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.

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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:

Feature	Description
Enhanced Knowledge Base Content	Authenticate to gain access to exclusive and enhanced knowledge base content related to BlackBerry Enterprise Software solutions.
BlackBerry Self-Service Tools	BlackBerry Infrastructure Status and Server Connection Status tools are just two of the many self-service tools to assist you in diagnosing, troubleshooting, and resolving issues.
Account & Subscription Management	Manage licenses and leverage features and services of your BlackBerry Technical Support Services contract.
Expert Advice	Relevant guides, articles, webcasts, and other resources available at the click of a button.
Notifications	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.

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.

myAccount Functions	Role Information		
	Owner	**Admin**	**Member**
View Members	✓	✓	✓
Manage Members & Roles	✓	✓	
View Servers	✓	✓	✓
Manage Servers	✓	✓	
Delete Servers	✓		
View Licenses and Entitlements	✓	✓	✓
Sign-up for Notifications	✓	✓	✓
Import Organizations	✓		
Ability to Search Product Documents & Troubleshooting Articles	✓	✓	✓
Software Downloads	✓	✓	✓
View Service Requests	✓	✓	✓
Create/Update Service Requests*	✓ *Only with additional Named Caller designation	✓ *Only with additional Named Caller designation	✓ *Only with additional Named Caller designation

Note: An active support contract is required to access ALL server software downloads, view knowledge articles, create/update, and view service requests.

Updating Your Role or Co-workers' Roles

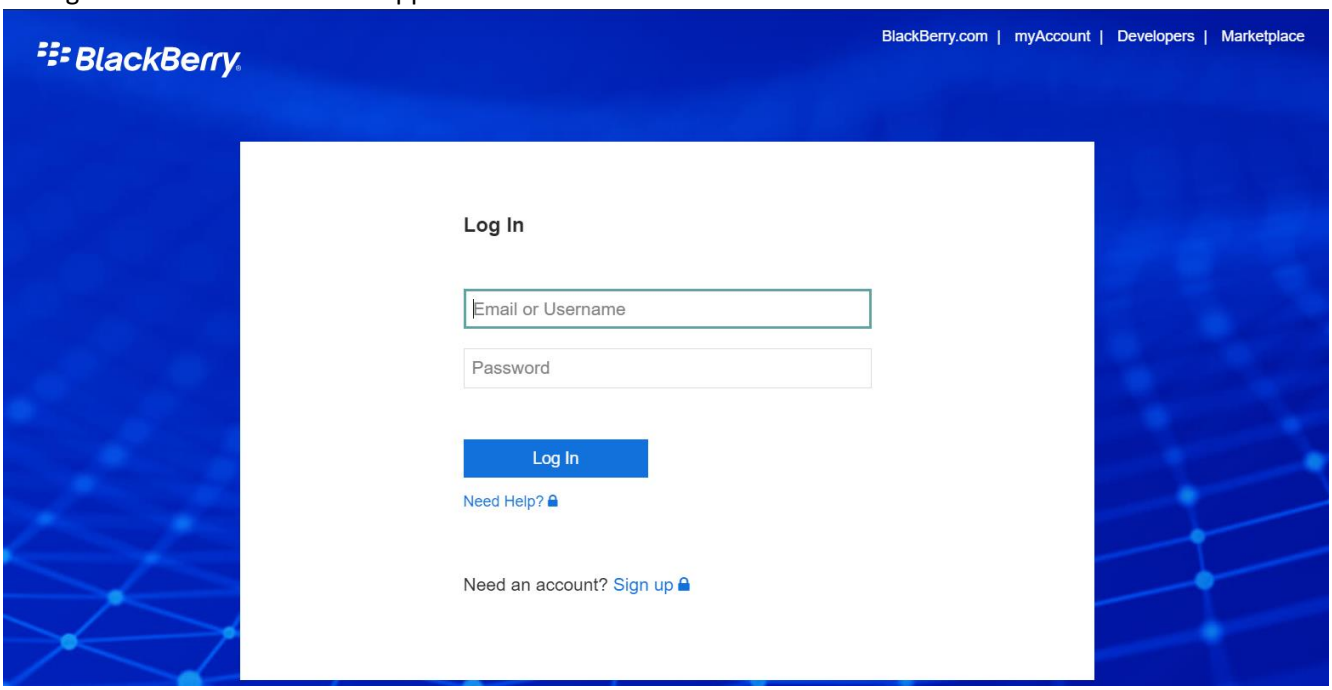
Individuals who are assigned Admin role may add or update users with any account, including Admins, Named Callers and Members. Individuals with Named Caller may add or update contacts that also have Named Caller.

NOTE: If you are having issues creating or updating service requests, please **ensure the Named Caller designation is applied to your role**. Contact either an Admin or Owner listed for your organization, or reach out to your Account Manager (if applicable) to have the Named Caller designation added. For additional information about managing Members, see the Members section.

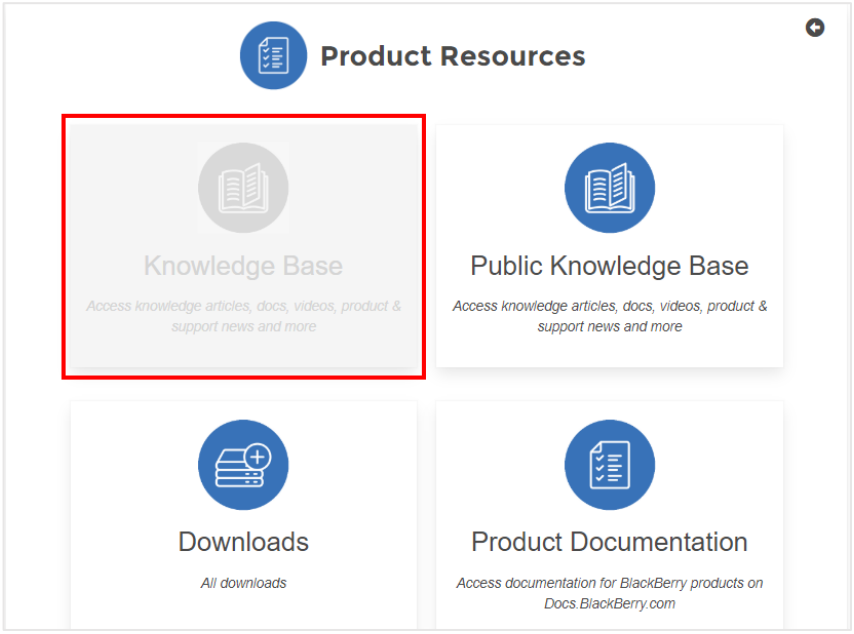
Key Functions in myAccount

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

NOTE: To access the full myAccount Community users must have an active support entitlement or be part of an organization with an active support contract.



If you are a guest user and do not have support entitlement, you will have the ability to access certain features and functionality within myAccount, however some tiles will remain inaccessible (greyed out), similar to the example below:



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, enter the contact information and company details that will be associated with your account. Upon completing the form select **Create Account**. After agreeing to the Terms and Conditions, you will receive a verification email to activate your account. Click the link in that email and you will be prompted to create a password and log in. 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 located at bottom of page for the product you would like to trial.

- BlackBerry UEM: https://docs.blackberry.com/en/endpoint-management/blackberry-uem/
- Workspaces: https://www.blackberry.com/us/en/products/communication/blackberry-workspaces-efss
- BBM Enterprise: https://www.blackberry.com/us/en/products/communication/bbm-enterprise
- Mobility Suites: https://www.blackberry.com/us/en/products/apps/blackberry-dynamics/blackberry-dynamics-apps
- 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.

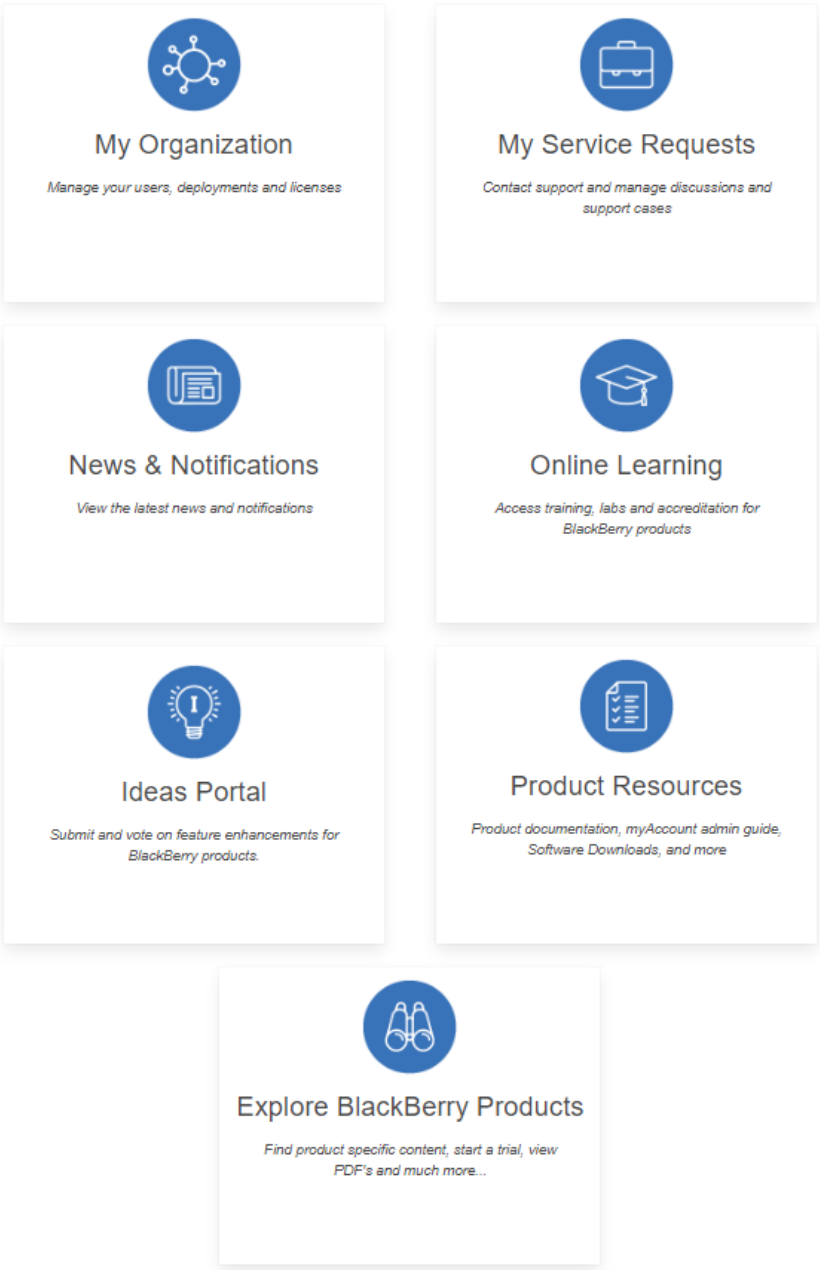
- Agree to terms and conditions
- Check your inbox for the email you used to sign up with
- Click on the validation link
- You'll be prompted to setup a UEM in the BlackBerry Cloud or On-Premises (if you don't have one already)

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

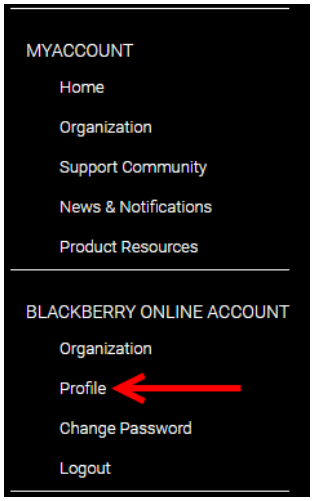
Use the main dashboard feature tiles* for quick access to your Organizational functions, Service Requests, News & Notifications, Product Resources and more. ***Note**: To access the full myAccount Community features, users **must** have an active support entitlement or be part of an organization with an active support contract.

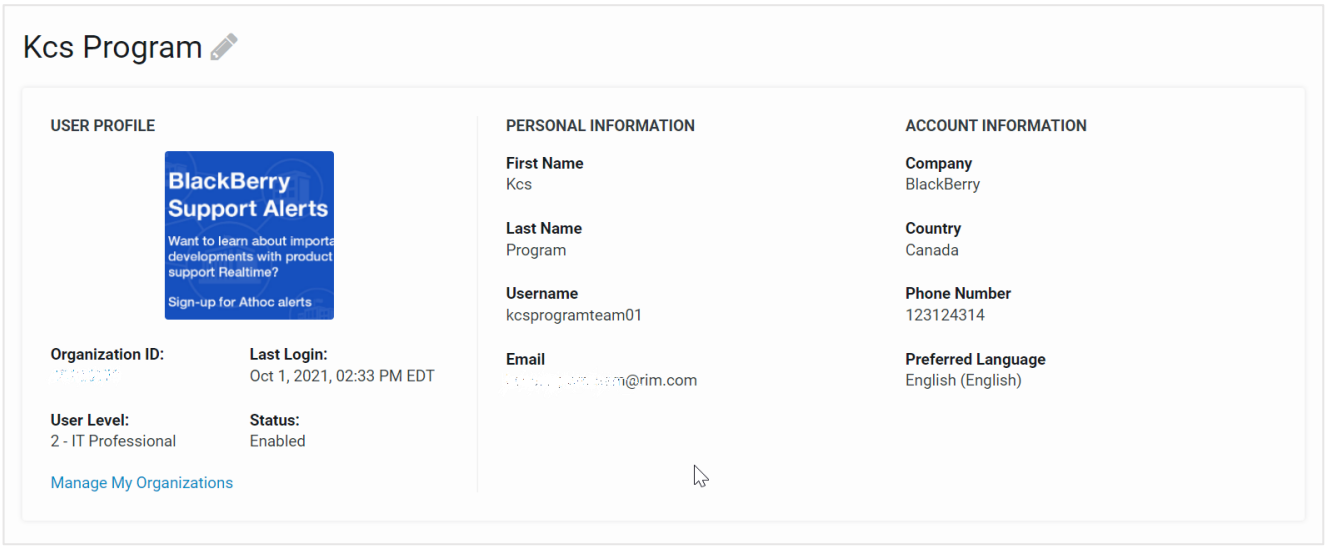


Optional Menus for Functionality and Navigation

Navigate to the top-right corner of your screen and click on the three-horizontal line menu icon to access your personal account profile & settings, as well as additional account related items and for feedback submission of this portal.

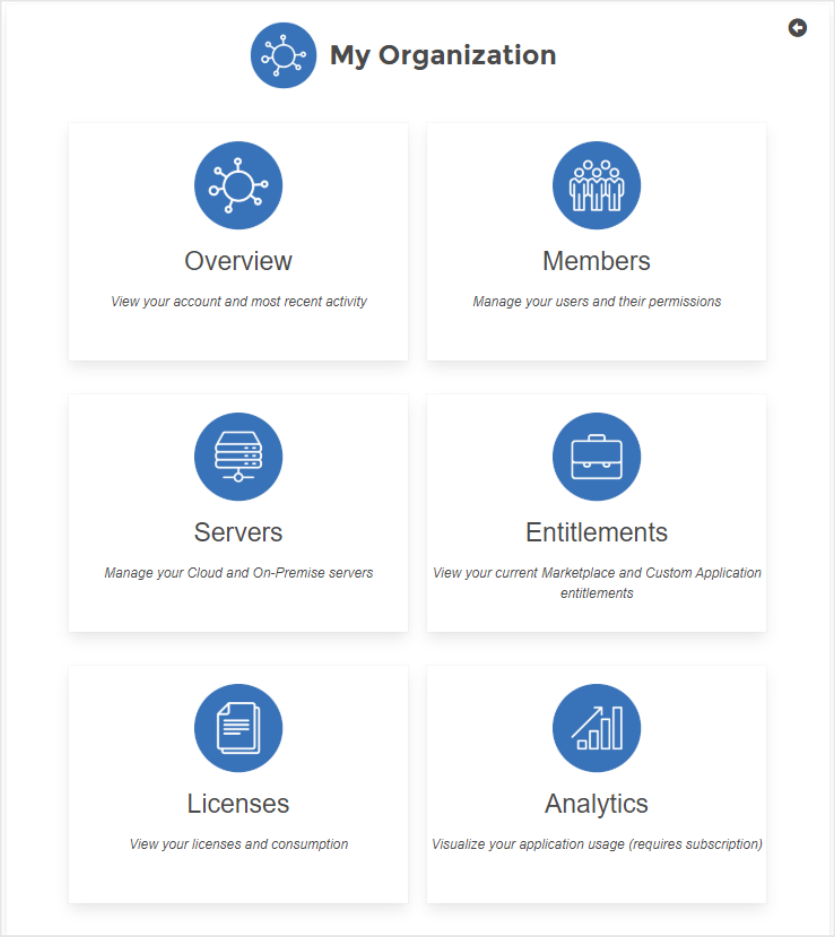
Note: Your mobile number can be modified by clicking on the top right **Menu** and selecting **Profile.**





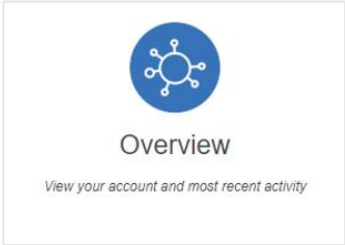
My Organization

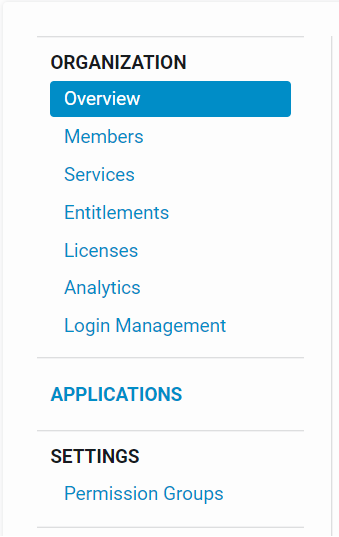
The **My Organization** section of myAccount is found on the main dashboard and allows you to manage your UEM, Dynamics and BEMS licenses, servers, members, and view your entitlements for your BlackBerry Online Account.



Overview

Users have the ability to view this section by clicking on the **Overview** tile under **My Organization**, or by selecting the top header drop-down menu. 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.

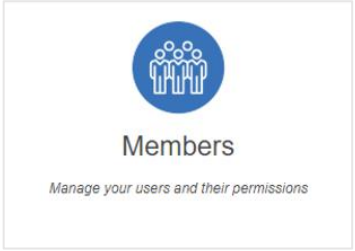


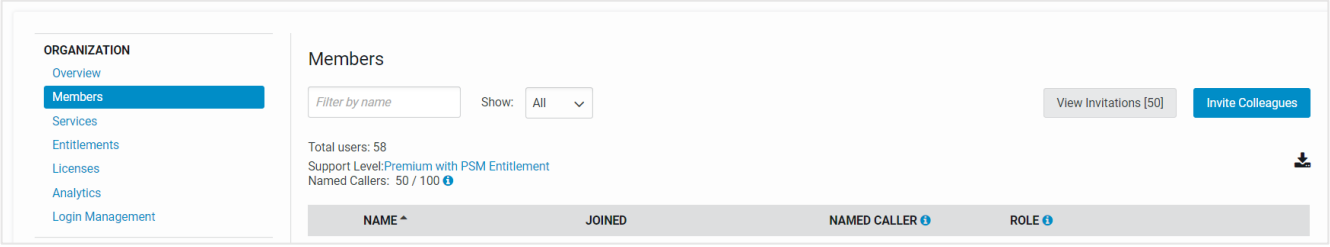


Members

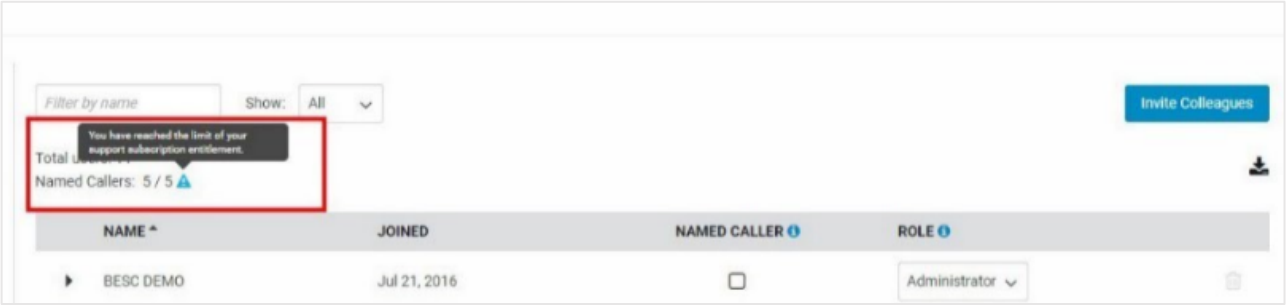
Users have the ability to view members by clicking on the **Members** tile under **My Organization**, or by selecting the top header drop-down menu.

This screen will display all members associated to your organization along with their role. It will also identify how many total numbers of user's there are, as well as number of Named Callers.



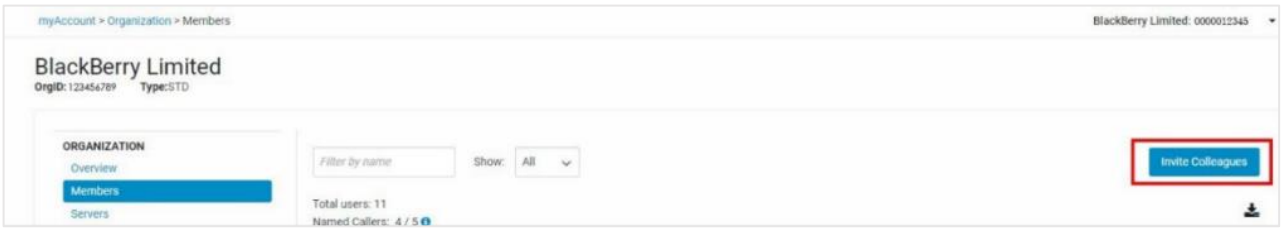


Note: Each organization has a maximum number of Named Callers allowed. This number varies per organization. In the example below, 5 Named Callers is the maximum. If you have reached your limit of Named Callers, you must un-check a Named Caller to add an additional Named Caller. If you wish to purchase additional Named Caller licenses, you must contact Sales.



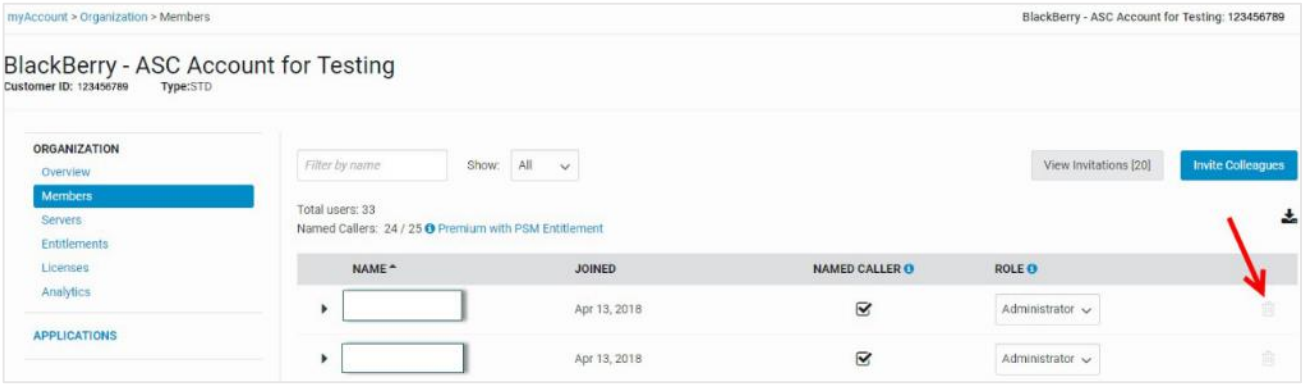
From here, you can also view invitations and invite other colleagues within your organization.

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



Removing Members

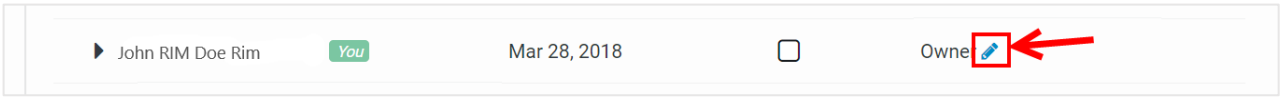
To remove a member, hover over and click on the trash-can icon beside the associated member to be deleted.

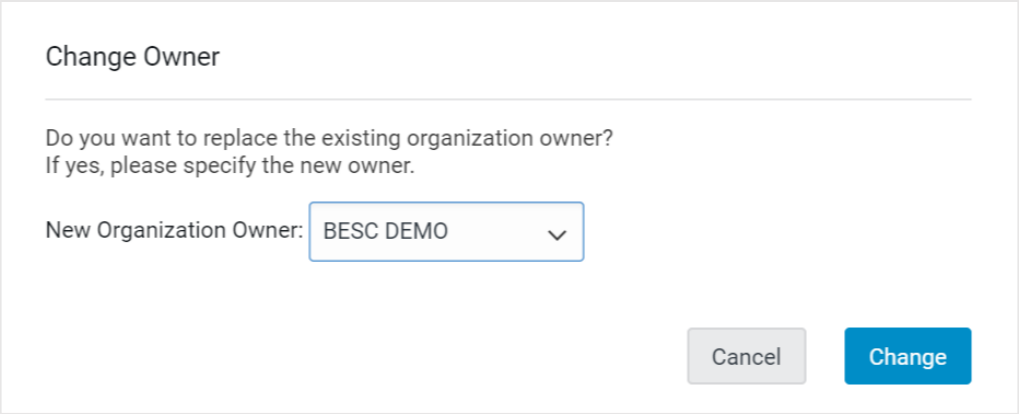


Updating the Owner of your account

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.





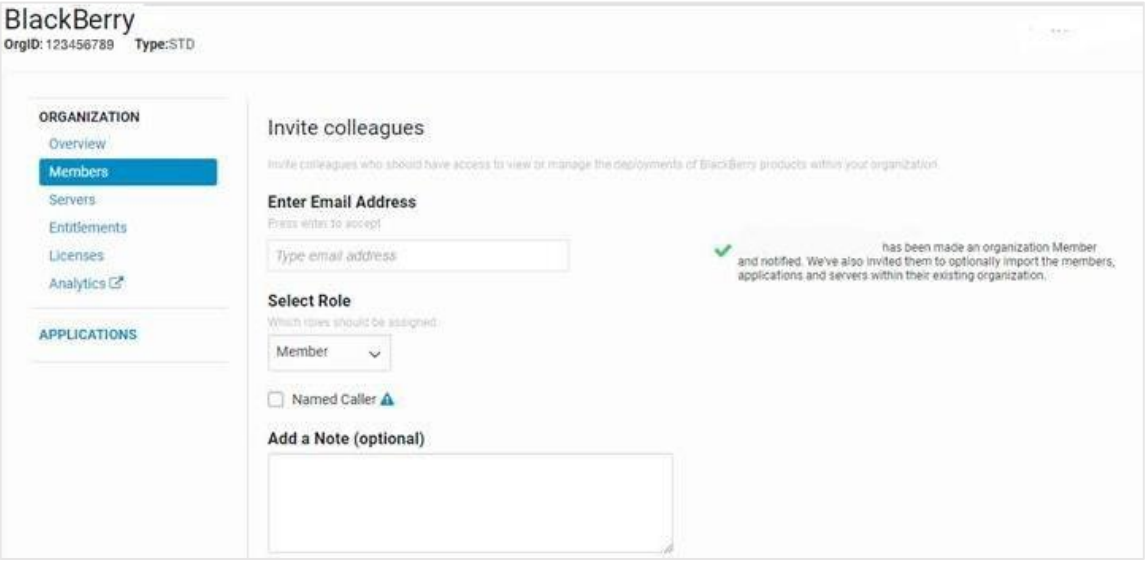
Member management for BlackBerry Partners

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.

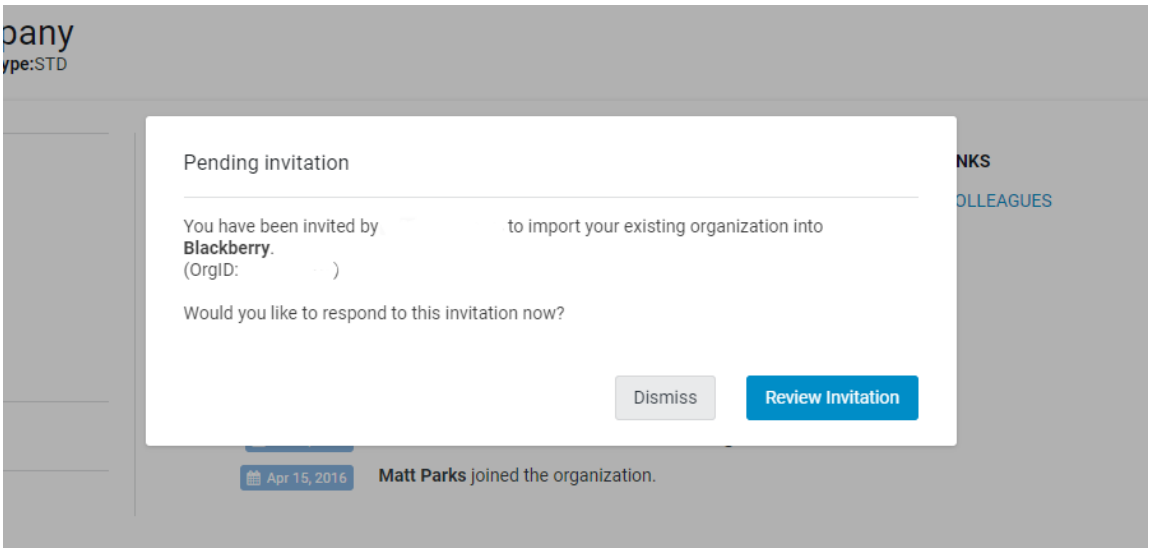
Merging Organizations

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

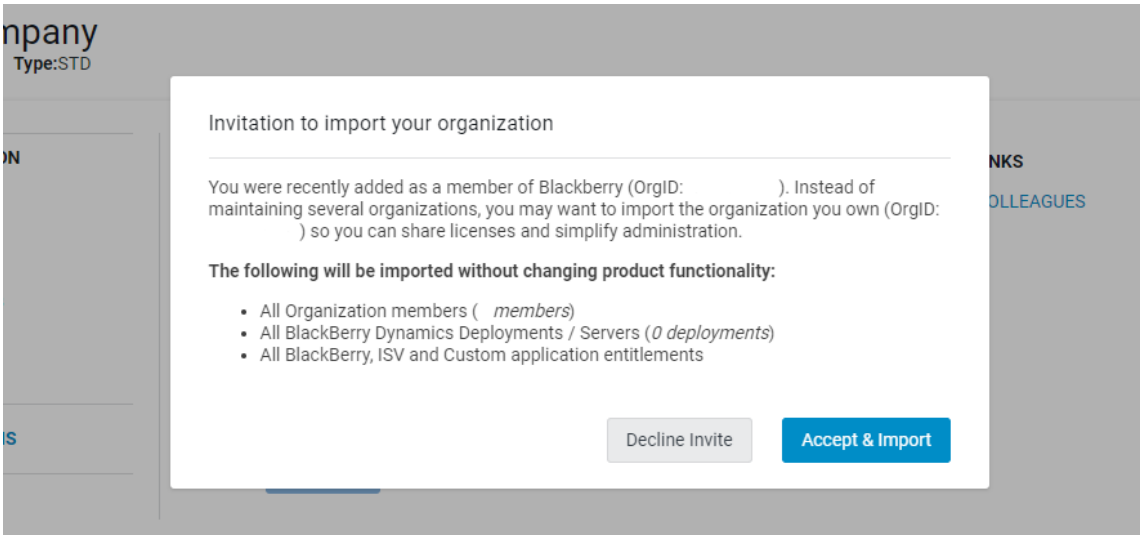
Proceed to the **Members** tab and invite the Owner of the other organization you are trying to merge with. Please note that the other organization has a Customer Status of Trialist or None. Please see the note with the checkmark on the right.



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:

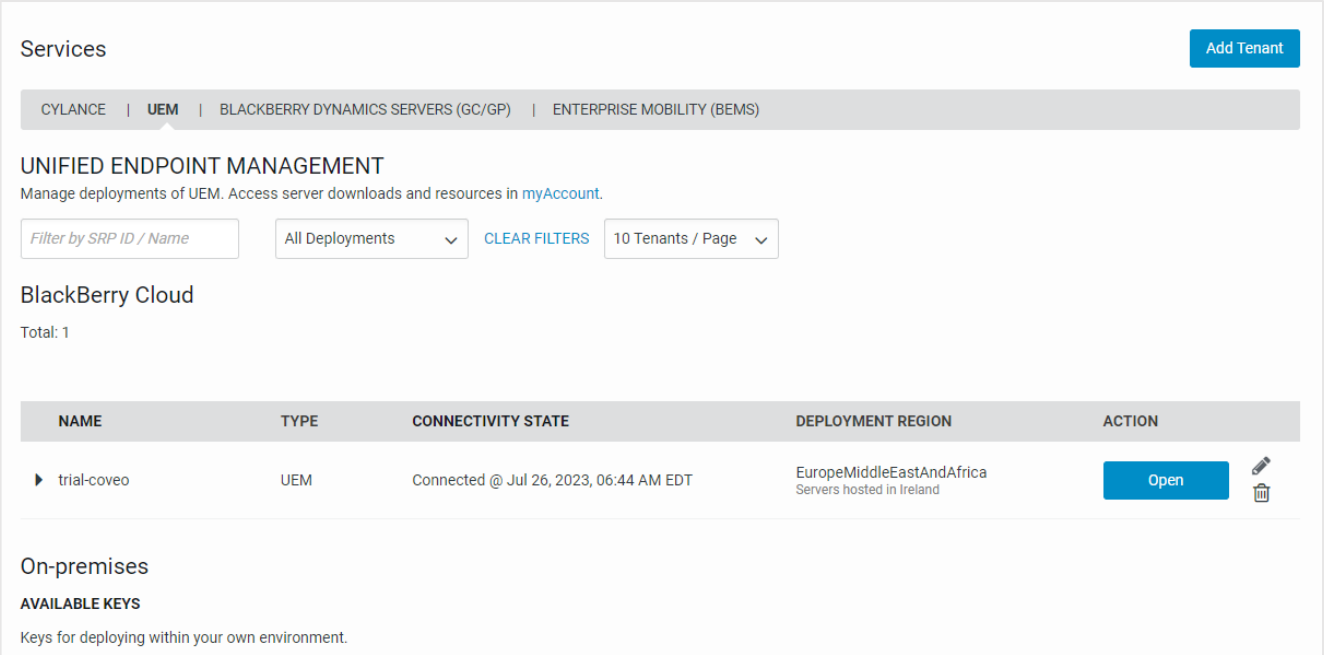


Importing Organizations

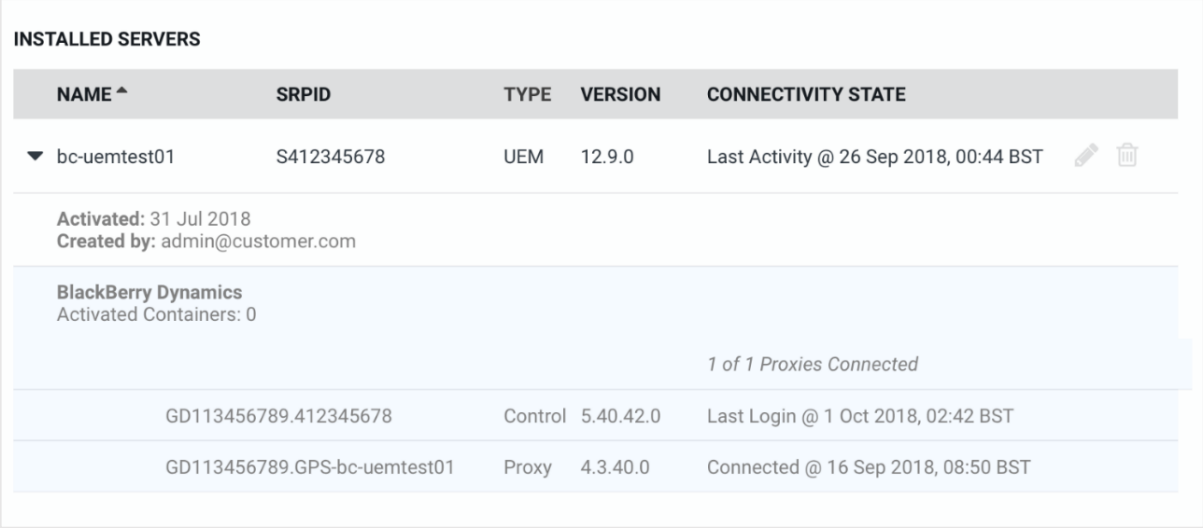
Note: During import, the custom permissions groups of the imported organization are added to that of the importing organization.

Services

Users have the ability to manage your Cloud and On-Premises Servers by clicking on the **Servers** tile under **My Organization**, or by selecting the top header drop-down menu.

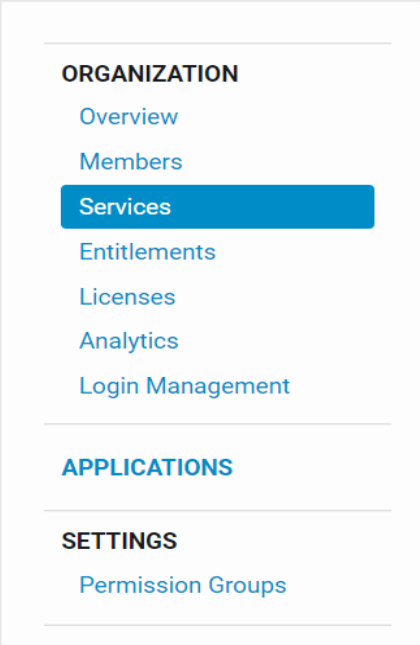


Note: Within the UEM tab listed under the **Services** section, you can view your associated BlackBerry Dynamics deployments. Select the arrow beside the server's name to view the BlackBerry Control and BlackBerry Proxy server connected to the UEM server. Standalone BlackBerry Dynamics deployments not associated with a UEM will continue to be shown under the 'BlackBerry Dynamics Servers' tab.



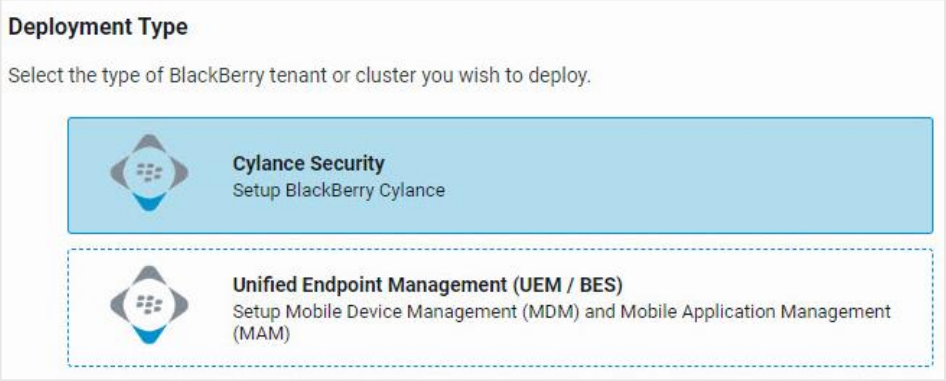
Adding a Tenant / Server

Ensure you have **Services** selected from the left-hand navigation panel.



Click on **Add Tenant**. Select your Server Type. Available types are:

- Cylance Security
- Unified Endpoint Management (UEM / BES)

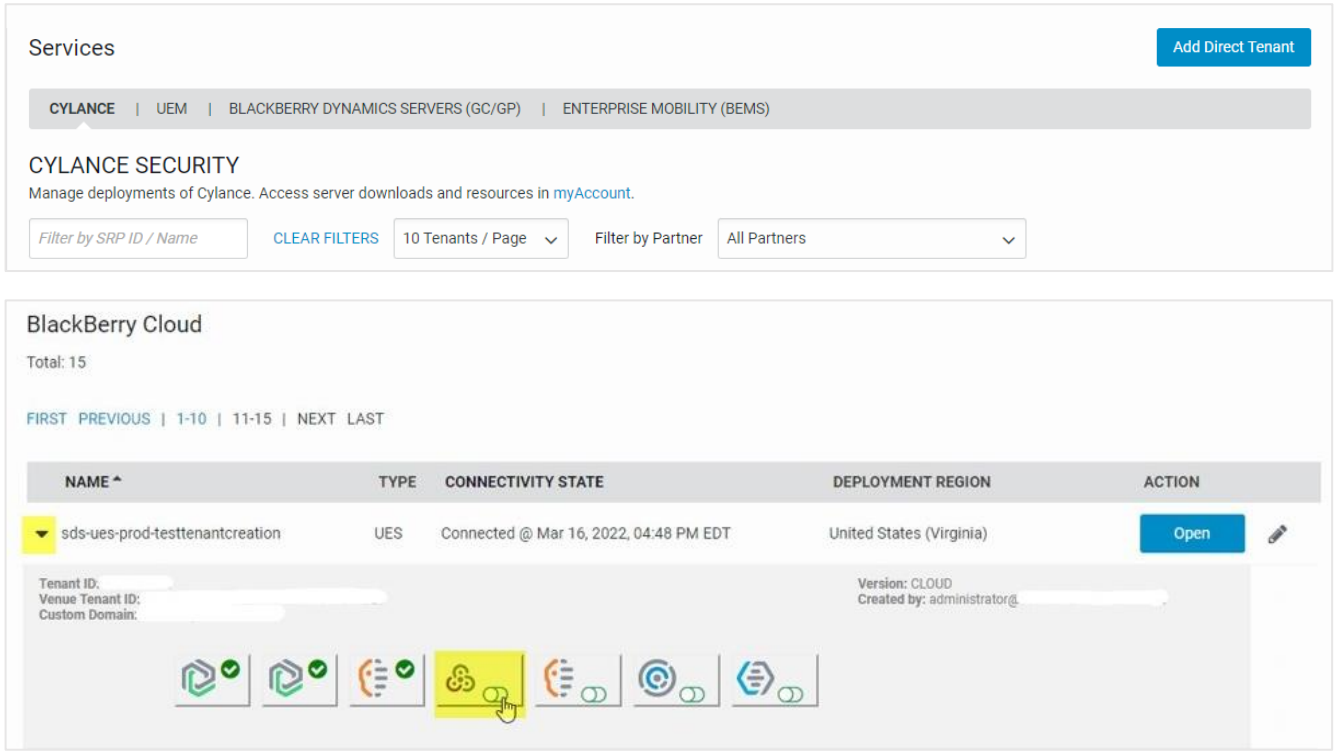


Once you have selected your Server Type, proceed with the steps available.

You can select a UEM Cloud or Cylance tenant administrator from the list of your existing organizational admins, or for a new Cylance tenant, manually type in a tenant administrator's email address yourself. Setting the administrator email manually only sets it as administrator of the Cylance tenant and does not make any changes to members of the organization. Also, the email address for the Cylance tenant administrator may only be used with one tenant in each region; however, if desired, an email alias can be used.

In the Cylance tenant, you will now be presented with the option to enable various Cyber products, such as Optics and Gateway. After your tenant is created, you **must** enable the appropriate Cyber products before you setup the Cylance management console, or it may not function as expected.

For example, to enable Gateway, expand the tenant's name and click the Gateway icon as shown below.



Once the tenant has been enabled, a green checkmark will appear next to the icon.

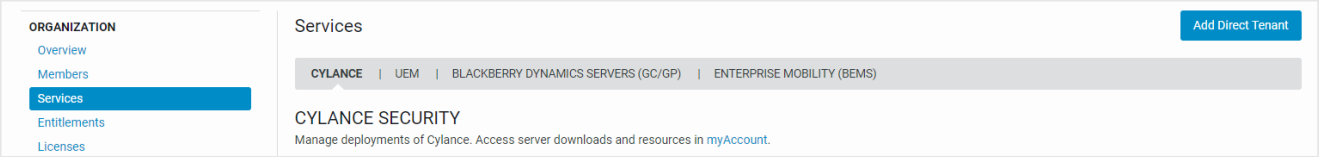
Note: Currently, there is only the option to enable features. To disable features, a support ticket must be created.

For more information on getting started with BlackBerry UEM or Cylance Security, click the following links:

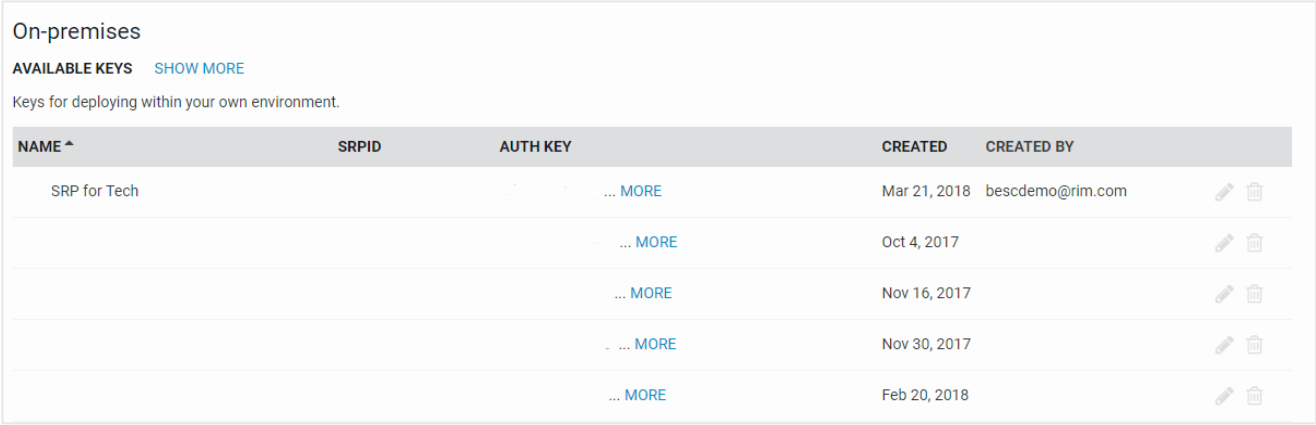
- BlackBerry UEM
- Cylance Security

Updating and/or hiding a Tenant or Server

Within Services, select what type of tenant you'd like to edit.

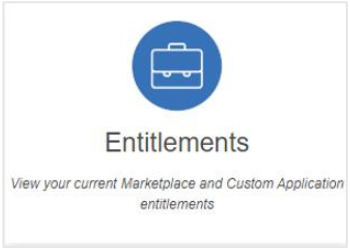


Once selected, the active servers will be displayed to you.

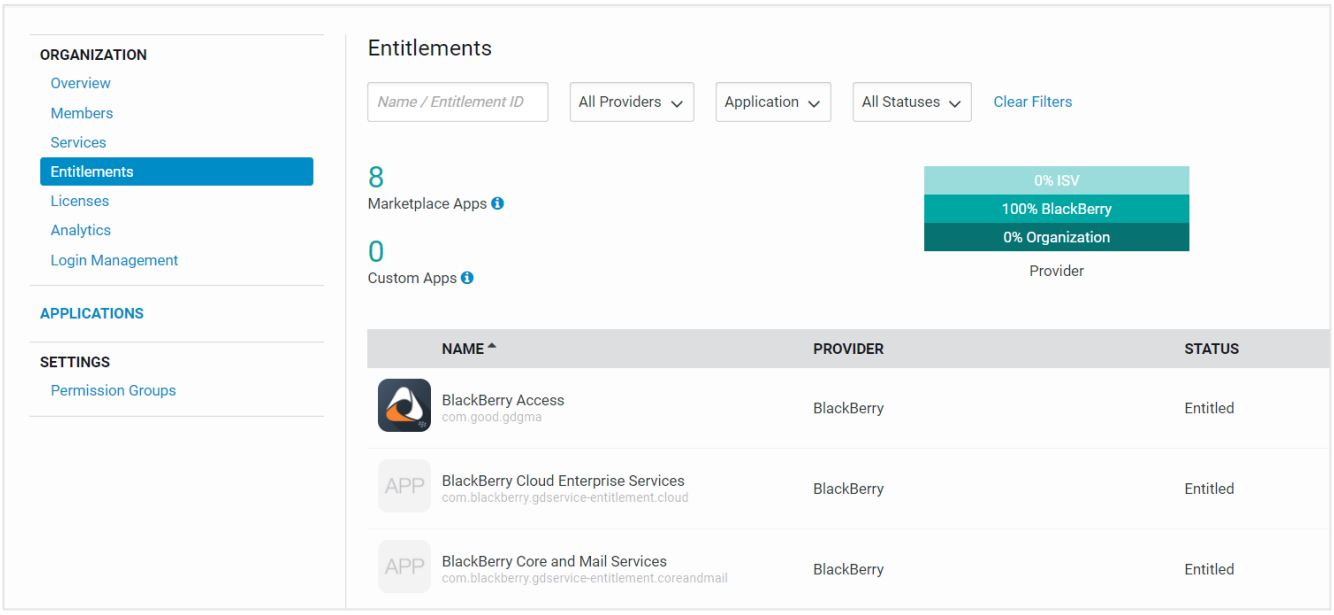


Entitlements

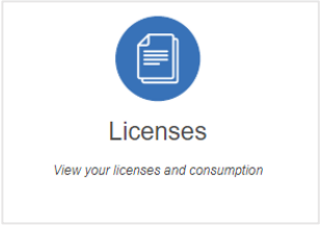
Users have the ability to view product entitlements by clicking on the **Entitlements** tile under **My Organization**, or by selecting the top header drop-down menu.



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.

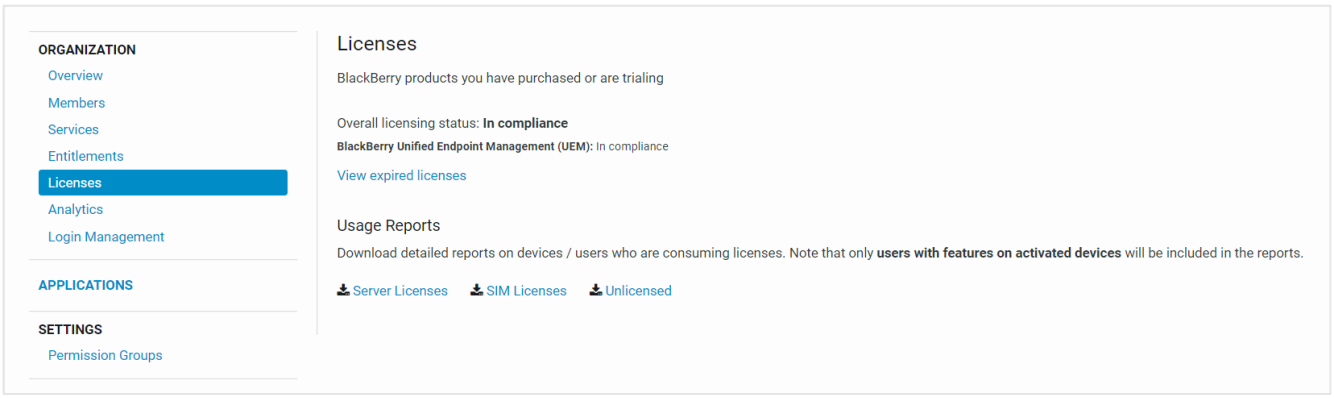


Licenses

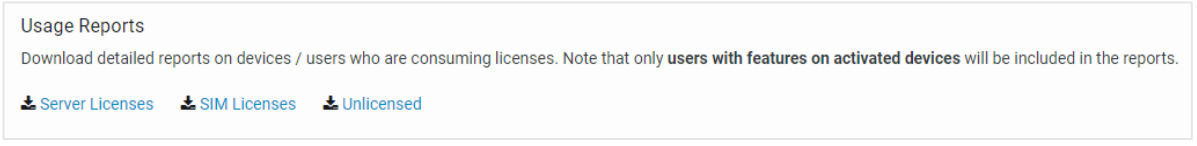


Users have the ability to manage licenses by clicking on the **Licenses** tile under **My Organization**, or by selecting the top header drop-down menu.

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.

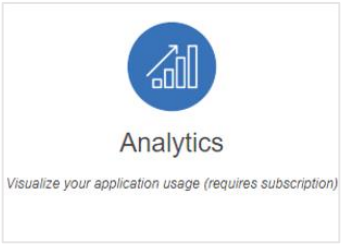


You also can download detailed reports on devices / users who are consuming licenses within your organization.



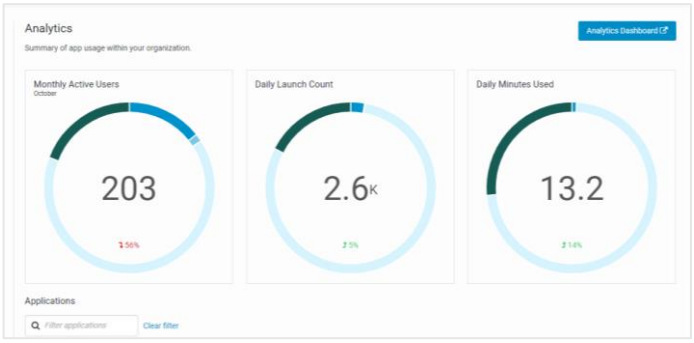
Note: Only users with features on activated devices will be included in the reports.

Analytics



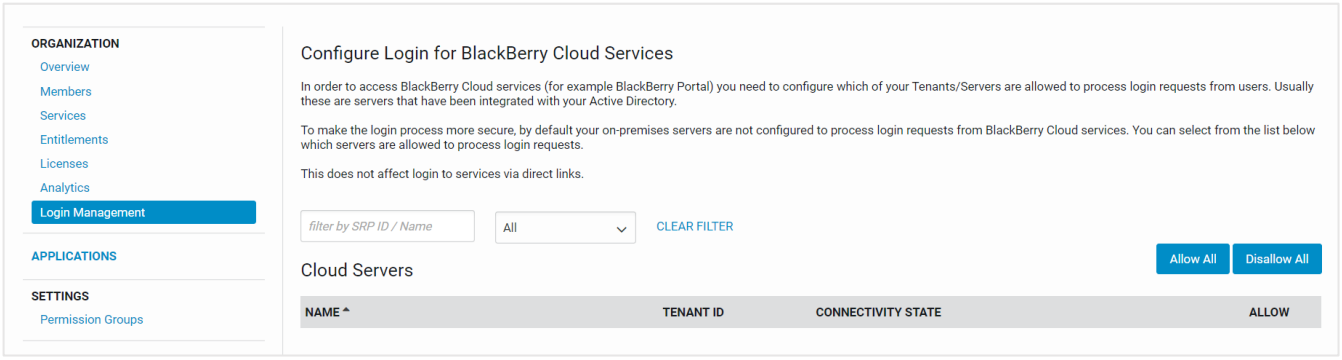
Users have the ability to view analytics by clicking on the **Analytics** tile under **My Organization**, or by selecting the top header drop-down menu.

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



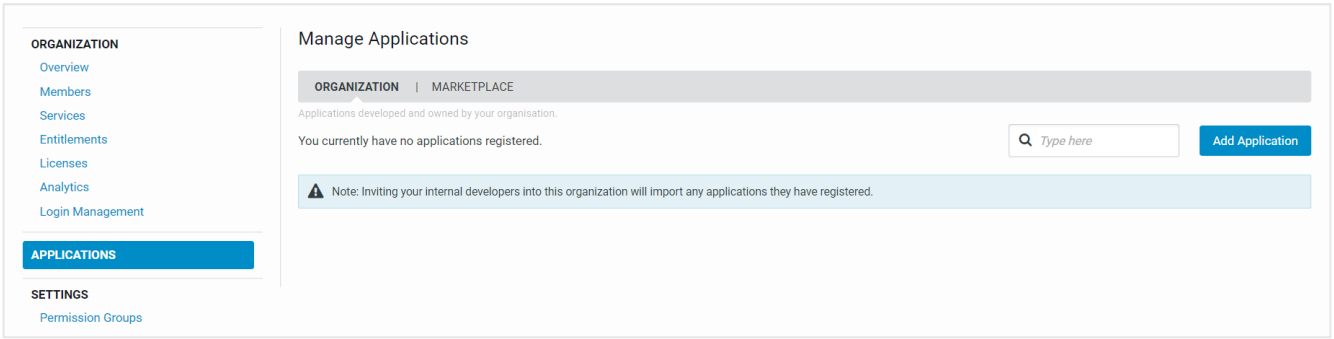
Login Management

Users have the ability to view analytics by clicking on the **Analytics** tile under **My Organization**, or by selecting the top header drop-down menu.



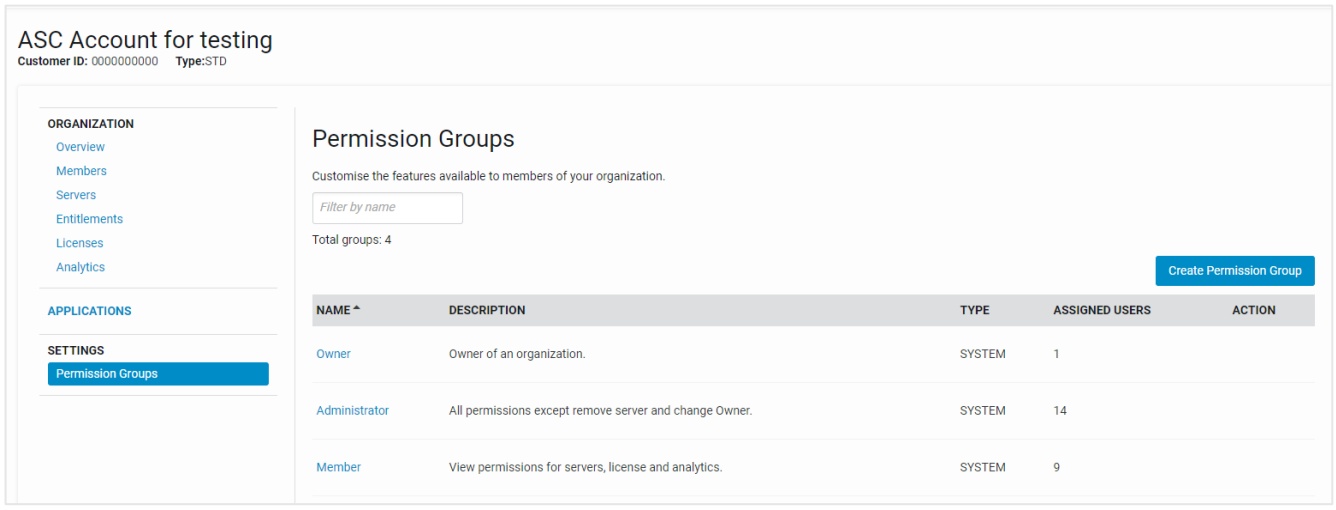
Applications

The following **Applications** tab will allow you to manage and configure your UEM applications and solutions for your organization.



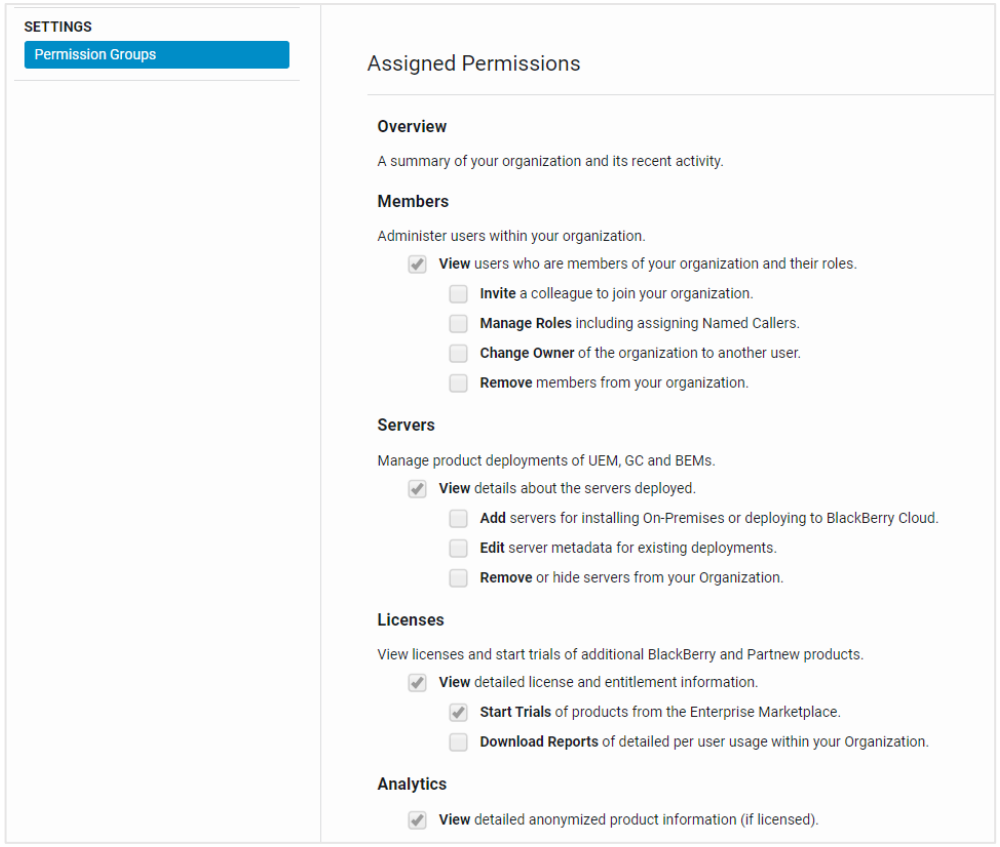
Permission Groups

Select **Permission Groups** located within the **Organization** > **Settings** tab.



Custom Permission Group (otherwise known as Permission Group) is new functionality and is a set of permissions assigned to a user. Default permission groups that are part of every organization **Owner**, **Admin** and **Member** which were previously known as **Roles**.

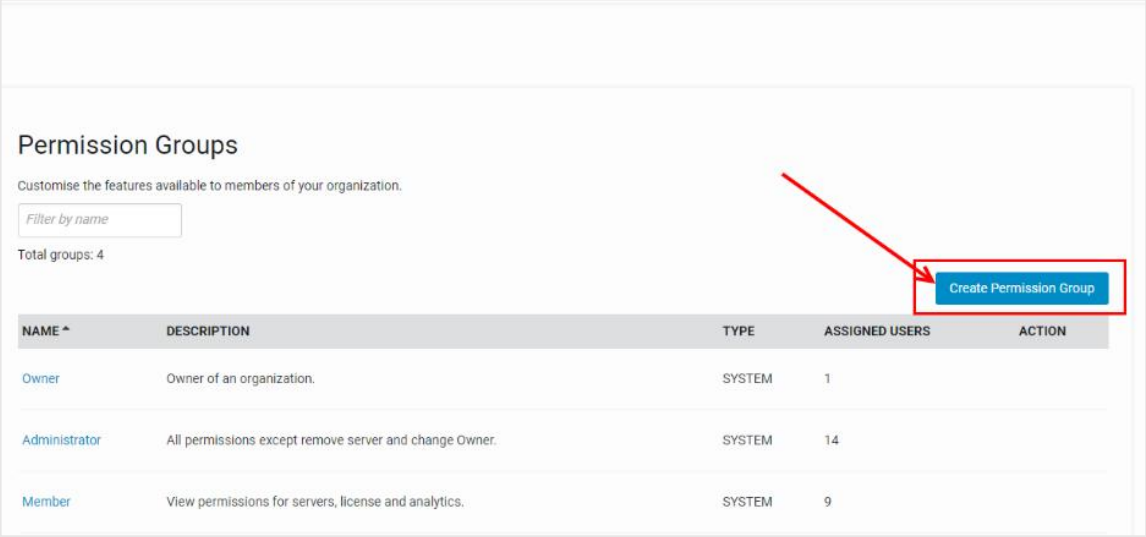
From the Permission Groups tab, users can now view permission groups.

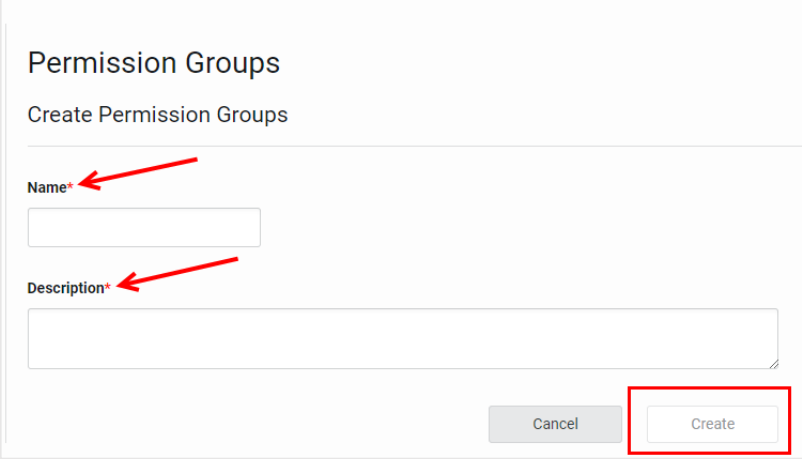


Users within their organization also have the ability to create a Custom Permission group. This allows organizations to have tighter control of their users and assign specific permissions to their members if necessary.

Note: It is important to know that new groups are assigned the default permissions for Member, and from there they can be modified as required.

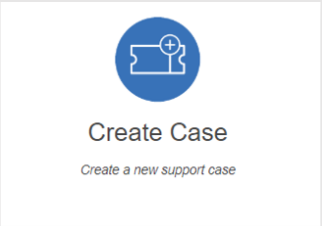
When creating new permission groups, both fields **Name** and **Description** are mandatory. Once complete, select **Create**.



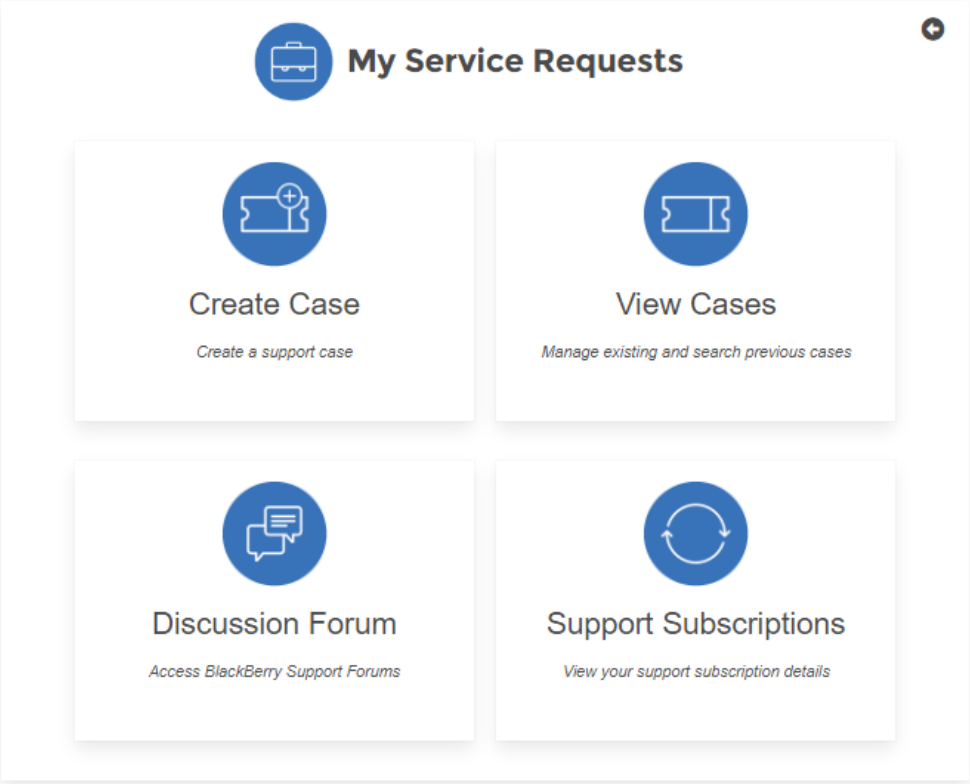


My Service Requests

The **My Service Requests** section of myAccount can be found on the main dashboard, or by using the top header drop-down menu named **Support Community**, and allows you to create and view service requests with BlackBerry support.



Note: Certain users will NOT see certain tiles unless you are entitled. Refer to the Role Table on pg. 6 for more information on roles and level of access.

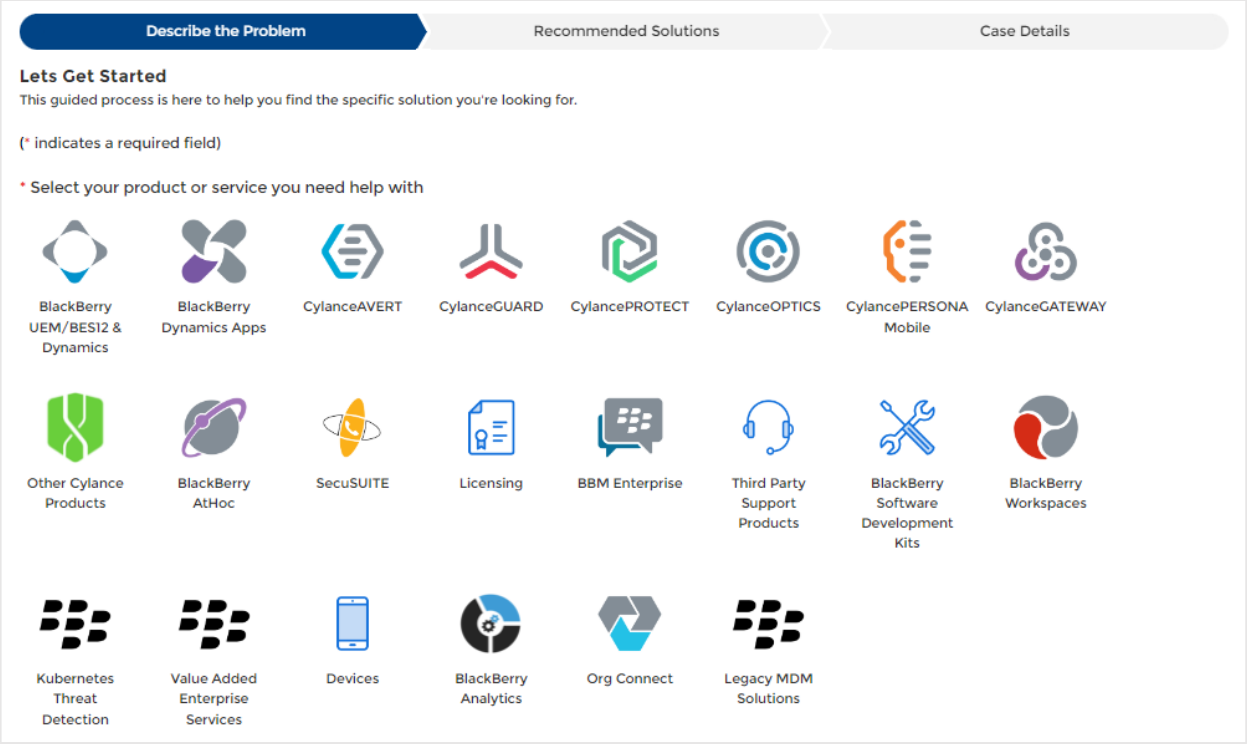


Case Creation

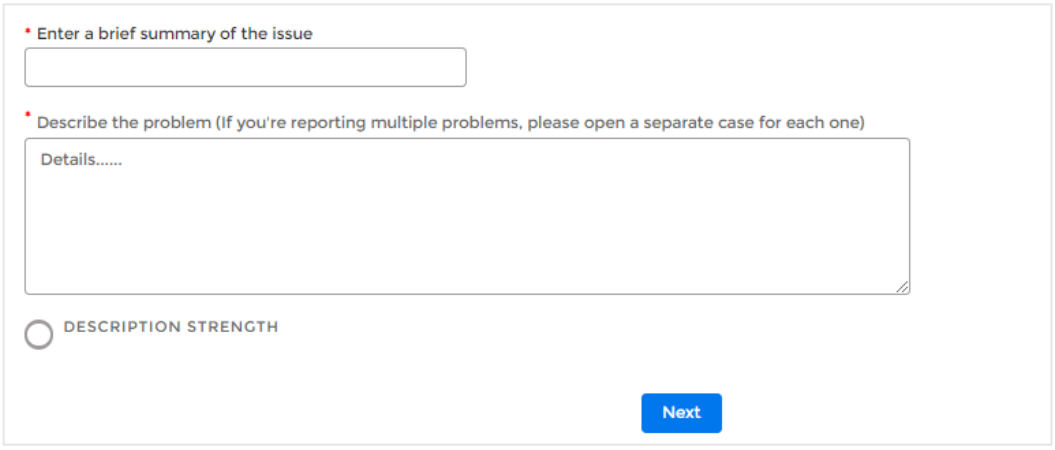
Named Callers have the ability to create cases by clicking on the **Create Case** tile under **My Service Requests**, or by selecting the top header drop-down menu. Please follow the steps below to complete your case creation request. **Note:** Only users with the Named Caller designation have the ability to create cases.

Completing the case creation process **will** generate a support ticket. **Note**: If a user belongs to multiple accounts, you will have the ability to choose which account you would like to create the service request for as a last step prior to case submission.

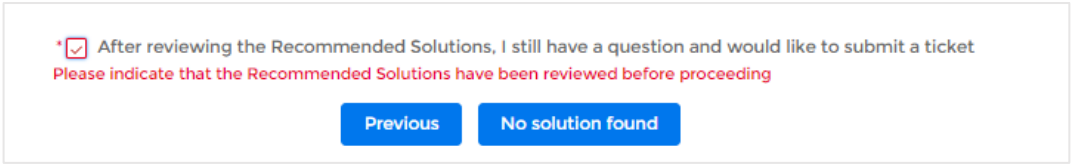
1. Select the main product you intend to create a support request for.



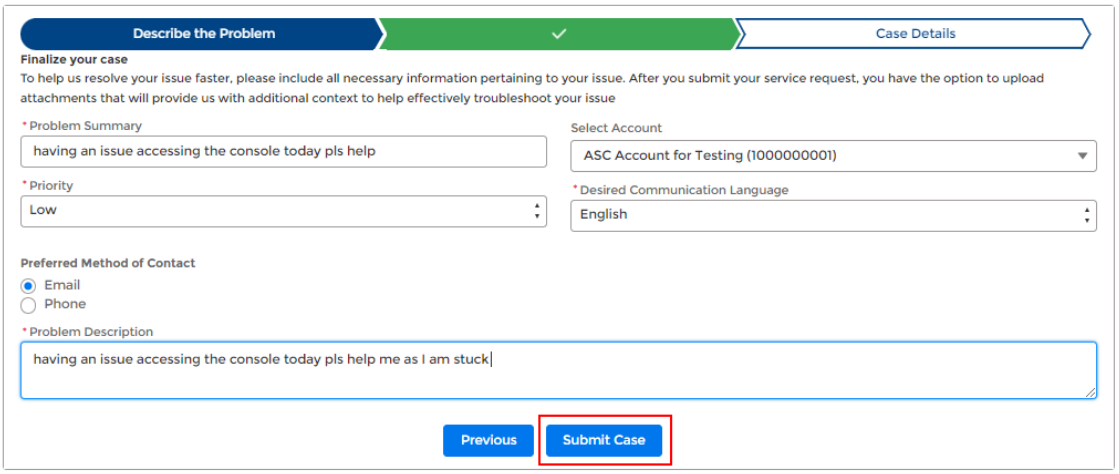
2. Select the specific product sub-category/ topic you intend to create a support request for.
3. Enter a brief summary of your issue.
4. Enter a description of your problem (note the minimum character field length). Enter as many details as possible to help the support agent troubleshoot your issue.
5. Click **Next** to review the recommended knowledge articles.



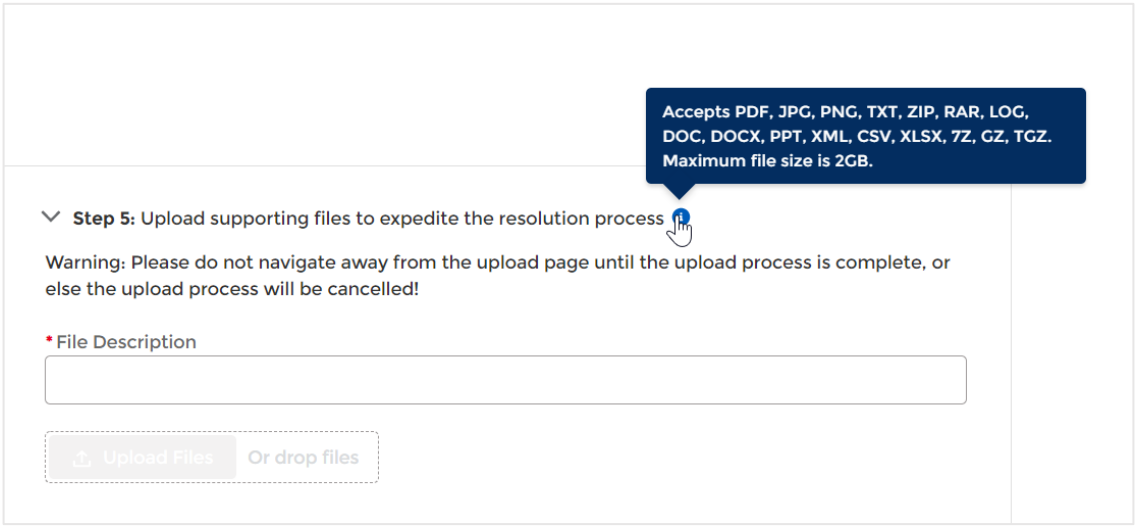
6. Next you can review the list of recommended results on the right-hand pane and a list of resources (Articles, Docs, etc.) to help troubleshoot your issue.
    a. **Note**: If you are not finding the expected results, try refining your search.
7. If after reviewing the recommended results you still intend to create a support request, **make sure to check the box** and then click “No solution found” to proceed.



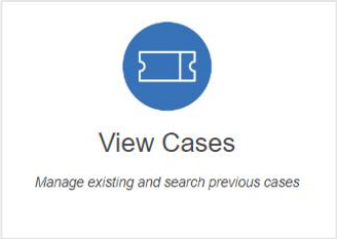
8. Ensure to select your priority. By default, the priority is set to Low.
9. Review the summary and detailed description of your issue to ensure it is accurate.
10. Click **Submit Case**.
    a. After submitting your request, you will be able to upload files, logs, etc., to support your request.



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

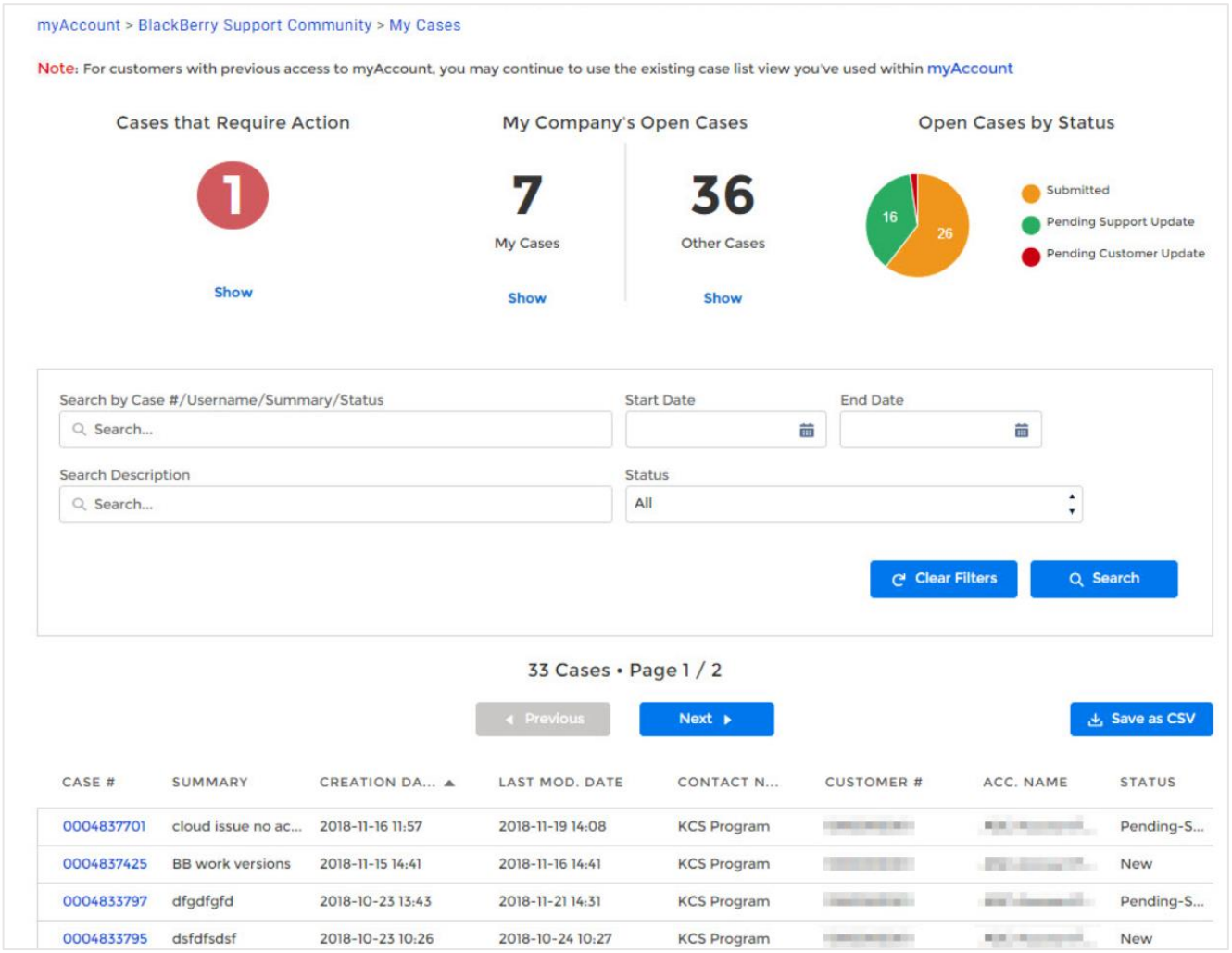


View Cases



Users have the ability to view cases by clicking on the **View Cases** tile under **My Service Requests**, or by selecting the top header drop-down menu.

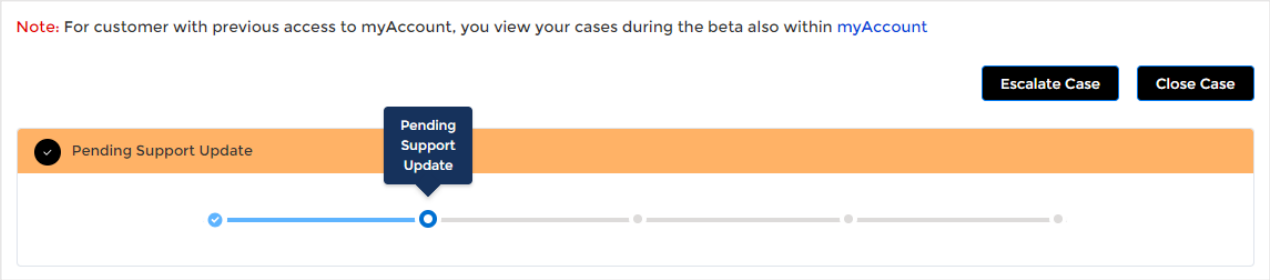
Users who are entitled to view and/or create cases will see a list of all cases created within their organization and which status they are in. Users in case view also have the ability to search in greater detail using the customized filter fields below.



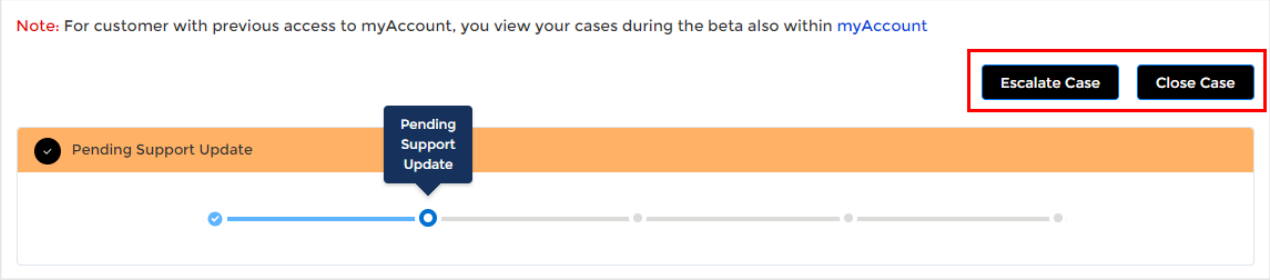
If necessary, click on a specific case to display all details surrounding their case i.e., Status, description, priority, and all other pertinent information.

Case Status

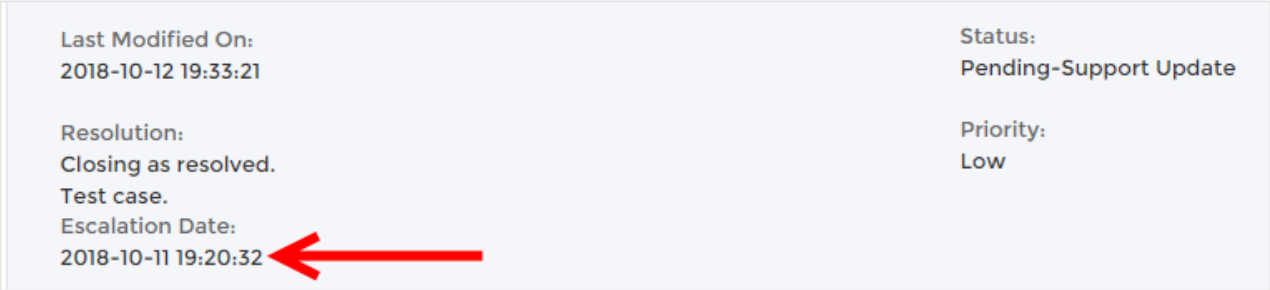
By clicking on a specific case, you can view the status of the case e.g. "**Pending Support Update**".



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.

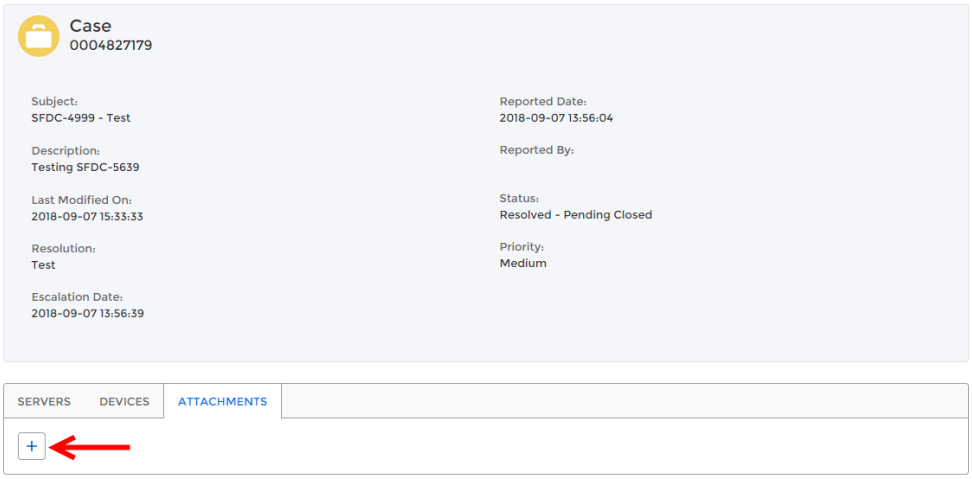


Note: If you **do not** see the "Escalate" button, this indicates the case has already been escalated.



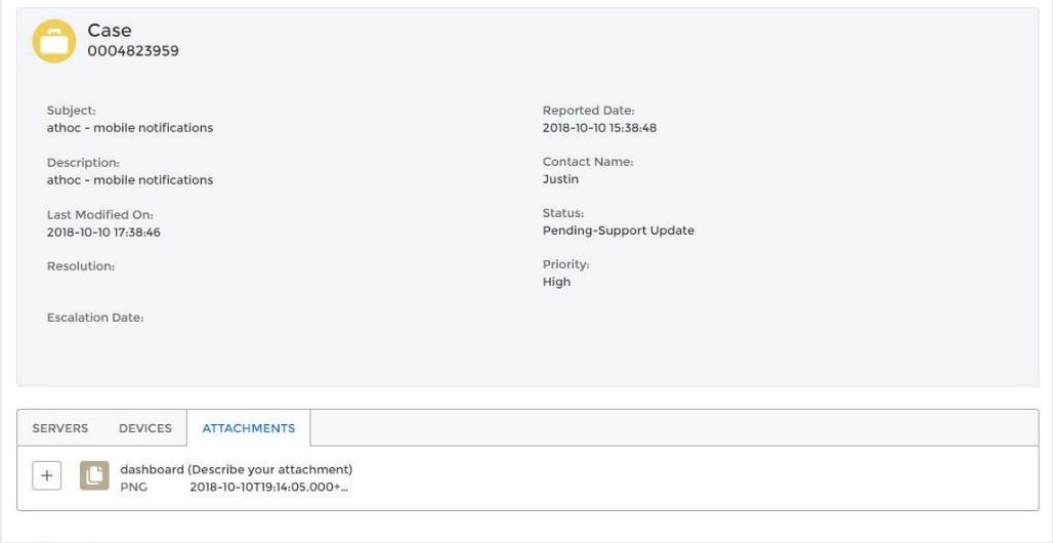
Adding attachments to a case

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



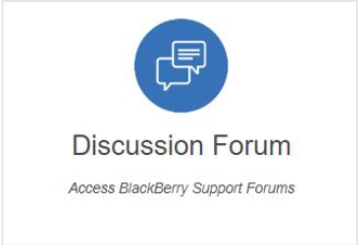
2. Add a **File Description** into the field, then select **Upload Files**. Select your file to proceed. **Note**: The maximum file size is limited to **2GB** and the supported file types for attachments are shown below.

The attachment you selected will now be visible within the **Attachments** tab of the case.



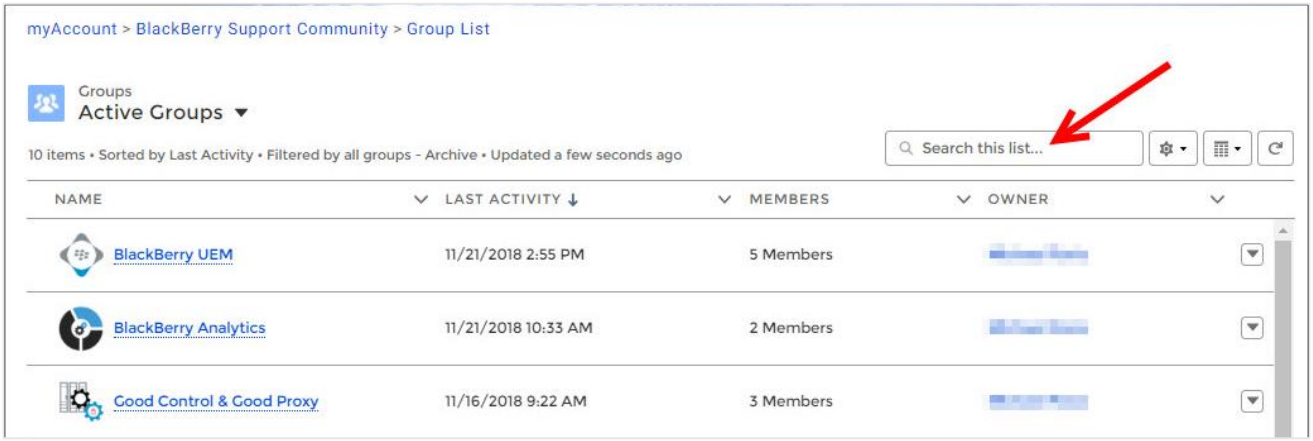
Note: If you are experiencing any issues with any of the above features and/or functionality, please submit your feedback to BlackBerry using the Feedback button found within the portal.

Discussion/Product Forums



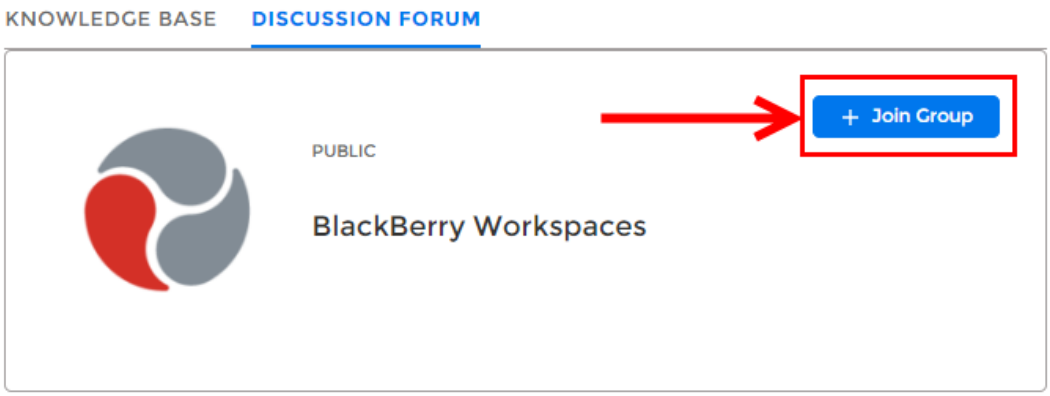
Users have the ability to view the forums by either clicking on the **Discussion Forum** tile under **My Service Requests**, or by selecting the top header drop-down menu.

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 <u>not</u> searchable within this page.

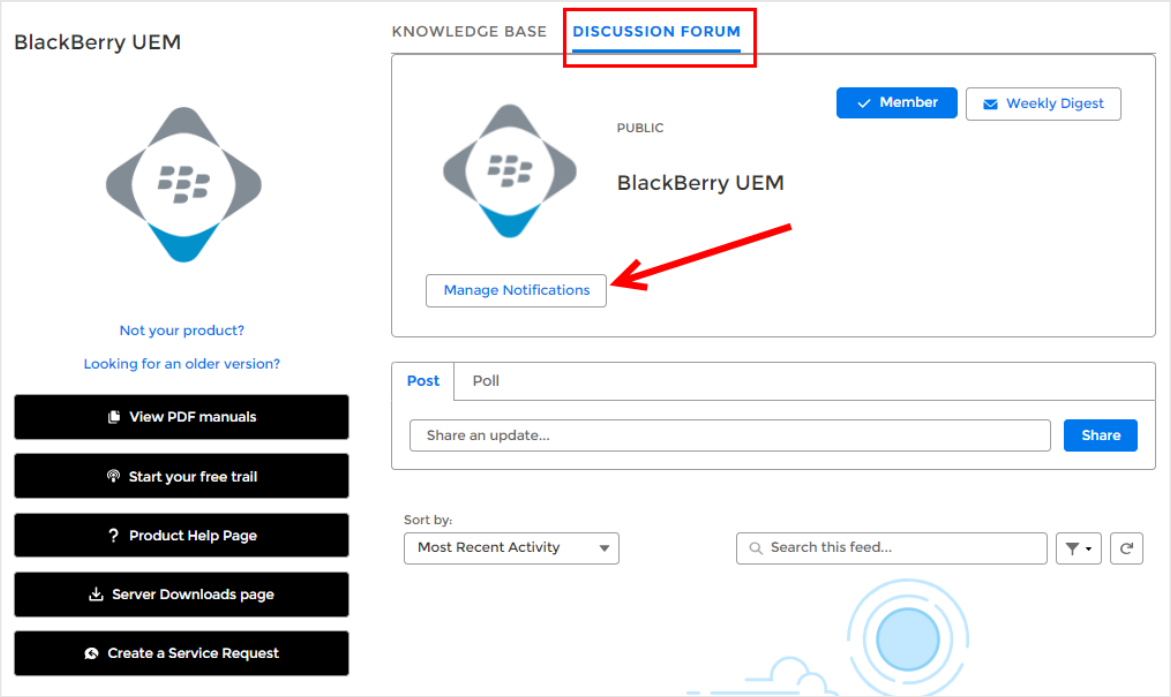


Within the product specific pages, users have the option to participate in discussion forums for your particular product of interest.

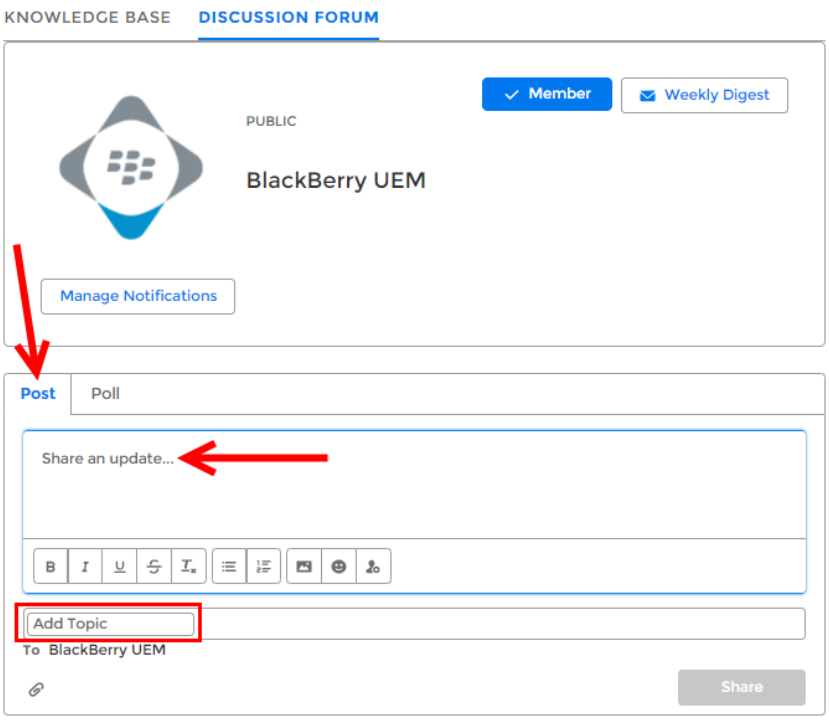
Note: If you have not previously signed up as a member to your discussions page, your view will be similar to below. You will need to click "**Join Group**" to take part in discussions for that product.



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.

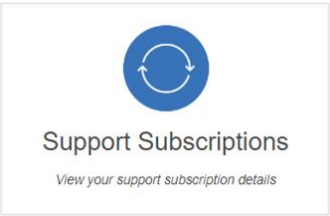


To add a post or share an update regarding your product of interest, simply click "**Post**" and begin typing your comments within the comments box. Once you've finished typing your comment, click "**Add Topic**" to add your post to the forum.



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.

Support Subscriptions



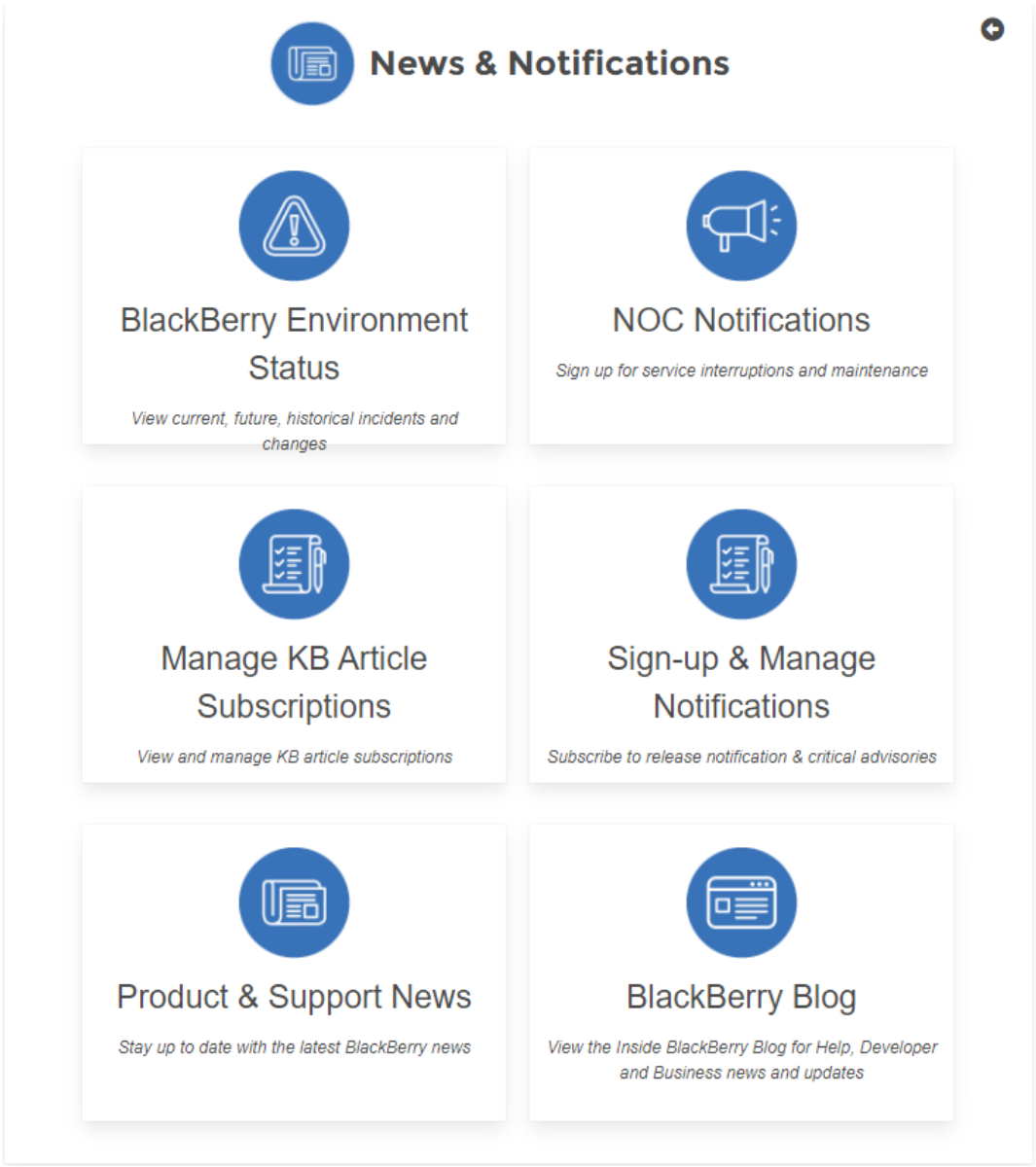
Users have the ability to view support subscriptions by either clicking on the **Support Subscriptions** tile under **My Service Requests**, or by selecting the top header drop-down menu.

Support Subscriptions provides customers with details on the type and level of subscription services available to them as well as the start and 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.

Please Note: If you're unable to view a specific account, please ensure you have at least one role (Member, Admin, Named Caller, Owner) on the account. You can check this by going to **Organization** > **Members** and ensure you have the account selected from the dropdown. Additional troubleshooting steps, including the account invitation process, can also be found within the Organization section of this guide.

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, KB Content, and critical issue advisories by subscribing to related notifications.



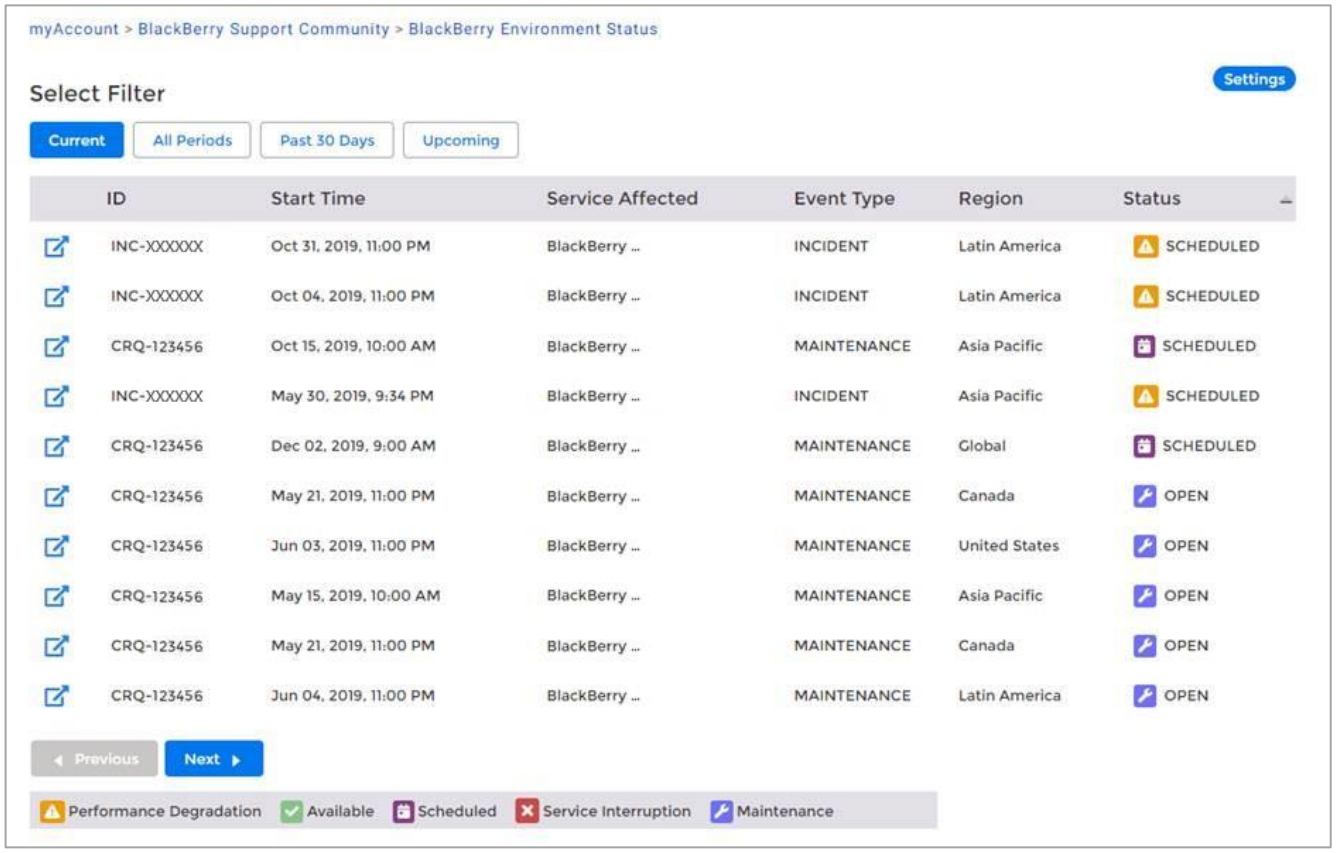
Note: A brief description for each of the topics can be found below.

BlackBerry Environment Status

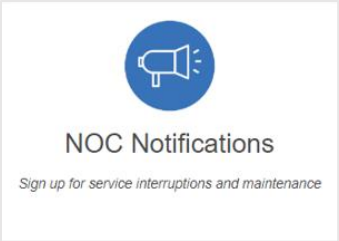
Users have the ability to view their environment status by either clicking on the **BlackBerry Environment Status** tile under **News & Notifications**, or by selecting the top header drop-down menu. **Note**: This is another area which users can view BlackBerry Infrastructure Status and manage their BlackBerry Notifications for BlackBerry products such as UEM, Dynamics, and Workspaces, etc.

BlackBerry Network Notifications show different incidents across BlackBerry products, categorized by Event Type, Region, Status, Date/Time, and the Service Affected. Overall, BlackBerry Infrastructure Status notifies customers on the general health of their collective products.

Users can view the legend at the bottom to better understand the status of their environment. Clicking solely on one of the ID's within your environment status page will launch the event in another window which provides further details of that specific event.



NOC Notifications



Users have the ability to view NOC notifications by either clicking on the **NOC Notifications** tile under **News & Notifications**, or by selecting the top header drop-down menu. 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.

Users can view and manage their BlackBerry Notifications for BlackBerry products such as UEM, Dynamics, and Workspaces, etc.

For further information regarding how to subscribe for NOC notifications, see Article 69151

Mobile 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.

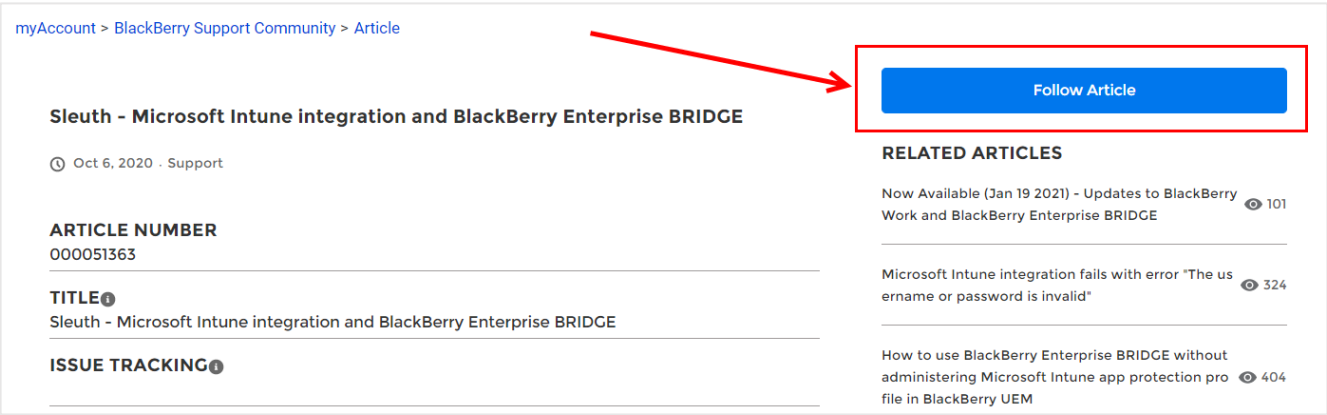
- For example: A number starting with +440 will dial the UK, even though 440 is a valid US area code.

Manage KB Article Subscriptions

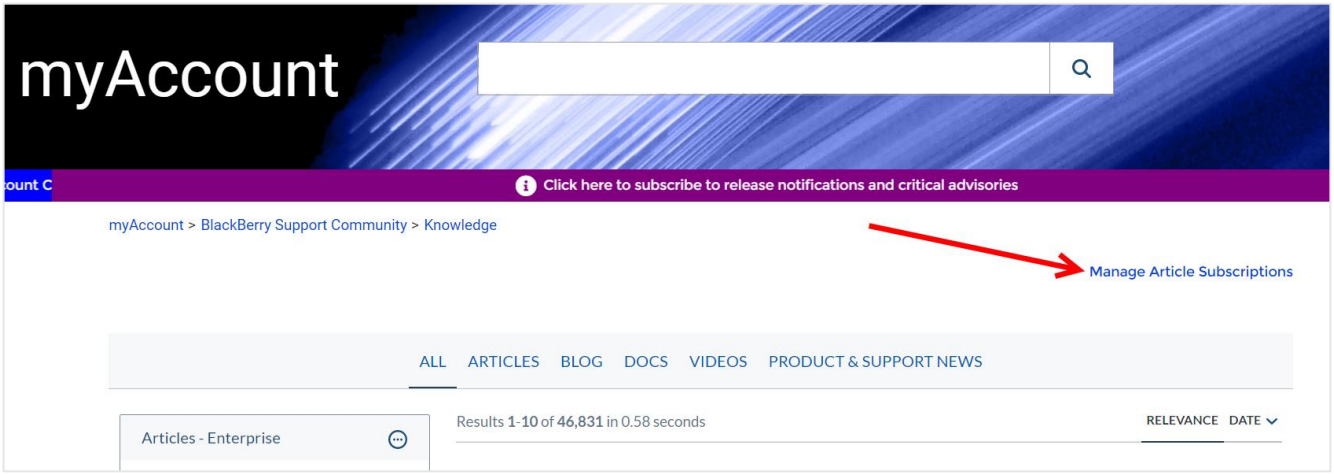
Previously, in the old method, users could save an article which added it to their **Saved Articles** folder. This functionality is being replaced by KB article subscriptions which is much more feature-rich. This new method allows users the ability to subscribe to a KB article which users will then receive email notifications when an article has been updated/modified.

Note: If you have previously saved an article and added it to your Saved Articles folder, going forward, you may want to "**Follow**" the article so that you have the ability to receive an email notification whenever that KB article is updated with important information.

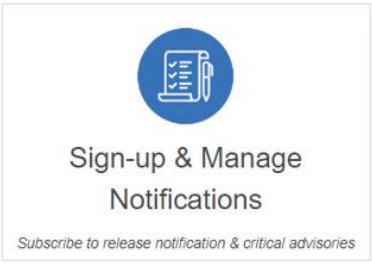
Users who want to subscribe to an article to receive an email notification can do so by clicking the "**Follow Article**" button within the KB article. **IMPORTANT**: To view email notifications, you may be required to add the following email to your email client's safe senders list: donotreply@blackberry.com



You also have the option to manage your KB subscriptions from the Knowledge page. See below:



Sign-up & Manage Notifications



Users have the ability to manage their notifications by either clicking on the **Sign-up & Manage Notifications** tile under **News & Notifications**, or by selecting the top header drop-down menu.

You can 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.

To subscribe to BlackBerry notifications, please make the appropriate selections below.
For a description of the notification type, hover over ?.

The following are examples of each.

- **Product Lifecycle**: Software releases, updates, and End of Life/Support notifications
- **Critical Issue Advisories**: Critical notifications related to product functionality and issues that may affect your environment

CONTACT INFO

First Name : John

Last Name : Doe

Email : jdoe@blackberry.com

Mobile Number*:

*Mobile number validation rules can be found above in this document under the NOC Notifications section.

BlackBerry Unified Endpoint Management **(UEM) and BlackBerry** Dynamics Apps

Product Lifecycle

☐ Email ☐ SMS

Critical Issue Advisories

☐ Email ☐ SMS

BlackBerry Unified Endpoint Security **(UES)**

Product Lifecycle

☐ Email ☐ SMS

Critical Issue Advisories

☐ Email ☐ SMS

BlackBerry Software Development Kit **(SDK)**

Product Lifecycle

☐ Email ☐ SMS

Critical Issue Advisories

☐ Email ☐ SMS

BlackBerry Workspaces

Product Lifecycle

☐ Email ☐ SMS

Critical Issue Advisories

☐ Email ☐ SMS

BlackBerry BBM Enterprise

Product Lifecycle

☐ Email ☐ SMS

Critical Issue Advisories

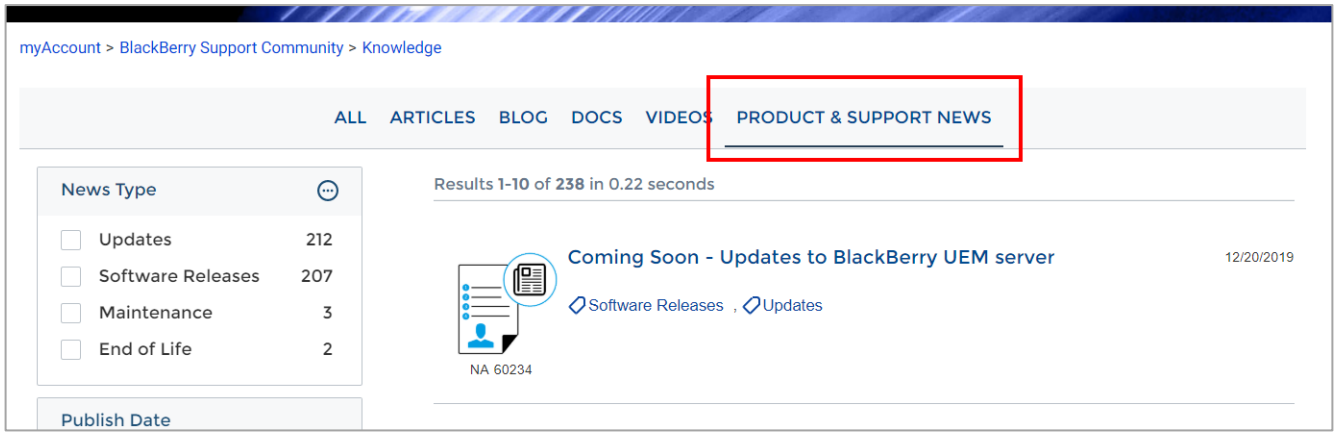
☐ Email ☐ SMS

Product & Support News

Users have the ability to view product & support news by either clicking on the **Product & Support News** tile under **News & Notifications**, or by selecting the top header drop-down menu.

The 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.

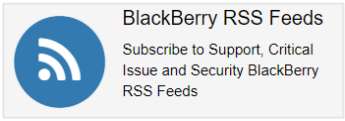
Users can also find BlackBerry release notes for various updates, view condensed notes in new features from software updates, view critical issue and end-of-life advisories, and get other important information like changes in IT policy.



BlackBerry Blog

Select **BlackBerry Blog** located within **News & Notifications** to view the Inside BlackBerry Blog for help, and much more.

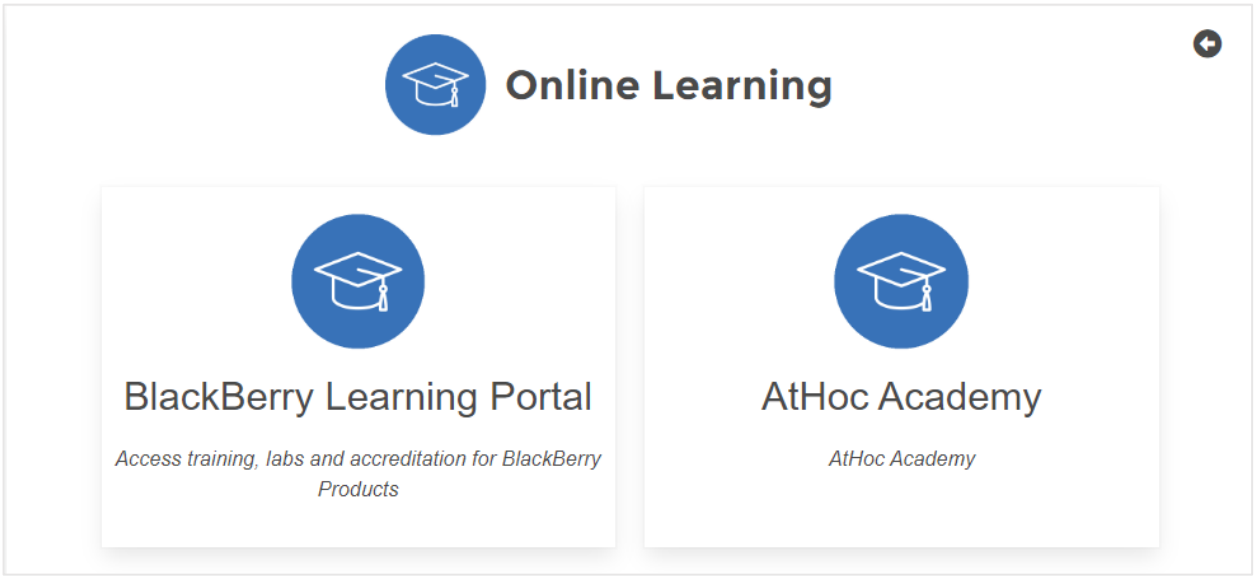
BlackBerry RSS Feeds



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.

Online Learning

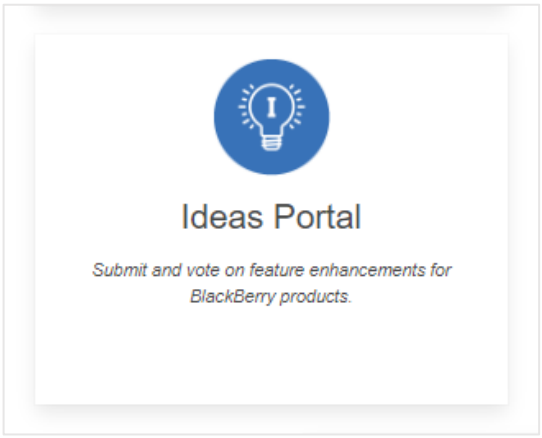
The **Online Learning** section is found on the main myAccount dashboard. Start your learning journey by visiting **BlackBerry's Learning Portal**, or the **AtHoc Academy**. These learning portals allow you to browse the Course Catalogue, view Accreditation Paths and Training Labs, and view help guides for further information.



Note: Only myAccount users provisioned with access to the Learning Modules will have the ability to view these tiles.

Ideas Portal

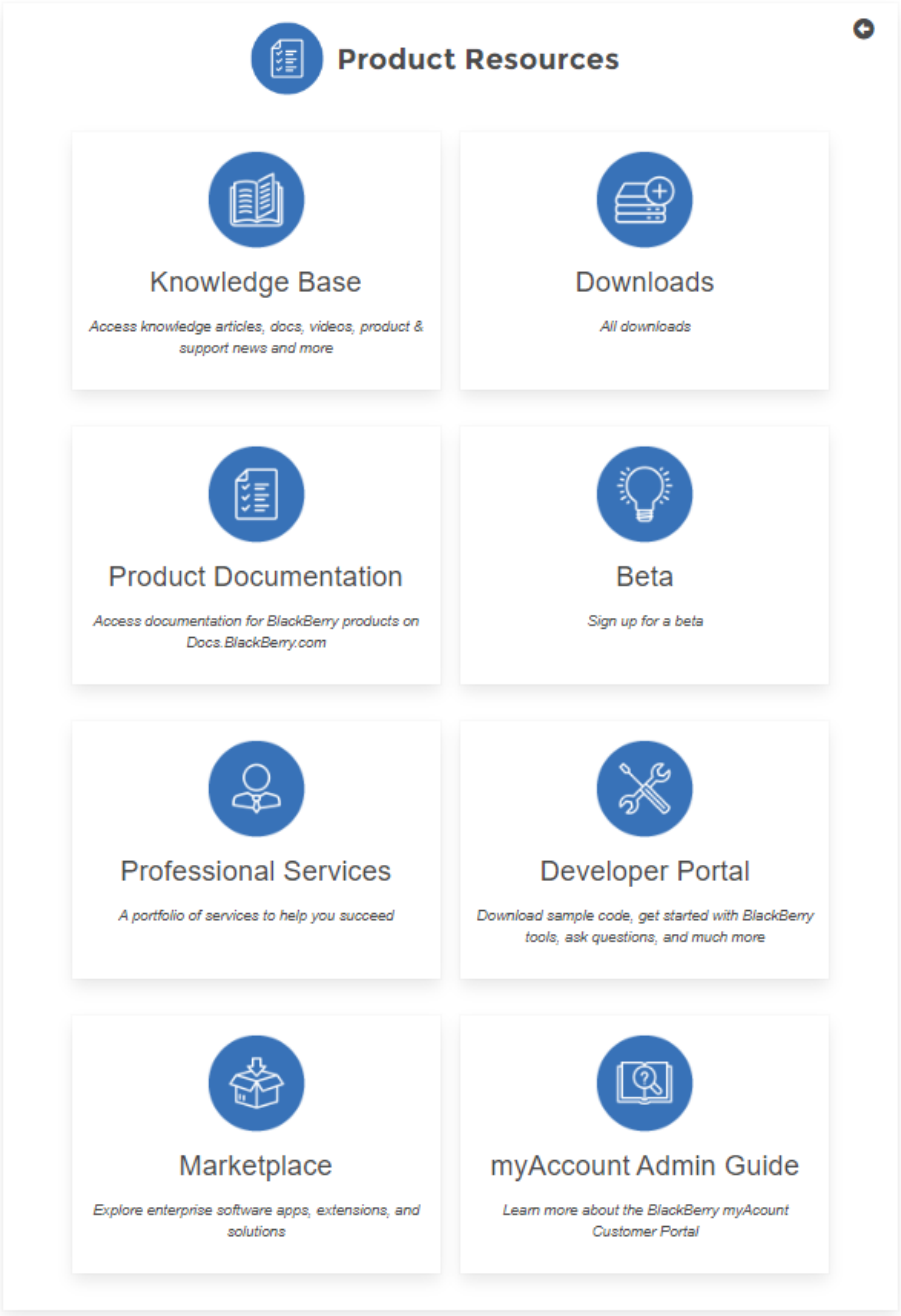
The **Ideas Portal** tile is found on the main myAccount dashboard and is a brand-new portal for customers to share, submit and vote on their feature enhancement requests (FER) to BlackBerry. This new portal allows customers to describe your idea to BlackBerry in your own words, using text and images if needed. It also allows customers to review ideas submitted by other users or peers, and people can vote on their favorite idea. Further, the portal also allows users to track progress of ideas they submitted, using the My Ideas tab.



For more information, please read: [BlackBerry Ideas Portal - Frequently Asked Questions (FAQ)]

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.

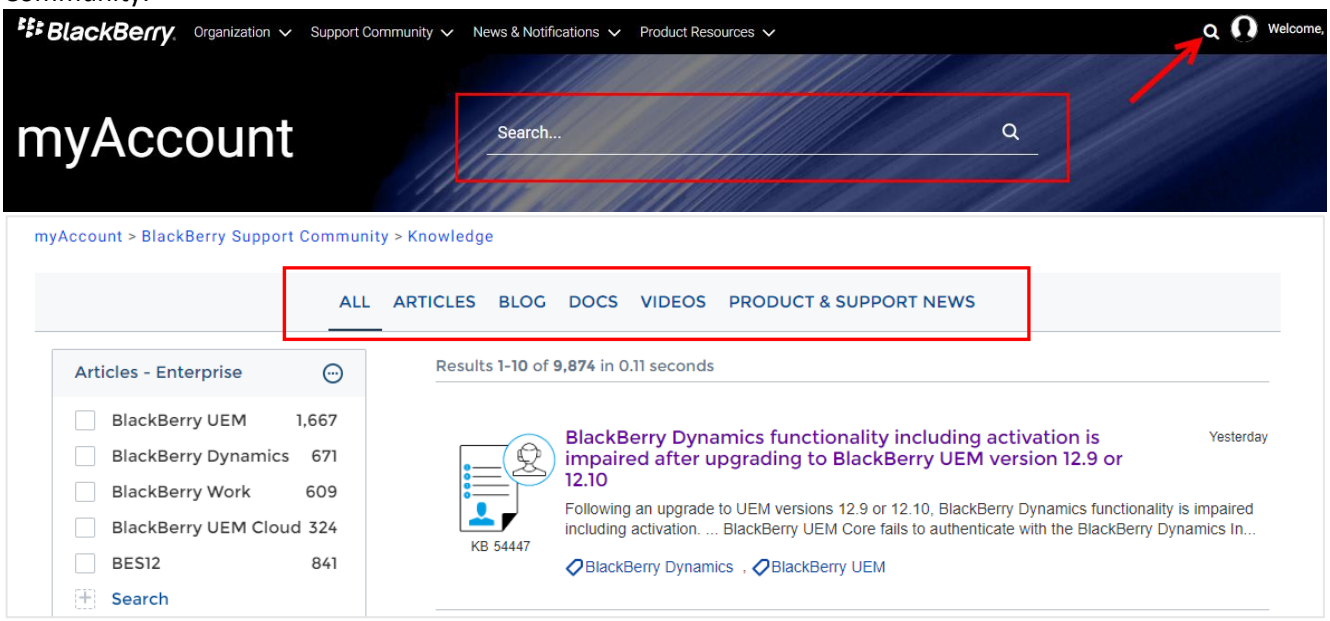


Note: A brief description for each of the topics can be found below.

Knowledge Base Content and Search

By clicking on the **Knowledge Base** tile found under **Product Resources**, 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 can be entered in the Search bar and will simultaneously search the Knowledge Base and/or Product Documentation in the BlackBerry Support Community.

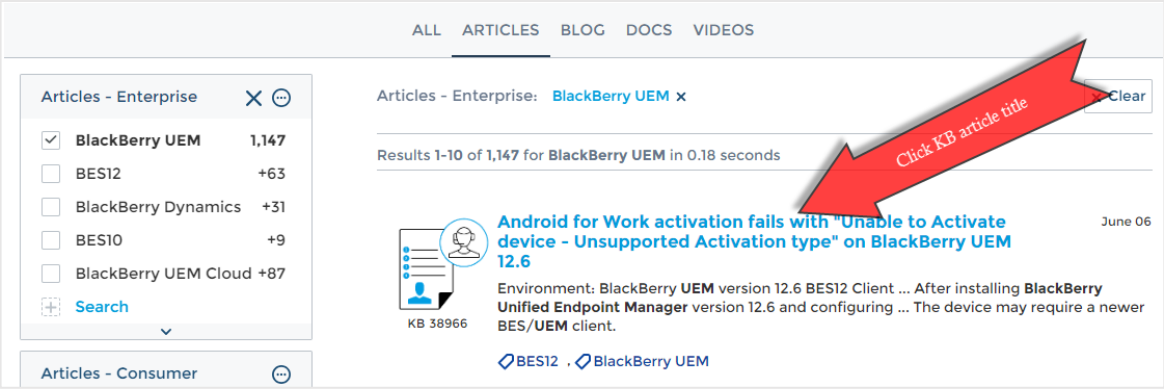


- Using the tabs located at the top of the page, filters can be used to display results within a certain category such as product documents, knowledge base articles, videos etc.
- Using the product facets on the left-hand side, results can be further filtered within a certain category to help narrow your search.
- Clicking on the title of a resource will open that resource in a new window.

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

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:



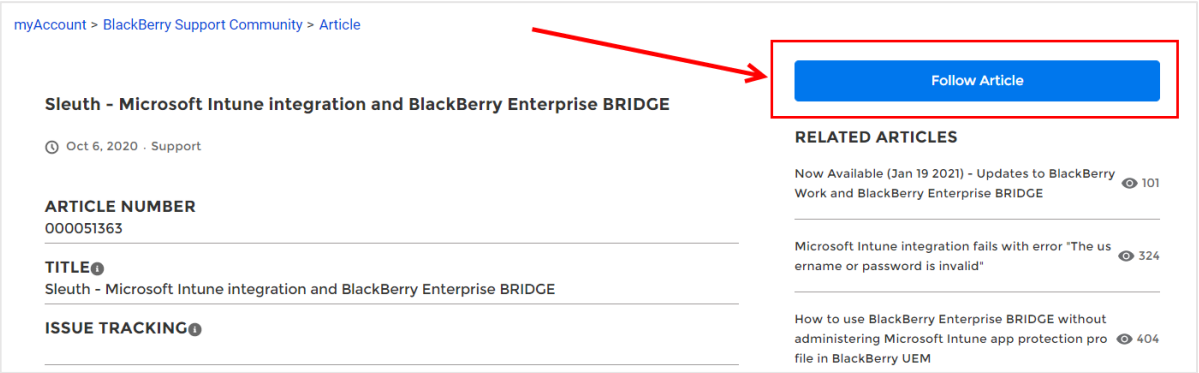
In the top-right corner of the KB article the user is presented with a list of related items (articles, Help docs, etc.) that are relevant and other people have also viewed.

Note: KB article recommendations are also available within the Partner Search tile, as well as from the case creation form.

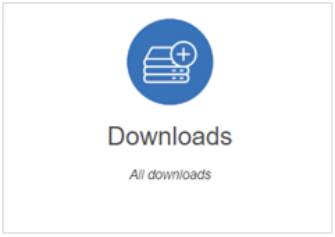
Article Subscriptions

If you would like to subscribe (follow) a KB article, open the specific KB article you intend to subscribe to and click **Follow Article**. After performing this step, you will have the ability to receive email notifications for any future article updates from BlackBerry Support.

IMPORTANT: To view email notifications, you may be required to add the following email to your email client's safe senders list: donotreply@blackberry.com

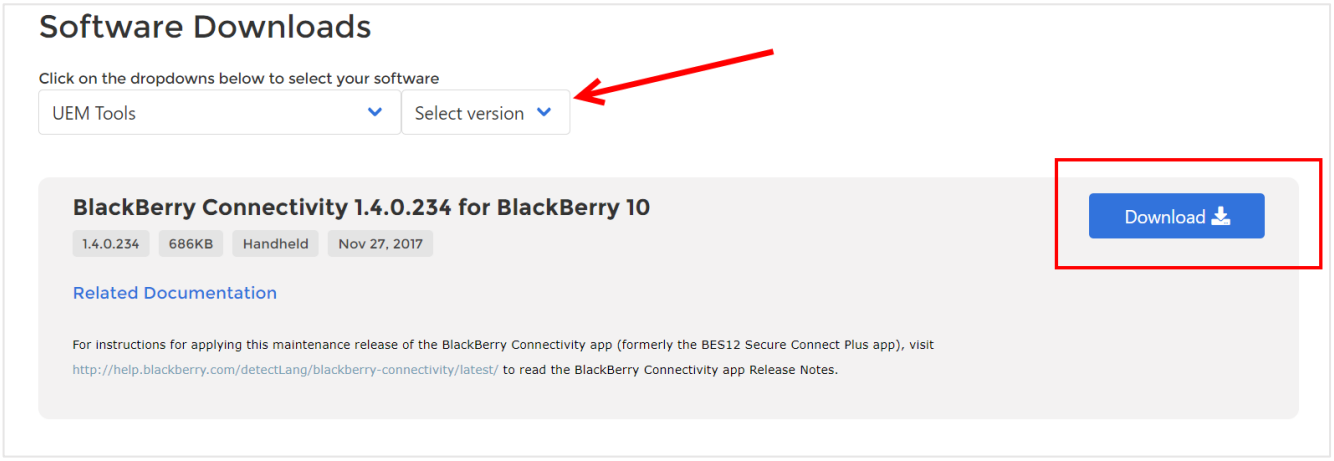


Downloads



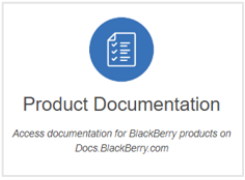
The Downloads section is comprised of separate download options, **Software Downloads** and others for **BlackBerry Access**, **BlackBerry Work** and **BBM-E**. The first one is generally used for S/W patches and existing customers, in addition to on-premise downloads for approved customers.

Select **Software Downloads** from the dashboard to find a list of all available software downloads. Then select your product and product version. Once you have selected your items from the drop-down menus, click **Download**.



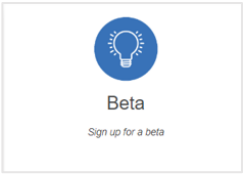
Please note: Enterprise server software downloads are only available to members of an organization with an active support entitlement. For more information see Article 47229.

Product Documentation



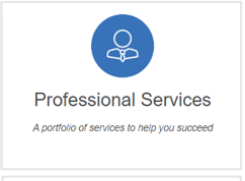
Select **Product Documentation** to access a wide array of product documentation (i.e., Help manuals, configuration guides, etc.) for all enterprise products and services.

BETA



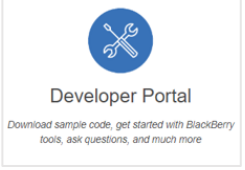
Visit BlackBerry's BETA sign-up page to join the Feedback Community. Login Using your BlackBerry Community Account or by using a Beta Key.

Professional Services



View a portfolio consisting of BlackBerry's professional services to help you succeed.

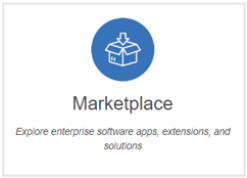
Developer Portal



This portal allows users to get started with BlackBerry tools, ability to download sample code, ask questions and much more.

Marketplace

Click here to explore enterprise software apps, extensions, and solutions all listed under BlackBerry's Marketplace.

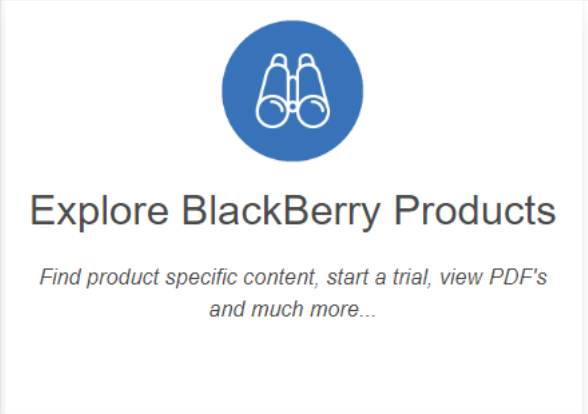


MyAccount Admin Guide

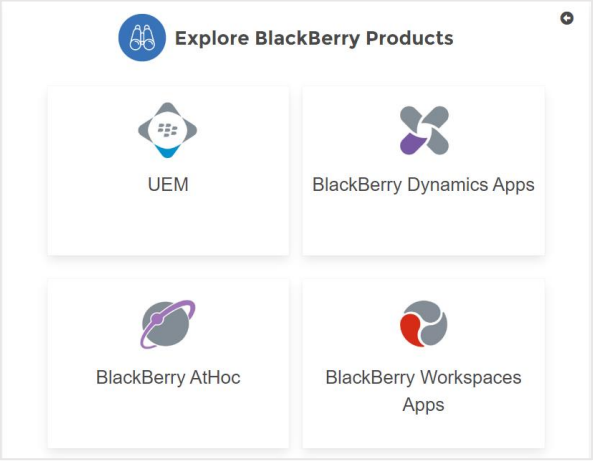
Click to view the latest edition of the myAccount Help Guide.

Explore BlackBerry Products

The **Explore BlackBerry Products** section is found on the main myAccount dashboard and allows users to find product specific content, start a new trial, and much more.

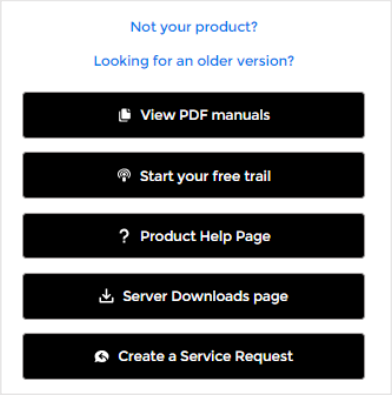


After clicking on the BlackBerry Products tile, you will be shown a full suite of BlackBerry product specific pages for access to some of our most popular BlackBerry enterprise products and services within our Support Community.



Once you've selected a product, you're able to acquire further access to features such as:

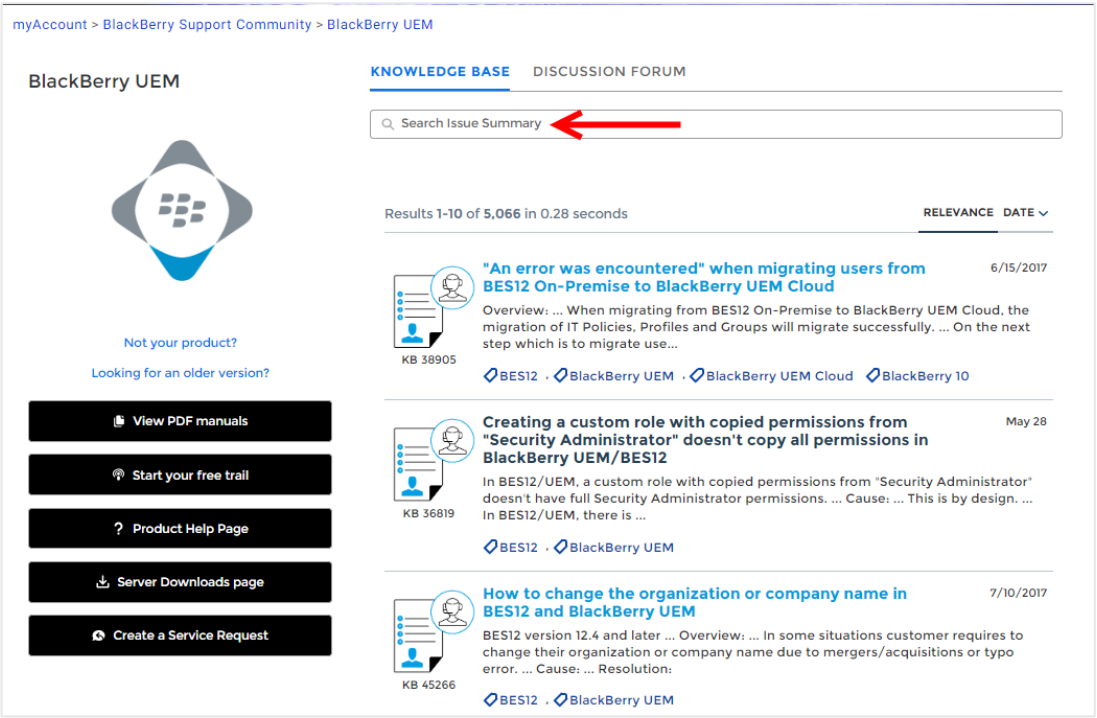
- View PDF Manuals
- Start a free trial
- Visit the product Help page
- Access Server Downloads
- Create a Service Request



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

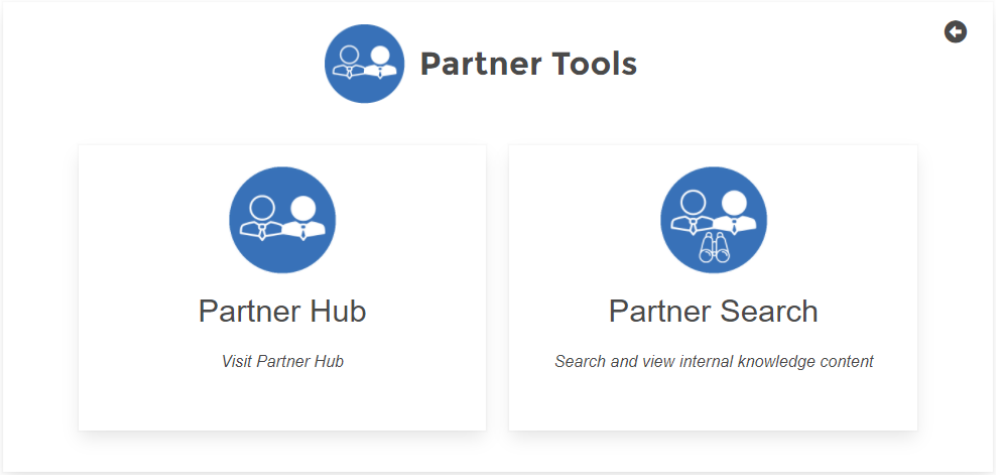
Knowledge Base (within product specific pages)

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



Partner Tools

The following Partner tiles are available for partners to search internal knowledge content and access the Partner Hub. **Note**: These tiles and the information within is only visible by users who are associated to a Partner account.



Partner Hub

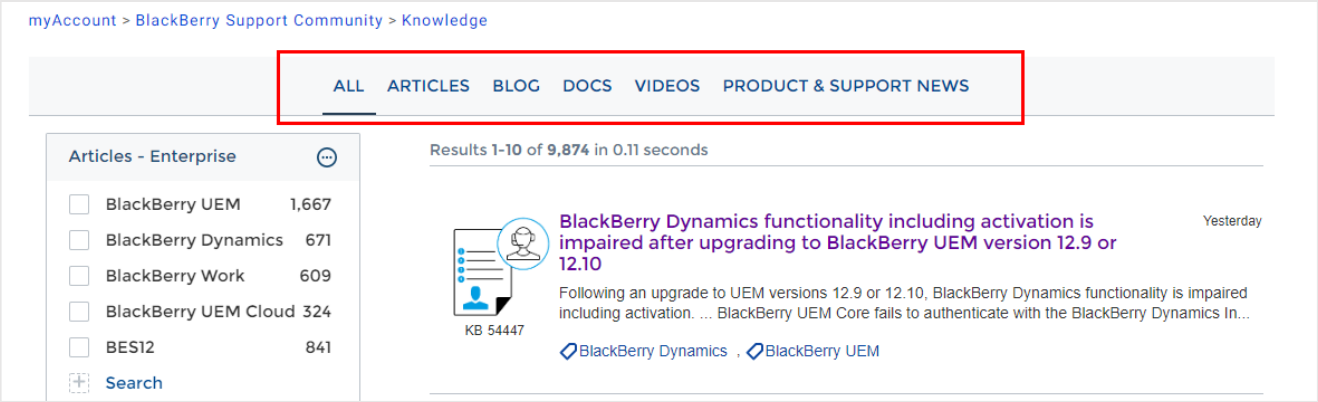
The Partner Hub tile is available for all partners to acquire their partner news and updates, as well as the ability to manage their BEPP operations.

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 in myAccount.

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.

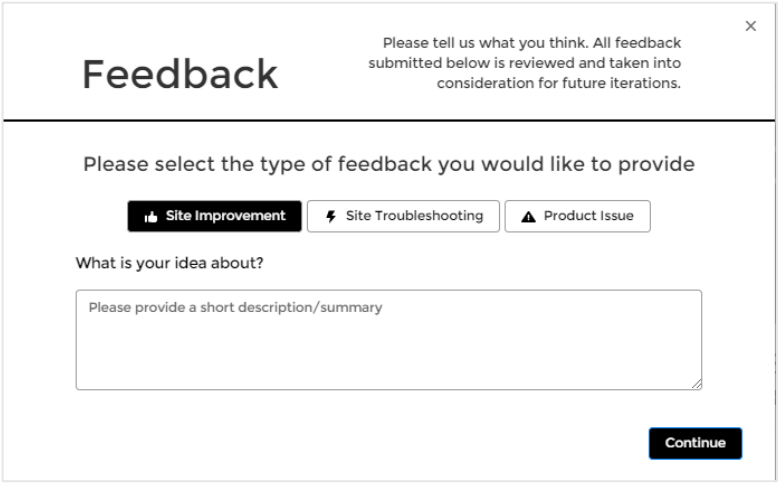
Note: Only BEPP Platinum Partners accessing community knowledge will receive access to internal KB content in addition to general knowledge.

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 to engage BlackBerry for assistance.

Frequently Asked Questions:

1. I don't have a login; how do I get one?

    a. Access myAccount by visiting https://myaccount.blackberry.com and login with your BlackBerry Technical Support Services credentials. These credentials would have been provided to you via email when subscribing to BlackBerry Technical Support Services.

    If you are having issues logging in, please click on **Need Help?** from the login page. If you're able to login but have issues with permissions within myAccount, please submit your concern using the **Feedback** tab located via the three-line horizontal menu (drop-down) at top-right corner of the page, or by using the **Feedback** tab located on the middle of screen (right-side). *See page above for more information.

2. Why can't I submit a ticket/case?

    a. Check account entitlements (verify with your account manager or Org owner):

        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 a permission error when accessing the Community.

    a. Content is only available for customers with an active enterprise support entitlement within our customer community.

5. How to use Analytics?

6. How to generate additional Server Router Protocol (SRP) ID's?

7. How do delete or remove an SRP from myAccount?

8. How to subscribe to BlackBerry News and Notifications within myAccount?

For more information regarding BlackBerry Products, Services and Support, please visit www.blackberry.com.

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