in**.

**After you finish:** You can change your login password by clicking the user icon in the top-right corner of the management console.


## Viewing services associated with the user list

When more than one service is available in your BlackBerry UEM environment, the All users tab is displayed in the management console. The All users tab provides an overview of all the users and services that are available in your environment.

You can use filters to view only the information that is relevant to your task. You can filter the user list by selecting one filter at a time or by selecting multiple filters. In the default view, no service filters are selected, and all users and filter categories are displayed. You can filter the user accounts using different service options. For example, you can filter the user list by users who are enabled for the BlackBerry Workspaces service.

### Filter and view the services associated with a user

You can filter and view the services that are available in your organization. When you turn on multiple selection, you can select multiple filters before you apply them, and you can select multiple filters in each category. When you turn off multiple selection, each filter is applied when you select it, and you can select only one filter in each category.

1. On the menu bar, click **Users**.
2. Click  to turn on or turn off multiple selection.
3. Under **Filters**, expand one or more services.

Each category includes only filters that display results and each filter indicates the number of results to display when you apply it.
4. Perform one of the following actions:
  - If you turned on multiple selection, select the check box for each filter that you want to apply. Click **Submit**.

- If you turned off multiple selection, click the filter that you want to apply.
5. Optionally, in the right pane, click **Clear all** or click **X** for each filter that you want to remove.



# Managing BlackBerry Workspaces capabilities in BlackBerry UEM

You can assign one or more BlackBerry Workspaces capabilities to preconfigured or custom administrative roles in BlackBerry UEM. The actions that administrators assigned to each role can perform are defined by the BlackBerry Workspaces capability that is assigned to the role. Each BlackBerry Workspaces capability has a set of permissions that specifies the information that BlackBerry UEM administrators can view and the actions that they can perform when they manage BlackBerry Workspaces in the BlackBerry UEM management console.

You must be a Security Administrator to view, change, or assign roles in BlackBerry UEM. By default, the BlackBerry UEM Security Administrator role is assigned all the BlackBerry Workspaces capabilities when you install the BlackBerry Workspaces plug-in for BlackBerry UEM. After the installation, you can assign the appropriate BlackBerry Workspaces capabilities to preconfigured or custom roles.

For example, the BlackBerry UEM Senior HelpDesk role can add and delete BlackBerry UEM user accounts. If a user account is enabled for the BlackBerry Workspaces service, administrators who are assigned the Senior HelpDesk role must have the BlackBerry Workspaces Helpdesk administrator capability so that they can remove the BlackBerry Workspaces service before they can delete the user account.

For more information about BlackBerry UEM administrative roles, [see the BlackBerry UEM Administration content](#).

## Related tasks

[Assign a BlackBerry Workspaces capability to a BlackBerry UEM administrative role](#)

[Change a BlackBerry Workspaces capability that is assigned to a BlackBerry UEM administrative role](#)

[Remove BlackBerry Workspaces capability from a BlackBerry UEM administrative role](#)

## BlackBerry Workspaces capabilities

The following BlackBerry Workspaces capabilities can be enabled for preconfigured and custom BlackBerry UEM administrative roles:

- Organization administrator
- Helpdesk administrator
- Audit helpdesk administrator


## Permissions for BlackBerry Workspaces capabilities

The following table lists the permissions that are turned on for each BlackBerry Workspaces capability. The Security Administrator role in BlackBerry UEM has full permissions to the management console. By default, only the Security Administrator role has the Organization administrator capability assigned for the BlackBerry Workspaces tab and BlackBerry Workspaces settings. You can enable BlackBerry Workspaces capabilities for preconfigured and custom administrative roles in BlackBerry UEM. When more than one BlackBerry Workspaces capability is assigned to a user account, the user receives the cumulative permissions of the assigned capabilities.

Capability	Organization administrator	Helpdesk administrator	Audit helpdesk administrator
Configure, change, and view the BlackBerry Workspaces Settings	✓	—	—
View the BlackBerry Workspaces tab	✓	✓	✓
Enable the BlackBerry Workspaces service using the Add user feature on the Users and Devices screen	✓	✓	✓
Enable the BlackBerry Workspaces service from the User details screen	✓	✓	✓
Remove the BlackBerry Workspaces service from a user account	✓	✓	✓


## Assign a BlackBerry Workspaces capability to a BlackBerry UEM administrative role

**Before you begin:** You must be a Security Administrator in BlackBerry UEM to assign BlackBerry Workspaces capabilities to a BlackBerry UEM administrative role.

1. On the menu bar, click **Settings > Administrators > Roles**.
2. Click the role that you want to assign a BlackBerry Workspaces capability to.
3. Click .
4. In the **Workspaces** section, select one or more applicable BlackBerry Workspaces capabilities.
5. Click **Save**.


## Change a BlackBerry Workspaces capability that is assigned to a BlackBerry UEM administrative role

**Before you begin:** You must be a Security Administrator in BlackBerry UEM to change the BlackBerry Workspaces capabilities that are assigned to a BlackBerry UEM administrative role.

1. On the menu bar, click **Settings > Administrators > Roles**.
2. Click the BlackBerry UEM role that you want to change the BlackBerry Workspaces capability for.
3. Click .
4. In the **Workspaces** section, make the necessary changes.
5. Click **Save**.

## Remove BlackBerry Workspaces capability from a BlackBerry UEM administrative role

**Before you begin:** You must be a Security Administrator in BlackBerry UEM to remove BlackBerry Workspaces capabilities from a BlackBerry UEM administrative role.

1. On the menu bar, click **Settings > Administrators > Roles**.
2. Click the role that you want to remove the BlackBerry Workspaces capability from.
3. Click .
4. In the **Workspaces** section, clear the BlackBerry Workspaces capability check boxes.
5. Click **Save**.

# Configuring the BlackBerry Workspaces settings

You can configure the following BlackBerry Workspaces settings in the BlackBerry UEM management console:

- Bulk provision user roles by email domain and Microsoft Active Directory
- Create and manage a list of email addresses that are denied access to your organization's BlackBerry Workspaces account
- Configure connectors
- Configure security policies
- Generate logs and reports for users and workspaces
- Configure Workspaces
- Configure authentication

You can access the BlackBerry Workspaces settings in the BlackBerry UEM Settings screen.

For more information about configuring the BlackBerry Workspaces settings in your environment, [see the BlackBerry Workspaces Server Administration content](#).

## Provisioning user roles to all users

You can enable all users in your environment for the BlackBerry Workspaces service using the following methods:

- Provision user roles by email domain
- Provision user roles by Active Directory

**Note:** After you provision user roles, you must provide users in your environment with the web address of the BlackBerry Workspaces instance and have users create their BlackBerry Workspaces accounts. By default, the web address of BlackBerry Workspaces is `https://<domain><FQDN of the BlackBerry Workspaces server>.com`. For information about creating a BlackBerry Workspaces user account, see [Create a BlackBerry Workspaces user account](#).

For information about provisioning user roles by email domain and Active Directory, [see BlackBerry Workspaces Administration content](#).

# Enabling users with the BlackBerry Workspaces service

You can enable the BlackBerry Workspaces service when you create a user account in BlackBerry UEM.

When you create a user account in BlackBerry UEM, you specify the email address and one or more BlackBerry Workspaces user roles for the user account. The user role defines the actions that a user can perform. When multiple user roles are assigned, the user receives the permissions of all the user roles.

Users must create a BlackBerry Workspaces account using the account details that they receive in an email. Users create and manage their own passwords to access the BlackBerry Workspaces account. The password for the BlackBerry Workspaces account is separate from the password that is set in the BlackBerry UEM activation email.

## Steps to enable users with the BlackBerry Workspaces service

When you enable the BlackBerry Workspaces service for a user, you perform the following actions:

Step	Action
1	Complete one of the following tasks: <ul style="list-style-type: none"><li>• <a href="#">Create a user account and enable the BlackBerry Workspaces service.</a></li><li>• <a href="#">Enable the BlackBerry Workspaces service for existing BlackBerry UEM user accounts.</a></li></ul>
2	<a href="#">Have the user create a BlackBerry Workspaces account.</a>

### Create a user account and enable the BlackBerry Workspaces service in BlackBerry UEM

**Before you begin:** If you want to add a directory user, verify that BlackBerry UEM is connected to your company directory. For information about connecting BlackBerry UEM to a company directory and enabling directory-linked groups, [see the Configuration content.](#)

1. On the menu bar, click **Users**.
2. Click **Add user**.
3. Perform one of the following tasks:

Task	Steps
Add a directory user	<ol style="list-style-type: none"><li>a. On the <b>Company directory</b> tab, in the search field, specify the search criteria for the directory user that you want to add. You can search by first name, last name, display name, username, or email address.</li><li>b. In the search results, select the user account.</li></ol>

Task	Steps
Add a local user	<ol style="list-style-type: none"> <li>a. Click the <b>Local</b> tab.</li> <li>b. In the <b>First name</b> field, type a first name for the user account.</li> <li>c. In the <b>Last name</b> field, type a last name for the user account.</li> <li>d. In the <b>Display name</b> field, make changes if necessary. The display name is automatically configured with the first and last name that you specified.</li> <li>e. In the <b>Username</b> field, type a unique username for the user account.</li> <li>f. In the <b>Email address</b> field, type a contact email for the user account. An email address for the user account is required when you enable the BlackBerry Workspaces service.</li> </ol>

4. If local groups exist in BlackBerry UEM and you want to add a user account to groups, in the **Available groups** list, select one or more groups. Click ➔.

When you create a user account, you can only add it to local groups in BlackBerry UEM. If the user account is a member of a directory-linked group, it is automatically associated with that group when the synchronization between BlackBerry UEM and your company directory occurs.

To add the user to a user group that is assigned an administrative role, you must be a Security Administrator.

5. If you add a local user, in the **Console password** field, create a password for BlackBerry UEM Self-Service. If the user is assigned an administrative role, they can also use the password to access the management console.
6. In the **Enabled services** section, clear the **Enable user for device management** option if you do not want to enable the user for device management. By default, this option is enabled.
7. In the **BlackBerry Workspaces** section, select the **Enable Workspaces** check box. By default, users enabled with the BlackBerry Workspaces service receive the Visitor role.
8. Select one or more user roles. Click ➔.
9. Perform one of the following tasks:

Task	Steps
Have users activate devices with the activation profile that is currently assigned to them.	<ol style="list-style-type: none"> <li>a. In the <b>Activation option</b> drop-down list, select <b>Default device activation</b>.</li> <li>b. In the <b>Activation password</b> drop-down list, select whether you want to set the password or autogenerate a password.</li> <li>c. Optionally, change the activation period expiration. The activation period expiration specifies how long the activation password remains valid.</li> <li>d. If you want the activation password to be valid only for one device activation, select <b>Activation period expires after the first device is activated</b>.</li> <li>e. In the <b>Activation email template</b> drop-down list, click a template to use for the activation email.</li> </ol>


Task	Steps
Pair an activation password with a specific activation profile.	<ol style="list-style-type: none"> <li>In the <b>Activation option</b> drop-down list, select <b>Device activation with specified activation profile</b>.</li> <li>In the <b>Activation profile</b> drop-down list, select the activation profile that you want to pair with a password.</li> <li>In the <b>Activation password</b> drop-down list, select whether you want to set the password or autogenerate a password.</li> <li>Optionally, change the activation period expiration. The activation period expiration specifies how long the activation password remains valid.</li> <li>If you want the activation password to be valid only for one device activation, select <b>Activation period expires after the first device is activated</b>.</li> <li>In the <b>Activation email template</b> drop-down list, click a template to use for the activation email.</li> </ol>
Allow users to activate only BlackBerry Dynamics apps	<ol style="list-style-type: none"> <li>In the <b>Activation option</b> drop-down list, select <b>BlackBerry Dynamics access key generation</b>.</li> <li>In the <b>Number of access keys to generate</b> drop-down list, select the number of keys. Each key can be used only once to activate a BlackBerry Dynamics app.</li> <li>Select the number of days that you want the access key to remain valid.</li> <li>In the <b>Activation email template</b> drop-down list, click a template to use for the activation email.</li> </ol>
Add user to BlackBerry UEM only.	<ol style="list-style-type: none"> <li>In the <b>Activation option</b> drop-down list, select <b>Do not set</b>.</li> </ol>

10. Perform one of the following actions:

- To save the user account, click **Save**.
- To save the user account and create another user account, click **Save and new**.

**After you finish:** For more information about BlackBerry Workspaces user roles, [see the BlackBerry Workspaces Server Administration content](#).

### Enable the BlackBerry Workspaces service for an existing user account in BlackBerry UEM



1. On the menu bar, click **Users**.
2. Search for a user account.
3. In the search results, click the username.
4. On the **User summary** screen, click the **BlackBerry Workspaces** icon. To enable the user for the BlackBerry Workspaces service, the user account must have an associated email address.
5. In the **Enable BlackBerry Workspaces** dialog box, select one or more user roles and click .
6. Click **Save**.

**After you finish:** For more information about BlackBerry Workspaces user roles, [see the BlackBerry Workspaces Server Administration content](#).

## Enable the BlackBerry Workspaces service for multiple user accounts in BlackBerry UEM

When you enable the BlackBerry Workspaces service for multiple user accounts, you select the user roles that you want to assign to the accounts. You can also follow these steps to add user roles to user accounts that already have the Workspaces service enabled. Any user role that is not selected is not removed from a user.

To enable a user for the BlackBerry Workspaces service, the user account must have an email address associated with it.

1. On the menu bar, click **Users**.
2. Search for and select the user accounts that you want to enable the Workspaces service for.
3. Click .
4. Select the **BlackBerry Workspaces** service.
5. Select one or more user roles and click .
6. Click **Save**.

**After you finish:** For more information about BlackBerry Workspaces user roles, [see the BlackBerry Workspaces Server Administration content](#).

## Create a BlackBerry Workspaces user account



### Before you begin:

- Users who are enabled for BlackBerry Workspaces in the BlackBerry UEM console when the user account is created, receive a Welcome to BlackBerry Workspaces email message that includes instructions to create the BlackBerry Workspaces account.
  - Users create a BlackBerry Workspaces account to complete enabling the BlackBerry Workspaces service after administrators enable them for the BlackBerry Workspaces service when they create the user account.
  - Users external to the environment and non-enabled with the BlackBerry Workspaces service and receive a shared workspace and document must create an account to view them.
1. In the **Welcome to BlackBerry Workspaces** email message, follow the Getting Started instructions. If you view the workspace from your mobile device, you are prompted to download the BlackBerry Workspaces app if it is not installed on your mobile device.
  2. In the **Complete your sign in BlackBerry Workspaces** email message, click **Verify account**.
  3. Log in to the BlackBerry Workspaces account.

**After you finish:** For more information about installing and logging in to the BlackBerry Workspaces app for your mobile device, [see BlackBerry Workspaces apps](#).

## Remove the BlackBerry Workspaces service from a user account

When you remove the BlackBerry Workspaces service from a user account, the user can still log in with visitor permissions. If you want to also remove a user's access and permissions, delete their BlackBerry UEM user account.

1. On the menu bar, click **Users**.
2. Search for a user account.
3. In the search results, select the name of the user account.
4. In the user details screen, click .
5. Click the .
6. In the **Remove BlackBerry Workspaces** dialog screen, select one of the following options:



- **Remove the user from all designated roles, workspace memberships, and any distribution lists, and delete all files in the user's sent items. Note: All files uploaded by this user to workspaces, and all workspaces created by the user, are not deleted and will remain in the organization.**
- **Move ownership of files owned by this user, designated roles, workspace memberships and distribution lists to, and enter the email address of the desired user.**

In the **Email address** field, type a contact email address. A new user account is created if the email address is not associated with an existing user account.


7. Click **Remove**.

**After you finish:** Optionally, [Delete a BlackBerry UEM user account that is enabled with the BlackBerry Workspaces service](#).

### **Delete a BlackBerry UEM user account that is enabled with the BlackBerry Workspaces service**

To remove a user's access and permissions to their BlackBerry Workspaces account, delete their BlackBerry UEM user account.

**Before you begin:** [Remove the BlackBerry Workspaces service from a user account](#)

1. On the menu bar, click **Users**.
2. Search for a user account.
3. In the search results, select the name of the user account.
4. Click .
5. Click **Delete**.

#### **Related tasks**

[Remove the BlackBerry Workspaces service from a user account](#)

# BlackBerry Workspaces app configuration settings

Option	Description
Allow access to Camera and Gallery	If you select this option, the BlackBerry Workspaces app allows the user to take pictures and videos and share them in the app.
Workspaces Site	Specify the Workspaces site URL that you want users in your organization to access. When users set up the Workspaces app on their device, the site URL field is automatically completed for them.

# Managing BlackBerry Workspaces resources

You can manage the following BlackBerry Workspaces enabled resources from the BlackBerry Workspaces tab in the BlackBerry UEM management console:

- Users
- Workspaces
- Distribution lists
- Groups

You can also view the BlackBerry Workspaces resources in the user details of a user account that is enabled for the BlackBerry Workspaces service.

For instructions about managing users, groups, distribution lists, workspaces, and documents in your environment, [see the BlackBerry Workspaces Server Administration content](#).

## Related tasks

[Assign a BlackBerry Workspaces capability to a BlackBerry UEM administrative role](#)

[Change a BlackBerry Workspaces capability that is assigned to a BlackBerry UEM administrative role](#)

[Remove BlackBerry Workspaces capability from a BlackBerry UEM administrative role](#)

# Migrating users enabled with the BlackBerry Workspaces service

After you install a new instance of BlackBerry UEM, you can use the management console to migrate users to another instance of BlackBerry UEM. When you migrate users enabled with the BlackBerry Workspaces service from a source database, the service is not migrated and you must enable the service for users on the destination server.

For more information about migrating users, devices, groups, and other data from a source BlackBerry UEM database to another BlackBerry UEM, [see the BlackBerry UEM Configuration content](#).

# Check the version of the BlackBerry Workspaces plug-in for BlackBerry UEM

1. On the menu bar, click **Settings > Infrastructure > Instances**.
2. Expand the BlackBerry UEM instance.
3. The version of the BlackBerry Workspaces plug-in for BlackBerry UEM is displayed in the **Version** column for the BlackBerry UEM - UEM Core service.

# Glossary

<b>UEM</b>	Unified Endpoint Manager
<b>HTTPS</b>	Hypertext Transfer Protocol over Secure Sockets Layer
<b>LDAP</b>	Lightweight Directory Access Protocol
<b>SIM</b>	Subscriber Identity Module

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