myAccount User & Admin Guide
NOTE: This document is provided for informational purposes only. BlackBerry reserves the right to periodically change information that is contained in this document, BlackBerry makes no commitment to proactively provide any such changes, updates, enhancements, or other additions to this document to you.

The *myAccount* user guide is intended to enable you to make full use of online tools and resources available within *myAccount.*
Contents
Features and Overview ........................................................................................................................................... 5
Role Table ................................................................................................................................................................ 6
  Updating Your Role or Co-workers’ Roles ........................................................................................................... 6
Key Functions in myAccount ................................................................................................................................... 7
  Forgot password?................................................................................................................................................ 7
  Signing up for myAccount ................................................................................................................................... 7
  Signing up for a Trial............................................................................................................................................ 7
Dashboard Functionality and Navigation ................................................................................................................ 8
BlackBerry Support Community - Product Specific Pages ....................................................................................... 9
Knowledge Base Content ...................................................................................................................................... 10
Discussion Forums ................................................................................................................................................. 11
BlackBerry Universe .............................................................................................................................................. 13
Searching for Product Documents and Knowledge Base Content ........................................................................ 13
My Organization .................................................................................................................................................... 15
  Overview ........................................................................................................................................................... 15
  Members ........................................................................................................................................................... 15
  Servers ............................................................................................................................................................. 20
  Entitlements ....................................................................................................................................................... 22
  Licenses ............................................................................................................................................................. 22
  Analytics ............................................................................................................................................................ 23
BlackBerry Support Community ............................................................................................................................ 24
  Case Creation .................................................................................................................................................... 24
  View Cases ....................................................................................................................................................... 28
    Case Status .................................................................................................................................................... 29
    Adding attachments to a case ....................................................................................................................... 30
  Knowledge Base (Search) .................................................................................................................................. 31
  Forums ............................................................................................................................................................... 32
  Support Subscriptions ....................................................................................................................................... 33
  Feedback ........................................................................................................................................................... 34
News & Notifications ............................................................................................................................................ 35
  Product & Support News ................................................................................................................................... 35
  Sign-up & Manage Notifications ..................................................................................................................... 36
<table>
<thead>
<tr>
<th>Topic</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>BlackBerry Environment Status</td>
<td>38</td>
</tr>
<tr>
<td>BlackBerry Blog</td>
<td>38</td>
</tr>
<tr>
<td>BlackBerry RSS Feeds</td>
<td>38</td>
</tr>
<tr>
<td>Alerts</td>
<td>38</td>
</tr>
<tr>
<td>NOC Notifications</td>
<td>38</td>
</tr>
<tr>
<td>Product Resources</td>
<td>40</td>
</tr>
<tr>
<td>Getting Started</td>
<td>40</td>
</tr>
<tr>
<td>Product Documentation</td>
<td>41</td>
</tr>
<tr>
<td>Server Downloads</td>
<td>41</td>
</tr>
<tr>
<td>Smartphone Admin Tools</td>
<td>41</td>
</tr>
<tr>
<td>PIN Test Message</td>
<td>42</td>
</tr>
<tr>
<td>Enterprise Activation Readiness</td>
<td>42</td>
</tr>
<tr>
<td>Email Troubleshooting Assistant</td>
<td>42</td>
</tr>
<tr>
<td>Enterprise Activation Support</td>
<td>42</td>
</tr>
<tr>
<td>Downloads</td>
<td>42</td>
</tr>
<tr>
<td>Quick Starts, White Papers &amp; Kits</td>
<td>42</td>
</tr>
<tr>
<td>BlackBerry Training</td>
<td>43</td>
</tr>
<tr>
<td>BETA</td>
<td>43</td>
</tr>
<tr>
<td>Professional Services</td>
<td>43</td>
</tr>
<tr>
<td>BlackBerry Webcast</td>
<td>43</td>
</tr>
<tr>
<td>Partner Specific Information and functionality</td>
<td>43</td>
</tr>
<tr>
<td>Partner Search</td>
<td>43</td>
</tr>
<tr>
<td>Tickets &amp; Surveys</td>
<td>44</td>
</tr>
<tr>
<td>myAccount – Classic view</td>
<td>45</td>
</tr>
<tr>
<td>Case Creation</td>
<td>45</td>
</tr>
<tr>
<td>View Service Requests</td>
<td>46</td>
</tr>
<tr>
<td>Knowledge Search</td>
<td>48</td>
</tr>
<tr>
<td>Technical Environment</td>
<td>49</td>
</tr>
<tr>
<td>Frequently Asked Questions:</td>
<td>51</td>
</tr>
</tbody>
</table>
Features and Overview

myAccount is a one-stop-shop for anyone who has registered a BlackBerry Online Account. As a BlackBerry Technical Support Services Subscriber, you have exclusive access to online self-service tools and resources, including the ability to view your BlackBerry Technical Support agreement at any time. Some of our top features include:

<table>
<thead>
<tr>
<th>Feature</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Enhanced Knowledge Base Content</td>
<td>Authenticate to gain access to exclusive and enhanced knowledge base content related to BlackBerry Enterprise Software solutions.</td>
</tr>
<tr>
<td>BlackBerry Self-Service Tools</td>
<td>BlackBerry Infrastructure Status and Server Connection Status tools are just two of them many self-service tools to assist you in diagnosing, troubleshooting, and resolving issues.</td>
</tr>
<tr>
<td>Enterprise Activation</td>
<td>A self-diagnostic tool to see if an end-user’s smartphone is ready to begin the Enterprise activation process.</td>
</tr>
<tr>
<td>Account &amp; Subscription Management</td>
<td>Manage licenses and leverage features and services of your BlackBerry Technical Support Services contract.</td>
</tr>
<tr>
<td>Expert Advice</td>
<td>Relevant guides, articles, webcasts and other resources available at the click of a button.</td>
</tr>
<tr>
<td>Notifications</td>
<td>Registered users can subscribe to receive Network Notifications, allowing them to proactively be notified about any upcoming changes or ongoing network issues that may impact their servers.</td>
</tr>
</tbody>
</table>
Role Table

There are three roles: owners, admins, and members, all with an option to be given the entitlement of Named Caller, which can be applied to each of these roles. Members who are not part of an organization where admins/owners haven’t created a service request will not be able to see details or view requests.

<table>
<thead>
<tr>
<th>myAccount Functions</th>
<th>Role Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Owner</td>
<td>Admin (Formerly Named Caller Admin)</td>
</tr>
<tr>
<td>View Members</td>
<td>✓</td>
</tr>
<tr>
<td>Manage Members &amp; Roles</td>
<td>✓</td>
</tr>
<tr>
<td>View Servers</td>
<td>✓</td>
</tr>
<tr>
<td>Manage Servers</td>
<td>✓</td>
</tr>
<tr>
<td>Delete Servers</td>
<td>✓</td>
</tr>
<tr>
<td>View Licenses and Entitlements</td>
<td>✓</td>
</tr>
<tr>
<td>Sign-up for Notifications</td>
<td>✓</td>
</tr>
<tr>
<td>Create Service Requests</td>
<td></td>
</tr>
<tr>
<td>View Service Requests</td>
<td>✓</td>
</tr>
<tr>
<td>Import Organizations</td>
<td>✓</td>
</tr>
<tr>
<td>Ability to Search Product Documents &amp; Troubleshooting Articles</td>
<td>✓</td>
</tr>
</tbody>
</table>

Updating Your Role or Co-workers’ Roles

Individuals who are assigned Admin may add or update users with any account, including Admins, Named Caller’s and Members. Individuals with Named Caller may add or update contacts that also have Named Caller.

**NOTE:** If you are an Admin or Owner and are not listed as a Named Caller, you will NOT be able to create/open service requests. All users who create service requests must be listed as a Named caller. If you are having issues creating service requests, please reach out to either an Admin listed for your company or Owner, or reach out to your Account Manager (if applicable) to be added to this role.

Additional information about managing Members, see the Members section.
Key Functions in myAccount

Log into https://myaccount.blackberry.com/ with your BlackBerry Online account credentials.

Forgot password?
To reset your password, click Forgot password which will send you a reset link to your email associated with your account. Note: Too many failed login attempts will cause a temporary lockout of your account. After 30 minutes you will be able to regain access without the need to contact BlackBerry Support.

Signing up for myAccount
After clicking the sign-up button, create your login credentials by adding company information, and contact information that will be associated with your account. Once you receive a verification email to activate your account, login and then select your Country to agree to the Terms and Conditions. If you experience issues signing up, please contact your Account Manager.

Signing up for a Trial
Trials of BlackBerry and ISV partner products are self-service. To start a trial, visit the appropriate product pages below or proceed to the BlackBerry website (www.blackberry.com) and select the Start Trial button next to the product you would like to trial.

- EMS Enterprise Edition: https://ca.blackberry.com/enterprise/customertrialrequest
- ISV Partner Products: https://marketplace.blackberry.com
If you have an existing BlackBerry Online account and organization, simply log in and follow the on-screen prompts to gain access to the product you are trialing. If you do not have an organization, you can complete the request form and follow the on-screen prompts to create your organization and start using your trial.

Proceed to the trial request form and fill out all information.

- Agree to terms and conditions
- Check your inbox for the email you used to sign up with
- Click on the validation link
- You’ll be prompted to setup a UEM in the BlackBerry Cloud or On-Premise (if you don’t have one already)

For further help, please see Getting Started.

**Note:** When the trial has expired, you will no longer have the ability to create service requests.

**Dashboard Functionality and Navigation**

Use the top-level menus for quick access to your Organizational functions, Support Community, News & Notifications and Product Resources.

Navigate to the top-right corner of your screen and click on the three-horizontal bar menu icon to access your personal account profile & settings, as well as other account related items.
The following dashboard view is similar to what most user entitlements will see. **Note:** BPSS and Consumer entitlements will not see the BlackBerry Support Community tile.

**BlackBerry Support Community - Product Specific Pages**

Once users login to the portal, they will be shown product specific pages for access to some of our most popular BlackBerry enterprise products and services suites within our Support Community.
Once you’ve selected a product, you’re able to acquire further access to features such as:

- View PDF Manuals
- Start a free trial
- Visit the product Help page
- Access Server Downloads
- Create a Service Request

**Note:** Some of the above features are dependent on your level of access to our support community and your user entitlement.

**Knowledge Base Content**

Within the product specific pages, users now have the ability to search the Knowledge Base and filter content based on their specific product.
Discussion Forums

Within the product specific pages, users have the option to participate in discussion forums for your particular product of interest.

**Note:** If you have not previously signed up as a member to your discussions page, your view will be similar to below. You will need to click “Join Group” to take part in discussions for that product.

Once in the “Discussion Forum” tab, you have the ability to **Manage Notifications** and select the timeframe you wish to receive them e.g. daily, weekly, every post, etc.

To add a post or share an update regarding your product of interest, simply click “Post” and begin typing your comments within the comments box. Once you’ve finished typing your comment, click “Add Topic” to add your post to the forum.
You also have the ability to “Poll” the discussion group and ask a question of your choice. Ensure you are in the “Poll” tab, type your question, add a minimum of two choices, then select “Ask” to submit your question.
BlackBerry Universe

Sign up to BlackBerry Universe to access Web Based Training and product resources for BlackBerry products to help you and your organization realize the full potential of your BlackBerry solution.

**Note:** When signing up, pls use the Organization PIN that is shown within your registration link.

Searching for Product Documents and Knowledge Base Content

By clicking the search icon found on the dashboard, it will take you to the search page where you can enter queries to help assist you with troubleshooting issues, or to find other related product documentation.

Queries entered in the Search bar will simultaneously search the Knowledge Base and/or Product Documentation in the BlackBerry Support Community.
Using the tabs located at the top of the page, filters can be used to display results within a certain category such as product documents, knowledge base articles, videos etc.

Using the tabs on the left-hand side, results can be further filtered within a certain category to help narrow your search.

Clicking on the title of a resource will open that resource in a new window.

**Note:** Try the new Beta Search Feature and tell us what you think of this new experience using the myAccount feedback button.

**Also note:** This feature and its content are only available to members of an organization with an active support entitlement.

**KB Article Recommendations**

Relevant KB articles and content are now being recommended based on your selection and/or search criteria.

In the following example, the user searched for “BlackBerry UEM”, and then clicked on the first article appearing in the results list:

In the top-right corner of the KB article, the user is presented with a list of related items (articles, Help docs, etc.) that are relevant and other people have also viewed.
Note: KB article recommendations are also available within the Partner Search tile, as well as from the case creation form.

My Organization

The **My Organization** section of myAccount is found on the main dashboard and allows you to manage your licenses, servers, members, and view your entitlements for your BlackBerry Online Account.

### Overview

Select **Overview** on the dashboard of **My Organization**. This page details your account details (Owner, Date Created, Members, Servers, Customer Status, etc.) and gives you a summary of the most important information that can be found on the proceeding pages.

### Members

Select **Members** located within the **My Organization** tile.

This screen will display all members associated to your organization along with their role. It will also identify how many total number of user’s there are, as well as number of Named Callers.
**Note:** Each organization has a maximum number of Named Callers allowed. This number varies per organization. In the example below, 5 Named Callers is the maximum. If you have reached your limit of Named Callers, you must un-check a Named Caller to add an additional Named Caller. If you wish to purchase additional Named Caller licenses, you must contact Sales.

From here, you can also view invitations and invite other colleagues within your organization.

Click on the **Invite Colleagues** button to invite others to join your organization. Fill out the fields indicated and submit.
Removing Members

To remove a member, hover over and click on the trash-can icon beside the associated member to be deleted.

![Image of BlackBerry ASC Account for Testing]

Updating the Owner of your account

If the owner of the account needs to be changed and has changed roles, or has left the company, you must reach out to your BlackBerry Account Owner to manually change ownership on your behalf.

To change ownership, the owner of the account will notice the pencil icon next to Owner to edit.

![Image of Change Owner dialog]

Change Owner

Do you want to replace the existing organization owner? If yes, please specify the new owner.

New Organization Owner: BESC DEMO

[Cancel] [Change]
Member management for BlackBerry Partners

**Special note for Partners:** Only those that have successfully completed the BlackBerry Support Professional training and assessments may be added as Named Callers. Named Callers which have been added but are not accredited will be removed at BlackBerry’s discretion.

Merging Organizations

Login to myAccount as an Owner or Admin of one of the two organizations you are trying to merge.

Go to the Members tab and invite the Owner of the other organization you are trying to merge with. Please note that the other organization has a Customer Status of Trialist or None. Please see the note with the checkmark on the right.
Have the owner of the other organization import their entire organization (servers, other members, GD servers) into the first organization. The second organization will no longer exist. The next time the other owner logs into their myAccount, they will see the following message:

If the other owner selects Dismiss, they will just go to their existing Organization. If they select “Review Invitation”, they’ll see the following:
Servers
Manage your Cloud and On-Premise Servers.

Note: Within the UEM tab, listed under the Installed Servers section, you will now be able to view associated BlackBerry Dynamics deployments. Select the drop down arrow beside the server name to view the BlackBerry Control and BlackBerry Proxy server connected to the UEM server. Standalone BlackBerry Dynamics deployments not associated with a UEM will continue to be shown under the ‘BlackBerry Dynamics Servers’ tab.
Adding a Server

Within Servers, ensure you have Servers selected from the left-hand navigation panel.

Click on Add Server.

Select your Server Type. Available types are:

- Unified Endpoint Manager (UEM/ BES)
- Good Control (GC)

Once you have selected your Server Type, proceed with the steps available.

**For further information on getting started with BlackBerry UEM.**

Updating and/or hiding a Server

Within Servers, select what type of server you’d like to edit.
Once selected, the active servers will be displayed to you.

### On-premises

**AVAILABLE KEYS**  
Keys for deploying within your own environment.

<table>
<thead>
<tr>
<th>NAME</th>
<th>SPID</th>
<th>AUTH KEY</th>
<th>CREATED</th>
<th>CREATED BY</th>
</tr>
</thead>
<tbody>
<tr>
<td>SBP for Tech</td>
<td>... MORE</td>
<td>Mar 21, 2018</td>
<td><a href="mailto:bescdemo@rim.com">bescdemo@rim.com</a></td>
<td></td>
</tr>
<tr>
<td>... MORE</td>
<td>Oct 4, 2017</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>... MORE</td>
<td>Nov 16, 2017</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>... MORE</td>
<td>Nov 30, 2017</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>... MORE</td>
<td>Feb 20, 2018</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### Entitlements
Select **Entitlements** located within the **My Organization** tab.

Within Entitlements, you will be shown the breakdown of all entitlements within your organization. You can hover over any app name to view the status and applicable Entitlement versions available.

### Licenses
Select **Licenses** located within the **My Organization** tab.

Here you will be shown each of your BlackBerry solutions and their associated licenses your organization has purchased or is trialing currently, plus your overall licensing status and if it is in or out of compliance.
You also can download detailed reports on devices / users who are consuming licenses within your organization.

**Note:** Only users with features on activated devices will be included in the reports.

**Analytics**

Select **Analytics** located within the **My Organization** tab.

**Note:** Accounts that do not have BlackBerry Analytics will receive a notification letting you know that your organization has not been enabled for the service. If you wish to purchase BlackBerry Analytics, contact BlackBerry for assistance.
BlackBerry Support Community

The Support Community section of myAccount can be found from the header menu or by clicking on the tile, and allows you to create and view service requests with BlackBerry support.

Note: Users will NOT see this tile if you are not entitled. Partner, Partner Premium, Premium, Advantage and Advantage Trial customers are entitled to view.

Case Creation

*At any time, you may continue to use the existing Service Request Creation process you’re used to using myAccount Service Request — see page 41 of this guide for more information.

If you are interested in using this method currently in beta, please follow the steps below to complete your case creation request. Note: Although this method is currently in beta, submitting your request using this method is legitimate and therefore will go through and be received/processed. There is no need to submit another request. Note: Only Named Callers have the ability to create cases.

1. Select the account you wish to create a service request for. To display the list of account, click the drop-down menu.
   a. Note: If user belongs to multiple accounts, you will need to select the appropriate account first before case submission.

2. Click Next.
3. Select the main product category you intend to create a support request for.

Note: If you do not see your product category listed, you may need to click “Show All”.

Note: Completing this beta case creation process will generate a support case. Feel free to cancel the process at any time if you only want to try the new experience.
4. Select the specific product sub-category you intend to create a support request for.

5. Click Next.

6. You can now type the summary of your issue in the search box. This will bring up a list of recommended results on the right-hand panel and a list of resources (Product Docs, KB Articles, etc.) to help troubleshoot your issue.
   a. If you are not finding the expected results, try refining your search criteria.

7. If after reviewing the recommended results you still intend to create a support request, make sure to check the box underneath the summary field, then click Next to proceed.
Note: You will not be able to click Next until the summary field has been populated.

8. Ensure to select your priority. By default, the priority is set to Low.
9. Provide a detailed description of your issue and click Next.
   a. If necessary, once you have submitted your request, you will be able to upload files, logs, etc.,
      that would support your request.

At any point during the case creation process, the progress bar at the bottom of page will be visible to all users
indicating what stage their service request for submission is in.

10. Click Submit Case.
   a. If necessary, once you have submitted your request you will be able to upload files, logs, etc.,
      to support your request.
**Note:** Completing this beta case creation process **will** generate a support case. Feel free to cancel the process at any time if you only want to try this new experience.

If required, upload any attachments that support your case. **Note:** See below for supported file types. The maximum file size is **2GB**.
View Cases

Users who are entitled to view and/or create cases will now see a list of all cases created within their organization and which status they are in. Users in case view also have the ability to search in greater detail using the customized filter fields below.

If necessary, click on a specific case to display all of the details surrounding their case i.e. Status, description, priority, and all other pertinent information.
Case Status

By clicking on a specific case, you can view the status of the case e.g. “Pending Support Update”.

For any cases which are still open and have not been escalated, you now have the ability to either escalate or close the case if necessary, as shown in the top-right corner of the case.

Note: If you do not see the “Escalate” button, this indicates the case has already been escalated.
Adding attachments to a case

1. To add an attachment to an existing case, click on the **Attachments** tab, then click +.

2. Add a **File Description** into the field, then select **Upload Files**. Select your file to proceed. **Note:** The maximum file size is limited to **2GB** and the supported file types for attachments are shown below.
The attachment you selected will now be visible within the **Attachments** tab of the case.

<table>
<thead>
<tr>
<th>SERVERS</th>
<th>DEVICES</th>
<th>ATTACHMENTS</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>dashboard (Describe your attachment)</td>
</tr>
</tbody>
</table>

**Note:** If you are experiencing any issues with any of the above features and/or functionality, please submit your feedback to BlackBerry using the Feedback button found within the portal.

**Knowledge Base (Search)**

From the Home screen, users have two ways to access the knowledge base articles and content. Users can either use the **Search** function located at the top of the main page, or by clicking on **Knowledge Base** tab as shown.
Entitled users have access to KB Articles, Product Documentation, Blog and Videos. Users can select either of these tabs to gain access to the content. By using the product facets and filters on the left side of page, users can narrow their search results by product, article type, etc.

Forums
Within the Forums, you will see a list of Active Groups along with how many members are in them, the group owner, as well as which groups are the most active. You also have the ability to search by product/group. **Note:** Last Activity and Members are **not** searchable within this page.

Support Subscriptions

Support Subscriptions gives customers details on the type and level of subscription services available to them as well as the start & end date. This page is useful to know when to renew your subscription and what it comes with to fully help you make the full use of Support from BlackBerry.
Feedback

This is enabled to allow you to provide your feedback of this support site to BlackBerry. Examples include feature requests, server issues, portal issues or UI suggestions etc.

Select Feedback located via the three-line horizontal menu drop-down at top-right corner of page or the Feedback tab located on the middle of screen (right-side).

From here, you will have the ability to submit feedback providing suggestions for the portal, troubleshooting issues or product related issues. Fill out the suggestion box, then click Continue.
Within the next screen, select one of the two boxes regarding the ability for sharing your idea/suggestion, then click **Next**.

**Note:** Please note that this feedback tool should **not** be used to request assistance for your BlackBerry Enterprise products or smartphone issues. Please use one of the many other service options or [My Service Request](#) to engage BlackBerry for assistance.

**News & Notifications**

The **News & Notifications** section of myAccount is found on the main dashboard and allows you to stay up to date with the latest software releases and critical issue advisories by subscribing to related notifications.

---

**Product & Support News**

Select **Product & Support News** located within News & Notifications.

The Latest News page is dedicated to keeping myAccount customers up-to-date with the latest news and software releases for a variety of BlackBerry Products, including but not limited to BlackBerry UEM Cloud/Client, BlackBerry Connect, BlackBerry Work, BlackBerry Notes, and BlackBerry Tasks for iOS and Android.

Users can also find BlackBerry release notes for various updates, view condensed notes in new features from software updates, view critical issue and end-of-life advisories, and get other important information like changes in IT policy.
Sign-up & Manage Notifications

Select **Sign-up & Manage Notifications** located within News & Notifications.

You can now choose which notifications to subscribe to and the method of receiving them (email, SMS, or both).

**Note:** Users must add or invite other members within the organization if they also want to sign up for these features/notifications.

<table>
<thead>
<tr>
<th>Notification</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Release Notifications</td>
<td>Notifications for software releases of BlackBerry EMM Suites and Good Solutions</td>
</tr>
<tr>
<td>Workspaces Release Notifications</td>
<td>Notifications for software releases of Workspaces (formerly WatchDox)</td>
</tr>
<tr>
<td>Support Notifications</td>
<td>Notifications for Critical Issue Advisories</td>
</tr>
</tbody>
</table>
Note: Your mobile number can be modified by clicking on the top right Menu and selecting Profile.
BlackBerry Environment Status
Select **BlackBerry Environment Status** located within News & Notifications. **Note:** Within this tile, this is another area which users can view BlackBerry Infrastructure Status and their BlackBerry Network Notifications. BlackBerry Network Notifications show different incidents across BlackBerry products, categorized by Region, Status, Date, Service, and Severity. BlackBerry Infrastructure Status notifies customers on the general health of their collective products.

BlackBerry Blog
Select **BlackBerry Blog** located within News & Notifications.

BlackBerry RSS Feeds
Select **BlackBerry RSS Feeds** located within News & Notifications. BlackBerry RSS Feeds allows users to subscribe to RSS Feeds for different types of articles: Support (Knowledge Base), Critical Issue Advisories, and Security Advisories, Bulletins, and other notices. This allows customers to focus on types of information that is important to their day-to-day function as a business.

Alerts
Select **Alerts** located within News & Notifications.

NOC Notifications
NOC Notifications allows users to add end users to a distribution list that will receive infrastructure status notifications. Customers can submit DLs in place of a list of emails in order to manage who within their organization receives the notifications. Notifications that are received include Severity 1 and 2 events, and maintenance events.

For further information regarding how to subscribe for NOC notifications, see Article 47769

**Notification Number Validation Rules:**

- **Send all numbers in E.164 format.** Although E.164 format is not required, it is the best way to send a number to the system, especially if user data can contain numbers from different countries.

- **Make sure you set the correct Default Country Code** in the Phone Call Settings section on the General Settings screen. This specifies what country is the default for user-entered phone numbers. This also is used to interpret phone numbers that are not in E.164 format.

- **If the number contains any special control characters that must be dialed, such as , (comma) ; (semicolon) * (asterisk) or # (pound sign), the special characters must be part of the extension.** This is especially important for numbers that connect to a conference bridge.
Detailed Validation Rules:

E.164 international format is preferred and is always accepted.

- The number should start with + followed by the country code and then the full number to call. A maximum of 15 digits can be used.
  - For example: +18884628462

Numbers can have an extension.

- The user interface has a separate field for telephone extensions. When importing numbers, an x should be used to separate the main number from the extension.
- When dialing, the Telephony Delivery Service will wait for the call to connect before dialing ➢ the extension.
  - For example: +18884628462x1340
- Unlike the phone number field, the extension field is not validated.

Numbers not in E.164 are interpreted based on the Default Country Code for the Organization.

- The Default Country Code can be set on the General Settings screen in the Phone Call Settings section.
  - For example, for the Country Code “US,” the following rules apply:
    - If the number starts with 011, which is the international exit code from within US, it will be replaced with +.
    - If the number contains only 10 digits, it will be stored as +1 followed by the number.
  - If the number contains 11 digits and starts with 1, it will be stored as +1 followed by the number.
    - For example: (888) 462-8462 will be interpreted as +18884628462

Common formatting punctuation is ignored.

- The following characters are removed: ( ) . - _
  - For example: +1 (888) 462-8462 will be interpreted as +18884628462.
- If you are using control characters such as , (comma) or # (pound sign), they must be in the extension field.

If the number contains letters, they will be converted to numbers according to a standard keypad.

- For example: (888) Go AtHoc will be converted to +18884628462.

If the number starts with +, it will be assumed to be an international number.

- For example: A number starting with +440 will dial the UK, even though 440 is a valid US area code.
Product Resources

The **Product Resources** section of myAccount is found on the main dashboard and provides you with access to various resources including help docs, guides for getting started with BlackBerry Marketplace Apps, and software notifications.

### Note: A brief description for each of the topics can be found below.

#### Getting Started

This area is dedicated to helping you get started with your BlackBerry Enterprise products.

Follow step-by-step instructions that help you get your BlackBerry solutions deployed and into the hands of your users quickly, so you can experience business productivity and value.
Select the BlackBerry Solution you are deploying and your desired deployment method from the drop downs. Then, click Display Instructions to view step-by-step instructions and access key resources available to assist you.

**Note:** Some BlackBerry solutions may only be available for deployment on-premises or in the cloud.

Under **Key Resources** you can access links to helpful materials such as guides, videos, and documentation. The Getting Started instructions are designed to get you going quickly with a standard installation. For more complex installations or for more detailed configuration options, you can refer to the BlackBerry Help Site.

**Product Documentation**
Select Product Documentation to access a wide array of product documentation (i.e. Help manuals, configuration guides, etc.) for all enterprise products and services.

**Server Downloads**
**Note:** This is generally used for S/W patches and existing customers. For new customers, it’s recommended to use the Getting Started page above.

Select Server Downloads from the Dashboard to find a list of all the available server downloads.

**Please note:** Enterprise server software downloads are only available to members of an organization with an active support entitlement. For more information see Article 50864.
Smartphone Admin Tools

The Smartphone Admin Tools section of myAccount can be found on the main dashboard and provides you with access to various resources to assist you with device management and downloads.

PIN Test Message

You can create PIN test message to verify your BlackBerry device connectivity.

Enterprise Activation Readiness

Fill out this information with your IMEI to see if it’s ready for activation (or what’s needed or missing from provisioning).

You can use the following to verify if your BlackBerry devices are Enterprise Activation ready.

Email Troubleshooting Assistant

Search within the Troubleshooting Assistant to help troubleshoot email flow issues and more.

Enterprise Activation Support

View additional resources applicable to Enterprise Activation.

Downloads

View additional downloads applicable to devices.

Quick Starts, White Papers & Kits

Select Quick Starts, White Papers & Kits to access White Papers, Quick Start Guide, Adoption Kits and more.
BlackBerry Training
Start your learning journey by visiting the program page, browse the Course Catalogue, view Accreditation Paths and Training Labs, and connect with Training Partners.

BETA
Visit BlackBerry’s BETA sign-up page to join the Feedback Community. Login Using your BlackBerry Community Account or by using a Beta Key.

Professional Services
View whitepapers on BlackBerry Enterprise products and services.

BlackBerry Webcast
Search the BlackBerry Technical Support Services Webcast Archive for additional product and services related videos.

Partner Specific Information and functionality

Partner Search
All Partners must access the partner specific KB content by searching from this Partner Search tile OR by using the Knowledge tab within the BlackBerry Support Community by clicking the beta from within myAccount.
**Note:** Only BEPP Platinum Partners accessing community knowledge will receive access to internal KB content in addition to general knowledge. New Platinum Partners may experience delays when accessing partner knowledge specifically in the beta community.

**Tickets & Surveys**

From this page, you can download the Survey Upload Template Document to provide customer feedback. Once you’ve filled out the survey, select the Attach a file button to upload your document, then click on the **Submit** button on the bottom right hand side of the screen for submission.
**myAccount – Classic view**

The following dashboard view is similar to what most user entitlements will see. **Note:** BPSS and Consumer entitlements will not see the BlackBerry Support Community tile.

![Dashboard Image](image-url)

**Case Creation**

1. Click the following link to use the existing Service Request Creation process you’re used.
2. Login to myAccount.
3. After selecting Create Service Request, it will prompt the following page.

![Case Creation Image](image-url)
A. Choose a category from the Select Product Category drop down list. After selecting the top-level product category, you can select a sub-category that is more specific to your issue using the Select Issue Type dropdown. Depending on the sub-category chosen, the user may have to input additional information before continuing to the next step. For example, you may be asked to input a Device ID or SRP for certain categories.

B. Select your issue’s level of urgency from the Select Priority drop down menu.

C. Provide a brief description of your issue in the Summary field. This will be the title of your ticket and will also prompt the Recommended Solutions to display knowledge base articles to help you solve your issue faster. Recommended Solutions displays curated articles from the Support Knowledge Base and the Product Documentation databases, selected to best resolve the issue you described.

**Note:** Include keywords (product, error populated, software environment) relating to your product/issue.

---

**View Service Requests**

To view and manage your service requests select Manage Service Requests under the Requests section. This page displays all cases from all time (open, pending, and closed). To view based on time frame, use the date search functionality. There is an option to create a new case by clicking the **Create Case** button.

**Note:** Only Named Callers, Admins & Members can view service requests.
Click on the Incident # of a case to open it and see more details.

You can export a report of your cases by clicking the Export button at the bottom left corner of the page.

---

**Submitting or Cancelling your Request**

If the resources provide enough information to resolve your issue, you can cancel your Service Request at this stage by selecting “The content was helpful. I don’t need to submit a request” and clicking Cancel.

To continue with submission of your Service Request, select “After reviewing the Recommended Results, I still have a question and would like to submit a ticket”, fill in more details in the Description box, and click Submit to send your Service Request.

---

**Note:** Users creating Service Requests must fill out all mandatory fields before submitting. The case creation “Submit” button is *not* clickable unless these fields are filled out.
Escalating a Case

If further assistance is required use the Escalate feature located at the bottom right to engage a BlackBerry Support Service Specialist.

Complete the following form to engage a BlackBerry Support Service Specialist.

Knowledge Search

Queries entered in the Search bar will simultaneously search the BlackBerry Support Knowledge Base and/or Product Documentation.

By clicking the search icon found on the Dashboard, it will take you to the search page where you can enter queries to help assist you with troubleshooting issues, or to find other product related documentation.
Using the tabs located at the top of the page, filters can be used to display results within a certain category such as product documents, or knowledge base articles.

Using the tabs on the left-hand side, results can be further filtered within a certain category to help narrow your search.

Clicking on the title of a resource will open that resource in a new window.

Technical Environment

The Technical Environment allows you to provide BlackBerry Support with the latest details about your organization’s environment. This will help BlackBerry Support with troubleshooting or identify issues that may result of your environment’s setup.

Select the Technical Environment located within Service Requests.

This page displays a list of your SRPs. Here, you can see the connection status of your servers and edit server details. To see the License Key, click on the eye icon beside the xxxxxxxxxxxxx under Auth Key/License Key. Select Register MDM to add an SRP.
Update Server Details

Click on an SRP number to edit its details. This will prompt the following page:

Fill in the fields with your environment information. All fields are optional with no information required to submit the form. Any information you can provide is useful to help our BlackBerry Support Service Specialists understand your technical landscape.

See the list below for details on the fields in the form.

**Server Environment**: Select Production for your live servers or Lab for your QA or UAT environments.

**Server Location**: The region or city where your servers are located.

**Diary Field**: Any additional information regarding your technical landscape.
Mail Servers
Details regarding your mail servers can be added by selecting Add Mail Server. Depending on the Mail Server Type selection, different fields will appear.

Database Servers
Add the details of your database servers by selecting Add Database Server.

A mail server or database server can be removed by selecting Remove Mail Server or Remove Database Server under the appropriate instance.

Frequently Asked Questions:
1. I don’t have a login; how do I get one?
   a. Access myAccount by visiting https://myaccount.blackberry.com/myaccount/ and login with your BlackBerry Technical Support Services subscription credentials. These credentials would have been provided to you via an email when subscribing to BlackBerry Technical Support Services. If you have issues logging in please fill out the following form https://salesforce.services.blackberry.com/webforms/myaccount.

2. Why can’t I submit a ticket/case?
   a. Check account entitlements (verify with your account manager):
      i. Are my account entitlements enabled to create tickets?
      ii. Has my support contract expired?
      iii. Am I listed as a Named Caller?
3. Why can’t I add additional Named Callers?
   a. You may have reached your maximum number of users that have Named Caller entitlements. You can find out how many users you can add by visiting the Members section within your Organization tab.

4. Why can’t I access knowledge content? I am getting permission errors when accessing the Community.
   a. Content is only available for customers with an active enterprise support entitlement within our new customer community. For more information regarding user permissions and entitlements, see article 50864.

5. Why am I receiving the Single Sign-On (SSO) error when trying to login to the BlackBerry Support Community within myAccount?
   a. For more information, see article 52754.

6. **How to use Analytics?**

7. **How to generate additional Server Router Protocol (SRP) ID’s?**

8. **How do delete an SRP from myAccount?**

9. **How to subscribe to BlackBerry Network Notifications within myAccount?**

10. **How do I view BlackBerry Network Notifications within myAccount?**

11. **How to Manage BlackBerry Support Named Callers**

12. Why are not all emails appearing within Case Details view within the Support Community? The below chart outlines what emails will appear in the Community:

<table>
<thead>
<tr>
<th>From</th>
<th>To</th>
<th>Cc</th>
<th>Does it appear in the Community?</th>
</tr>
</thead>
<tbody>
<tr>
<td>BlackBerry Support</td>
<td>Case Contact</td>
<td>“Anyone” or “blank”</td>
<td>Yes</td>
</tr>
<tr>
<td>BlackBerry Support</td>
<td>“Anyone”</td>
<td>Case Contact</td>
<td>Yes</td>
</tr>
<tr>
<td>Case Contact</td>
<td>BlackBerry Support</td>
<td>“Anyone” or “blank”</td>
<td>Yes</td>
</tr>
<tr>
<td>Anyone other person</td>
<td>“Anyone”</td>
<td>“Anyone” or “blank”</td>
<td>No</td>
</tr>
</tbody>
</table>
For more information regarding BlackBerry Products, Services and Support, please visit www.blackberry.com.