

myAccount User & Admin Guide

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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.
Enterprise Activation	A self-diagnostic tool to see if an end-user's smartphone is ready to begin the Enterprise activation process.
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

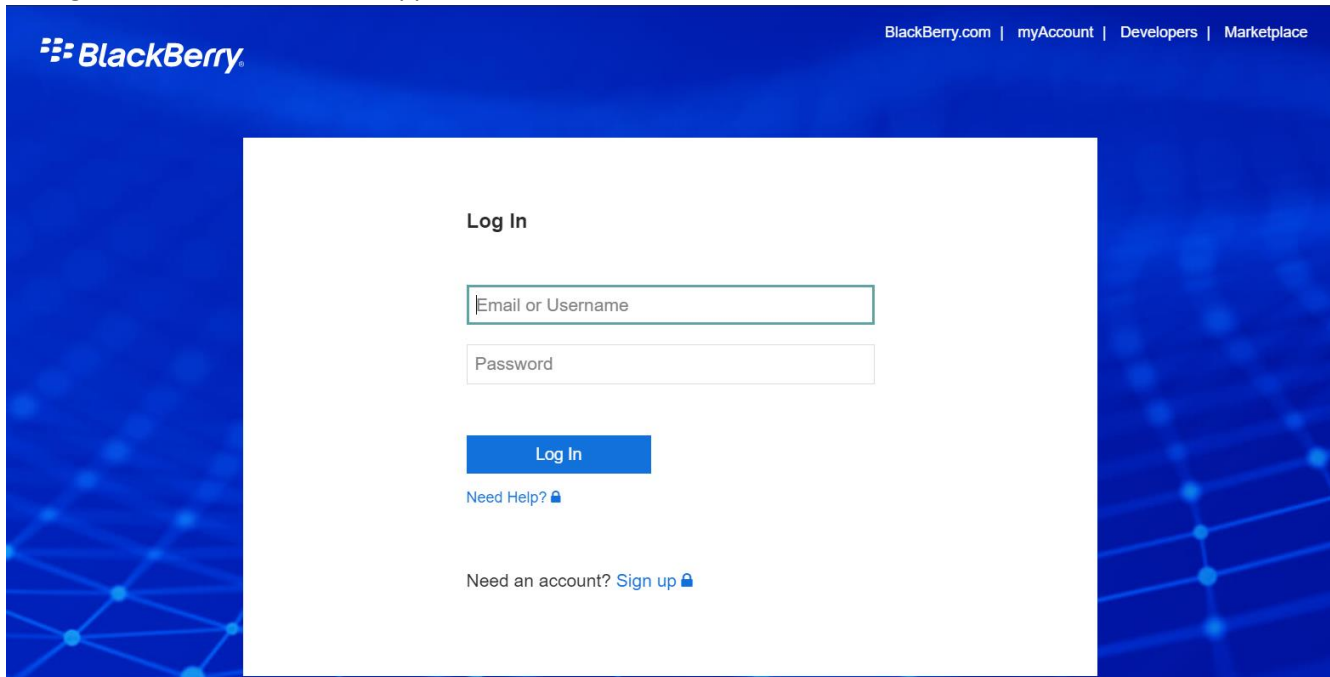
Individuals who are assigned Admin role may add or update users with any account, including Admins, Named Callers and Members. Individuals with Named Caller may add or update contacts that also have Named Caller.

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.

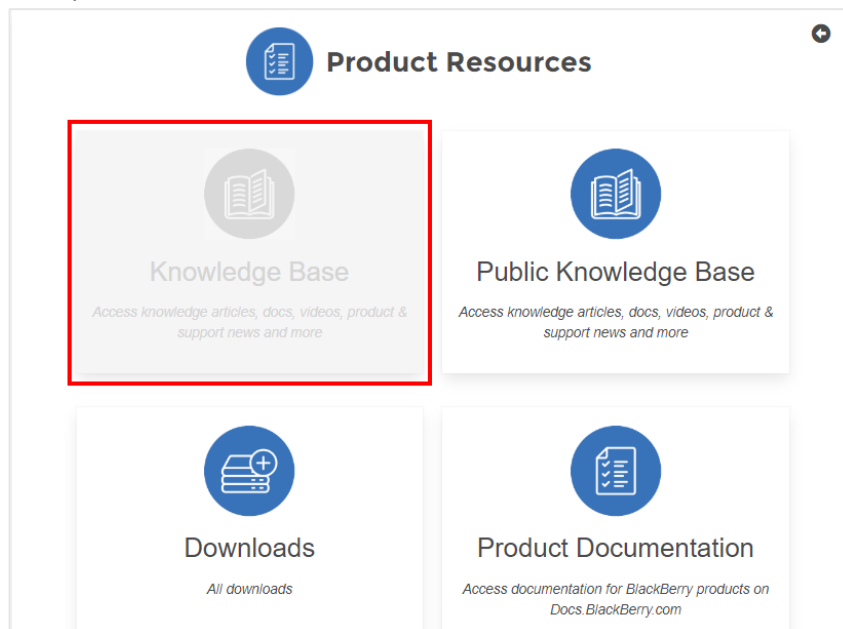
Key Functions in myAccount

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 next to the product you would like to trial.

- BlackBerry UEM: https://docs.blackberry.com/en/endpoint-management/blackberry-uem/12_11
- 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.

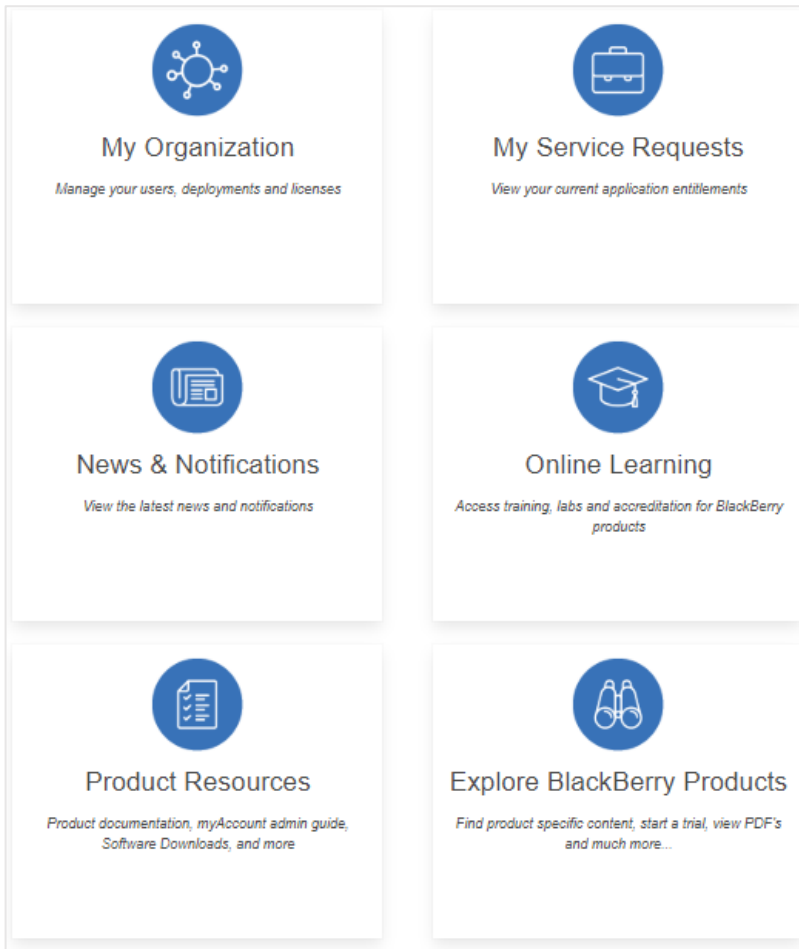
- Agree to terms and conditions
- Check your inbox for the email you used to sign up with
- Click on the validation link
- You'll be prompted to setup a UEM in the BlackBerry Cloud or On-Premise (if you don't have one already)

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

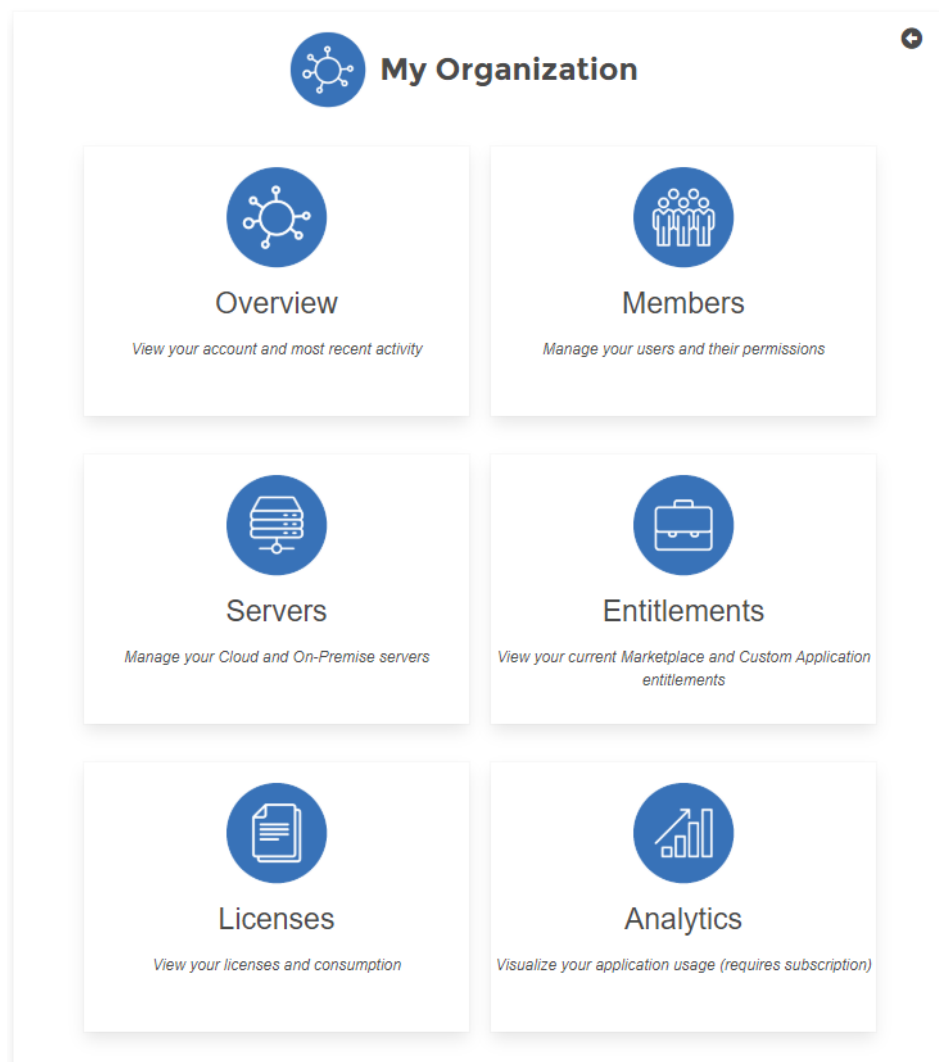


Navigate to the top-right corner of your screen and click on the three-horizontal bar menu icon to access your personal account profile & settings, as well as other account related items.



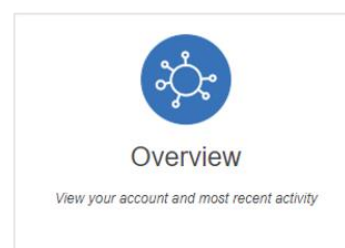
My Organization

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 Overview 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.



ASC Account for testing

Customer ID: 0000000000 Type:STD

ORGANIZATION

Overview

Members

Servers

Entitlements

Licenses

Analytics

APPLICATIONS

SETTINGS

Permission Groups

SUMMARY

Owner: test test

Date Created: Mar 9, 2018

Customer Status: Trialist

OrgID: 000000000

Members: 24

Installed Servers: 1

UEM: 1

Support Level: Premium with PSM Entitlement

QUICK LINKS

[LEAVE ORGANIZATION](#)

[INVITE COLLEAGUES](#)

RECENT ACTIVITY

Today

Sep 16, 2019

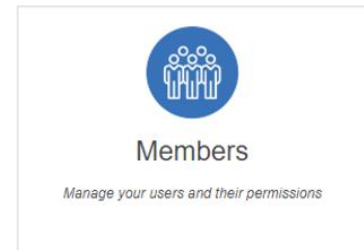
Over last week

Sep 14, 2019

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.



ASC Account for testing

OrgID: Type:STD

ORGANIZATION

Overview

Members

Servers

Entitlements

Licenses

Analytics

APPLICATIONS

Filter by name

Show: All

View Invitations [1]

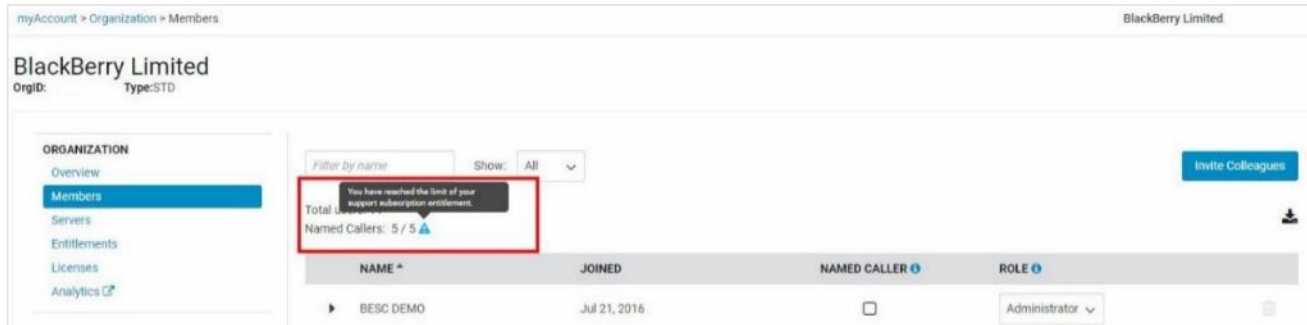
Invite Colleagues

Total users: 9

Named Callers: 8 / 5

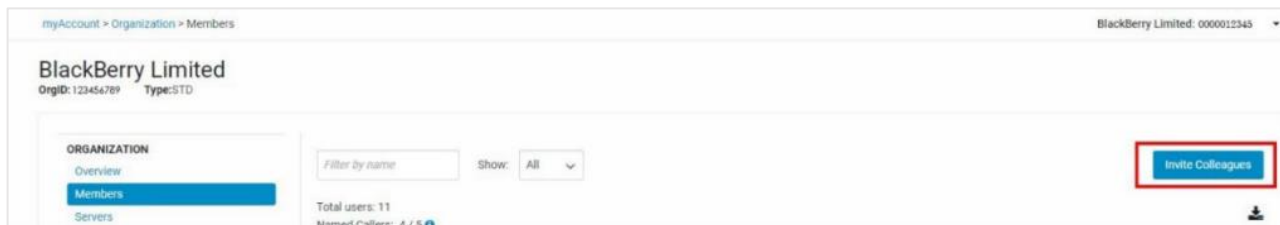
NAME *	JOINED	NAMED CALLER	ROLE
BESC DEMO You	Mar 9, 2018	<input checked="" type="checkbox"/>	Owner
	Mar 28, 2018	<input checked="" type="checkbox"/>	Administrator
	May 18, 2018	<input checked="" type="checkbox"/>	Member
	Mar 29, 2018	<input checked="" type="checkbox"/>	Administrator
	Mar 28, 2018	<input checked="" type="checkbox"/>	Administrator
	Mar 28, 2018	<input type="checkbox"/>	Member
	Mar 23, 2018	<input checked="" type="checkbox"/>	Member
	Mar 28, 2018	<input checked="" type="checkbox"/>	Member

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.



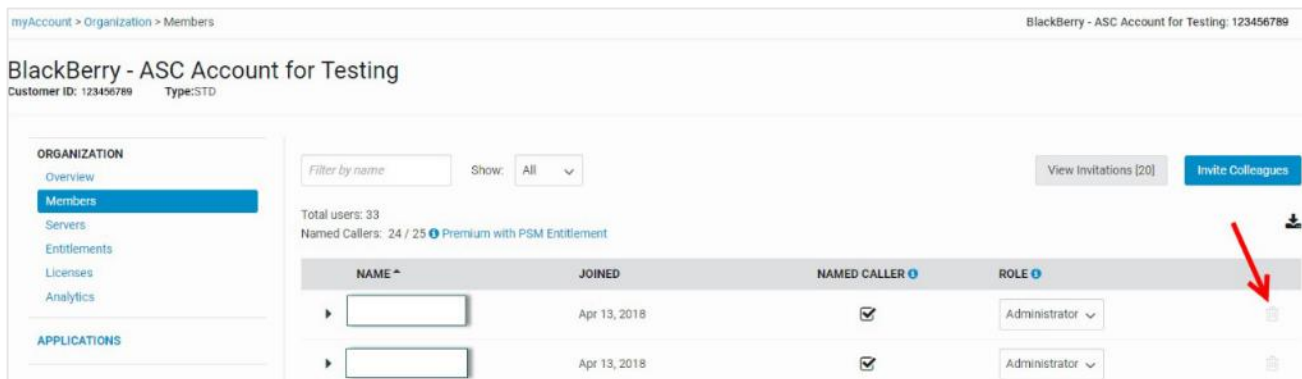
From here, you can also view invitations and invite other colleagues within your organization.

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.

▶ John RIM Doe Rim	You	Mar 28, 2018	<input type="checkbox"/>	Own 
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Change Owner

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

New Organization Owner:

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.

BlackBerry

OrgID:123456789 Type:STD

ORGANIZATION

- Overview
- Members
- Servers
- Entitlements
- Licenses
- Analytics

SUMMARY

Owner: Customer Service

Date Created: Jul 14, 2016

Customer Status: Customer

Customer ID:

Members:

Installed Servers:

RECENT ACTIVITY

In the past

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.

BlackBerry
OrgID: 123456789 Type:STD

ORGANIZATION
Overview
Members
Servers
Entitlements
Licenses
Analytics

APPLICATIONS

Invite colleagues
Invite colleagues who should have access to view or manage the deployments of BlackBerry products within your organization.

Enter Email Address
Press enter to accept
Type email address

Select Role
Which roles should be assigned:
Member

☐ Named Caller

Add a Note (optional)

has been made an organization Member and notified. We've also invited them to optionally import the members, applications and servers within their existing organization.

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:

Company
OrgID: Type:STD

ORGANIZATION
Overview
Members
Servers
Entitlements
Licenses
Analytics

APPLICATIONS

Pending invitation

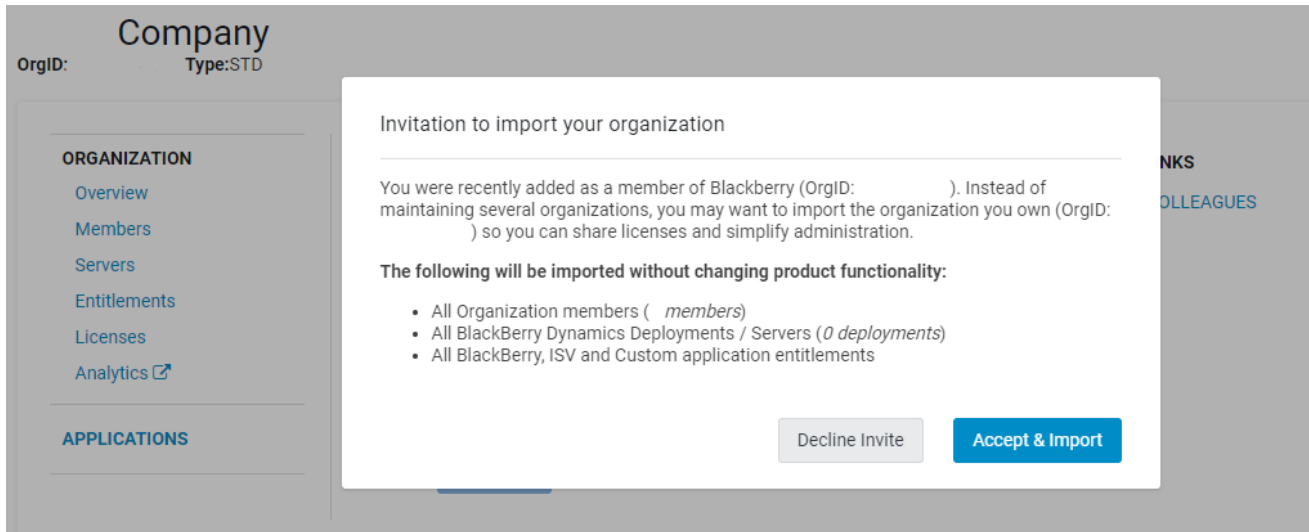
You have been invited by [redacted] to import your existing organization into BlackBerry.
(OrgID: [redacted])

Would you like to respond to this invitation now?

Dismiss Review Invitation

Apr 15, 2016 Matt Parks joined the organization.

If the other owner selects Dismiss, they will just go to their existing Organization. If they select “Review Invitation”, they’ll see the following:

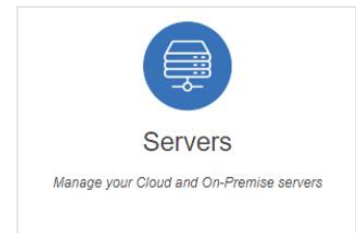


Importing Organizations

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

Servers

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



Servers
Add Server

UNIFIED ENDPOINT MANAGER (UEM) | BLACKBERRY DYNAMICS SERVERS (GC/GP) | ENTERPRISE MOBILITY (BEMS)

Unified Endpoint Manager

Manage deployments of UEM, BES (BlackBerry Enterprise Server) and SecuSUITE. Access server downloads and resources in [myAccount](#).

Filter by SRP ID / Name
Show: All Deployments

BlackBerry Cloud

There are no servers available.

On-premises

AVAILABLE KEYS [SHOW MORE](#)

Keys for deploying within your own environment.

NAME ^	SRPID	AUTH KEY	CREATED	CREATED BY
SRP for Tech		... MORE	Mar 21, 2018	bescdemo@rim.com
		... MORE	Oct 4, 2017	
		... MORE	Nov 16, 2017	
		... MORE	Nov 30, 2017	
		... MORE	Feb 20, 2018	

INSTALLED 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.

INSTALLED SERVERS

NAME ^	SRPID	TYPE	VERSION	CONNECTIVITY STATE
▼ bc-uemtest01	S412345678	UEM	12.9.0	Last Activity @ 26 Sep 2018, 00:44 BST

Activated: 31 Jul 2018
Created by: admin@customer.com

BlackBerry Dynamics

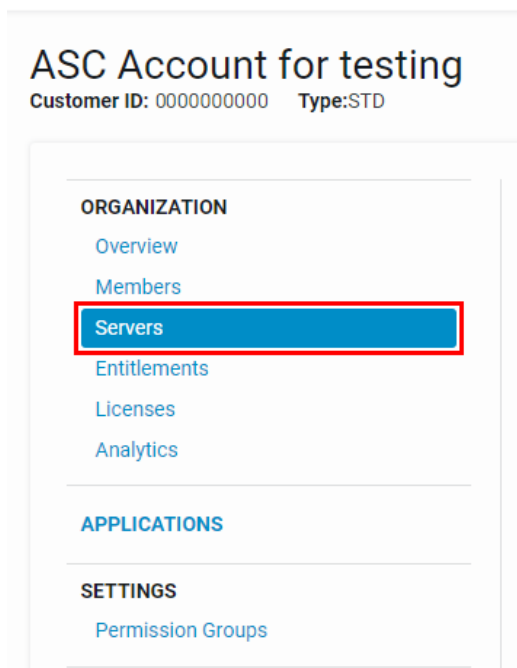
Activated Containers: 0

1 of 1 Proxies Connected

GD113456789.412345678	Control	5.40.42.0	Last Login @ 1 Oct 2018, 02:42 BST
GD113456789.GPS-bc-uemtest01	Proxy	4.3.40.0	Connected @ 16 Sep 2018, 08:50 BST

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:

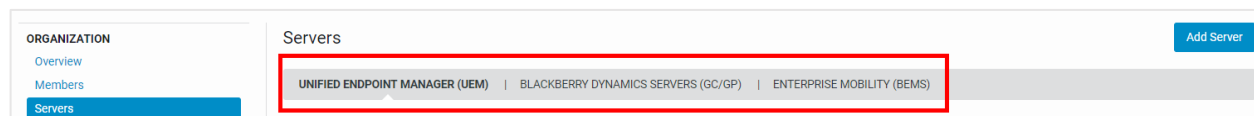
- Unified Endpoint Manager (UEM/ BES)
- Good Control (GC)

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 [SHOW MORE](#)

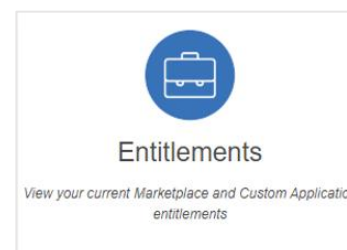
Keys for deploying within your own environment.

NAME ^	SRPID	AUTH KEY	CREATED	CREATED BY	
SRP for Tech		... MORE	Mar 21, 2018	bescdemo@rim.com	
		... MORE	Oct 4, 2017		
		... MORE	Nov 16, 2017		
		... MORE	Nov 30, 2017		
		... MORE	Feb 20, 2018		

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.



myAccount > Organization > Entitlements
BlackBerry Limited: 0000012345

BlackBerry Limited
OrgID:123456789 Type:STD

ORGANIZATION
Overview
Members
Servers
Entitlements
Licenses
Analytics

APPLICATIONS

Entitlements
Name / Entitlement ID
All Providers
Application
All Statuses
Clear Filters

76
Marketplace Apps
0
Custom Apps

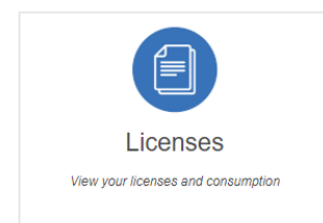
0% DEV
100% BlackBerry
0% Organization

Provider

NAME ^	PROVIDER	STATUS	ENTITLEMENT VERSION
Analytics Sample App <small>com.blackberry.analytics.analytics</small>	BlackBerry	Entitled	1 version
BlackBerry Access <small>com.blackberry.access</small>	BlackBerry	Trial - Secure Enterprise Suite - Active Trial <small>Started Mar 21, 2018</small>	11 versions
BlackBerry Access (Internal) <small>com.blackberry.access.enterprise</small>	BlackBerry	Entitled	1 version

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 the service. If you wish to purchase BlackBerry Analytics, contact BlackBerry for assistance.

Applications

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

The screenshot shows the 'Manage Applications' page. On the left is a sidebar with a menu: ORGANIZATION (Overview, Members, Servers, Entitlements, Licenses, Analytics), APPLICATIONS (highlighted), and SETTINGS (Permission Groups). The main content area has a header 'Manage Applications' and tabs for 'ORGANIZATION' and 'MARKETPLACE'. Below the tabs, it says 'Applications developed and owned by your organisation.' and 'You currently have no applications registered.' There is a search bar with the placeholder 'Type here' and an 'Add Application' button. A note at the bottom states: 'Note: Inviting your internal developers into this organization will import any applications they have registered.'

Permission Groups

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

The screenshot shows the 'Permission Groups' page. The top header indicates 'ASC Account for testing' with 'Customer ID: 0000000000' and 'Type: STD'. The left sidebar is the same as the previous screenshot, but 'Permission Groups' under 'SETTINGS' is highlighted. The main content area has a header 'Permission Groups' and a sub-header 'Customise the features available to members of your organization.' Below this is a 'Filter by name' search bar and 'Total groups: 4'. A 'Create Permission Group' button is in the top right. A table lists the permission groups:

NAME ^	DESCRIPTION	TYPE	ASSIGNED USERS	ACTION
Owner	Owner of an organization.	SYSTEM	1	
Administrator	All permissions except remove server and change Owner.	SYSTEM	14	
Member	View permissions for servers, license and analytics.	SYSTEM	9	

Custom Permission Group (otherwise known as Permission Group) is brand 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.

SETTINGS

Permission Groups

Assigned Permissions

Overview
A summary of your organization and its recent activity.

Members
Administer users within your organization.

- ☒ **View** users who are members of your organization and their roles.
- ☐ **Invite** a colleague to join your organization.
- ☐ **Manage Roles** including assigning Named Callers.
- ☐ **Change Owner** of the organization to another user.
- ☐ **Remove** members from your organization.

Servers
Manage product deployments of UEM, GC and BEMs.

- ☒ **View** details about the servers deployed.
- ☐ **Add** servers for installing On-Premises or deploying to BlackBerry Cloud.
- ☐ **Edit** server metadata for existing deployments.
- ☐ **Remove** or hide servers from your Organization.

Licenses
View licenses and start trials of additional BlackBerry and Partnew products.

- ☒ **View** detailed license and entitlement information.
- ☒ **Start Trials** of products from the Enterprise Marketplace.
- ☐ **Download Reports** of detailed per user usage within your Organization.

Analytics

- ☒ **View** detailed anonymized product information (if licensed).

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, from there they can be modified as required.

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

ASC Account for testing

Customer ID: 0000000000 Type: STD

ORGANIZATION

Overview

Members

Servers

Entitlements

Licenses

Analytics

APPLICATIONS

SETTINGS

Permission Groups

Permission Groups

Customise the features available to members of your organization.

Filter by name

Total groups: 4

NAME *	DESCRIPTION	TYPE	ASSIGNED USERS	ACTION
Owner	Owner of an organization.	SYSTEM	1	
Administrator	All permissions except remove server and change Owner.	SYSTEM	14	
Member	View permissions for servers, license and analytics.	SYSTEM	9	

Create Permission Group

Permission Groups

Create Permission Groups

Name*

Description*

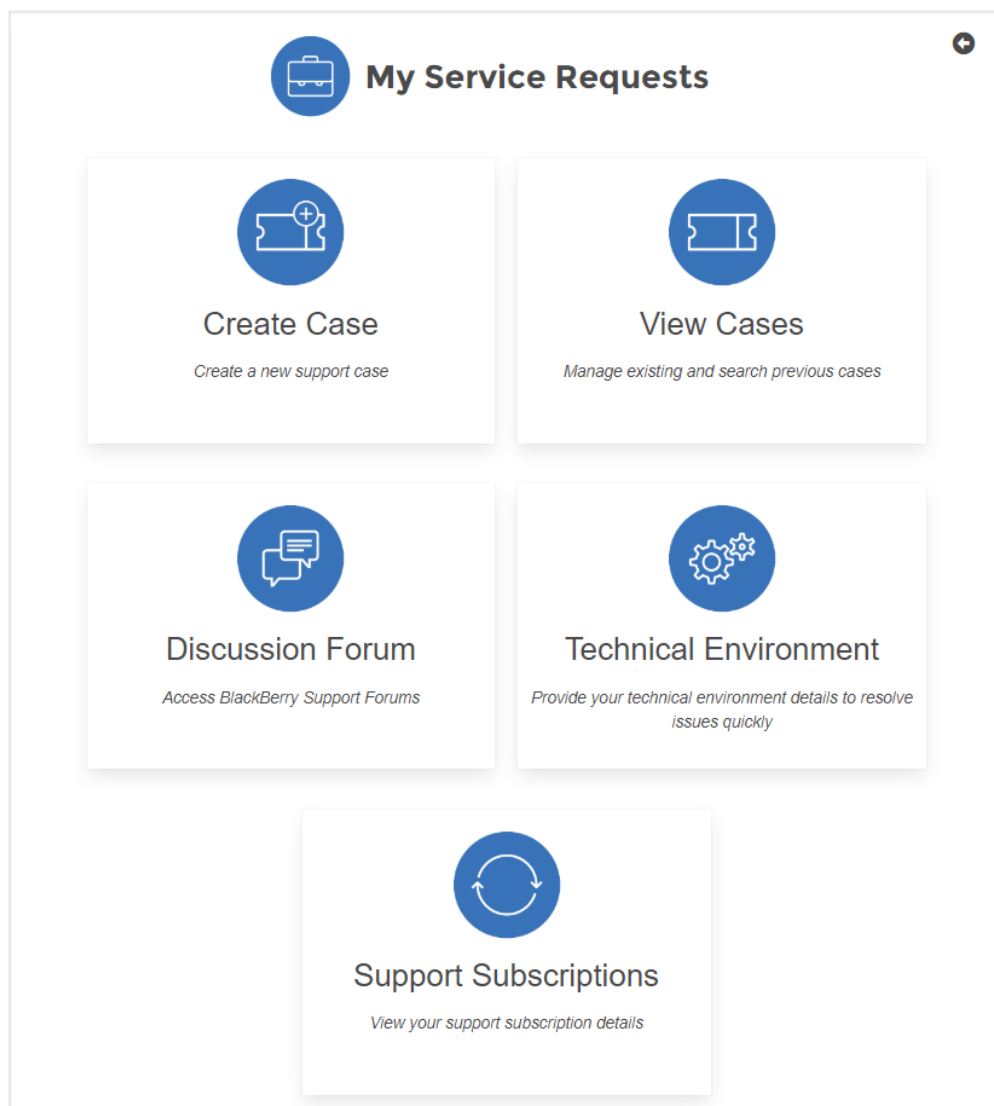
Cancel

Create

My Service Requests

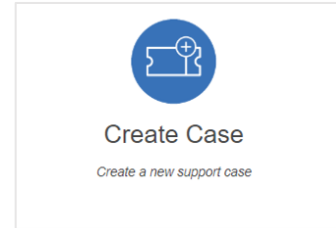
The **My Service Requests** section of myAccount can be found on the main dashboard, or by using the top header drop-down menu named **Support Community**, and allows you to create and view service requests with BlackBerry support.

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

Users 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.



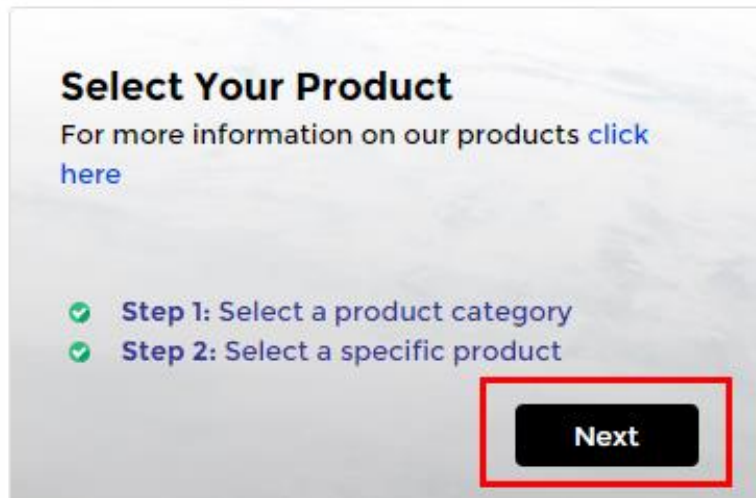
Note: Completing this case creation process will generate a support case. Choose **Cancel** to cancel the process at any time if you do not want to complete your submission.

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.

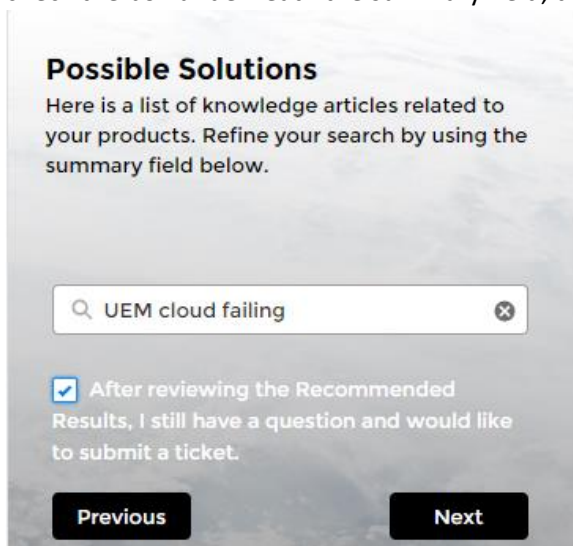
2. Click **Next**.
3. Select the main product category you intend to create a support request for.

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

4. Select the specific product sub-category you intend to create a support request for.
5. Click **Next**.



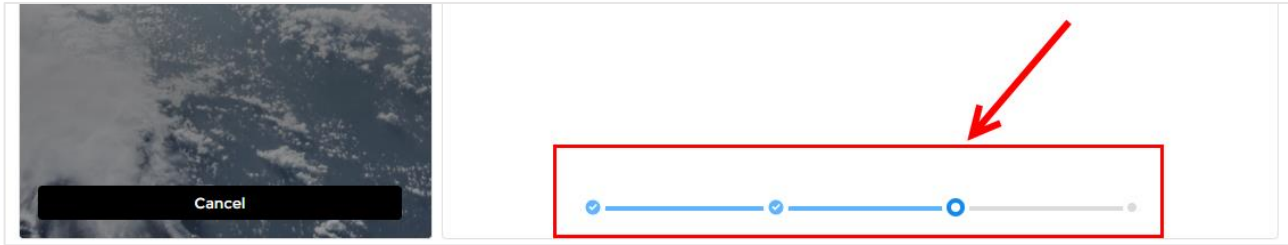
6. You can now type the summary of your issue in the search box. This will bring up a list of recommended results on the right-hand panel and a list of resources (Articles, Docs, etc.) to help troubleshoot your issue.
 - a. **Note:** If you are not finding the expected results, try refining your search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

The screenshot shows a form titled "Provide Details". On the left, there is a sidebar with instructions and two steps listed: "Step 3: Provide a summary and the priority of the issue" and "Step 4: Provide a description of your issue". The "Submit Case" button is highlighted with a red box. The main form area has two sections: "Step 3: Provide a summary of your issue and its priority" with fields for "Summary" (containing "UEM cloud failing") and "Priority" (set to "Medium"), and "Step 4: Provide a detailed description" with a text area containing "My BlackBerry UEM Cloud is failing to connect...".

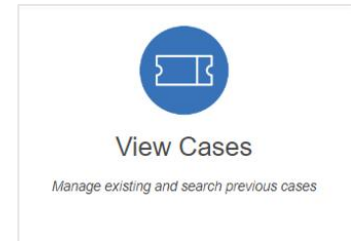
If required, upload any attachments that support your case. **Note:** See below for supported file types. The maximum file size is **2GB**.

The screenshot shows the "Add Attachments" page. It includes a warning message: "Warning: Please do not navigate away from the upload page until the upload process is complete, or else the upload process will be cancelled!". Below this is a "File Description" field. Further down is the "Upload Multiple Files" section with a button that says "Upload Files" and "Or drop files". At the bottom, it lists supported file types: "Accepts PDF, JPG, PNG, TXT, ZIP, RAR, LOG, DOC, DOCX, PPT, XML, CSV, XLSX". The word "Maximum" is highlighted with a red box, and the text "file size is 2GB." is also highlighted with a red box.

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.



myAccount > BlackBerry Support Community > My Cases

Note: For customers with previous access to myAccount, you may continue to use the existing case list view you've used within myAccount

Cases that Require Action

1

Show

My Company's Open Cases

7

My Cases

Show

Open Cases by Status

36

Other Cases

Show

- Submitted
- Pending Support Update
- Pending Customer Update

Search by Case #/Username/Summary/Status

Start Date

End Date

Search Description

Status

Clear Filters

Search

33 Cases • Page 1 / 2

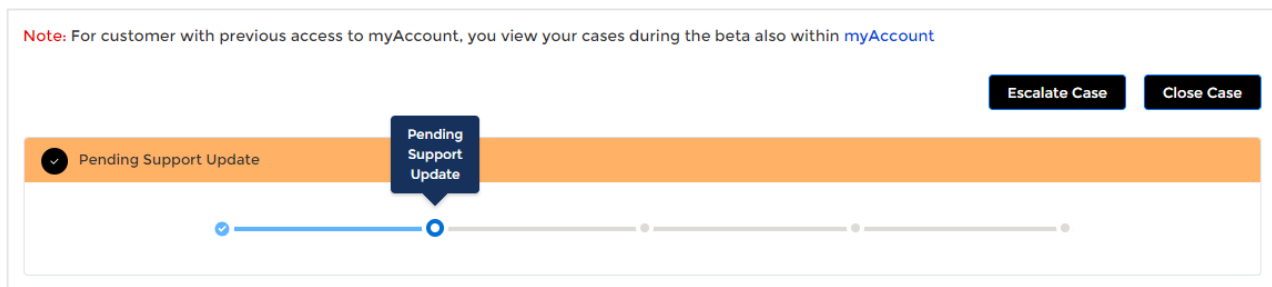
Previous Next Save as CSV

CASE #	SUMMARY	CREATION DA...	LAST MOD. DATE	CONTACT N...	CUSTOMER #	ACC. NAME	STATUS
0004837701	cloud issue no ac...	2018-11-16 11:57	2018-11-19 14:08	KCS Program			Pending-S...
0004837425	BB work versions	2018-11-15 14:41	2018-11-16 14:41	KCS Program			New
0004833797	dfgdfgfd	2018-10-23 13:43	2018-11-21 14:31	KCS Program			Pending-S...
0004833795	dsfdfsdf	2018-10-23 10:26	2018-10-24 10:27	KCS Program			New

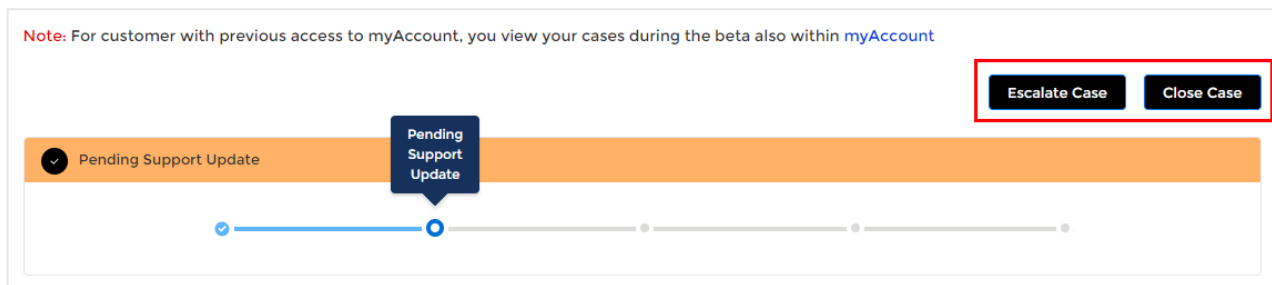
If necessary, click on a specific case to display all details surrounding their case i.e. Status, description, priority, and all other pertinent information.

Case Status

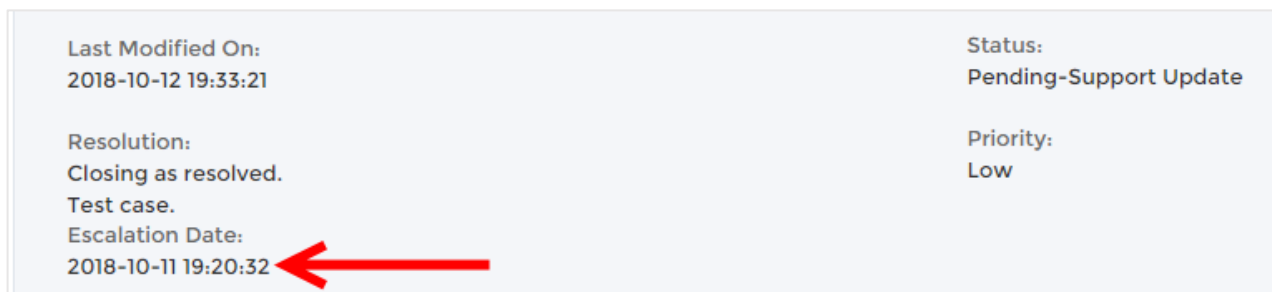
By clicking on a specific case, you can view the status of the case e.g. “Pending Support Update”.



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 **+**.

Case

0004827179

Subject:

SFDC-4999 - Test

Description:

Testing SFDC-5639

Last Modified On:

2018-09-07 15:33:33

Resolution:

Test

Escalation Date:

2018-09-07 13:56:39

Reported Date:

2018-09-07 13:56:04

Reported By:

Status:

Resolved - Pending Closed

Priority:

Medium

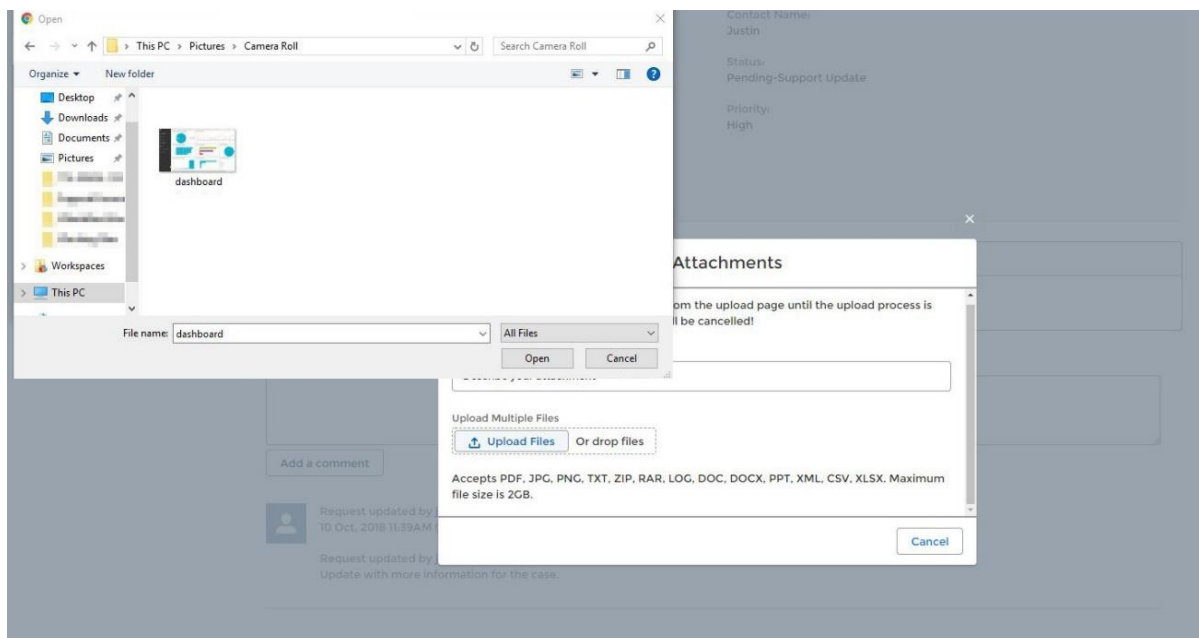
SERVICES

DEVICES

ATTACHMENTS

+

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.



Accepts PDF, JPG, PNG, TXT, ZIP, RAR, LOG, DOC, DOCX, PPT, XML, CSV, XLSX. Maximum file size is 2GB.

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

Case
0004823959

Subject:
athoc - mobile notifications

Description:
athoc - mobile notifications

Last Modified On:
2018-10-10 17:38:46

Resolution:

Escalation Date:

Reported Date:
2018-10-10 15:38:48

Contact Name:
Justin

Status:
Pending-Support Update

Priority:
High

SERVERS
DEVICES
ATTACHMENTS

+

dashboard (Describe your attachment)
PNG 2018-10-10T19:14:05.000+...

Comment

Add a comment

Request updated by [justin@bb.community](#) – Justin (Customer) created a task.
10 Oct, 2018 11:39AM ()

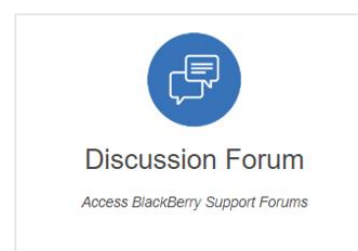
Request updated by [justin@bb.community](#)
Update with more information for the case.

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 not searchable within this page.



myAccount > BlackBerry Support Community > Group List

Groups
Active Groups ▾

10 items • Sorted by Last Activity • Filtered by all groups - Archive • Updated a few seconds ago

Search this list...

NAME	LAST ACTIVITY ↓	MEMBERS	OWNER
BlackBerry UEM	11/21/2018 2:55 PM	5 Members	
BlackBerry Analytics	11/21/2018 10:33 AM	2 Members	
Good Control & Good Proxy	11/16/2018 9:22 AM	3 Members	

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.

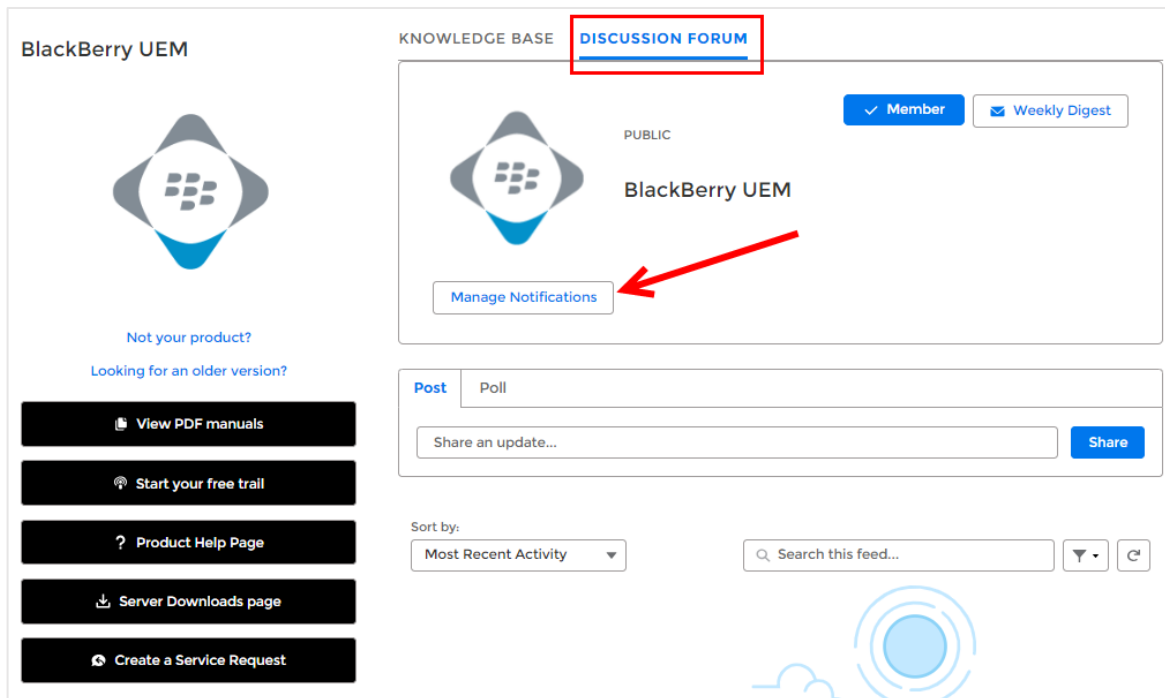
KNOWLEDGE BASE DISCUSSION FORUM

PUBLIC

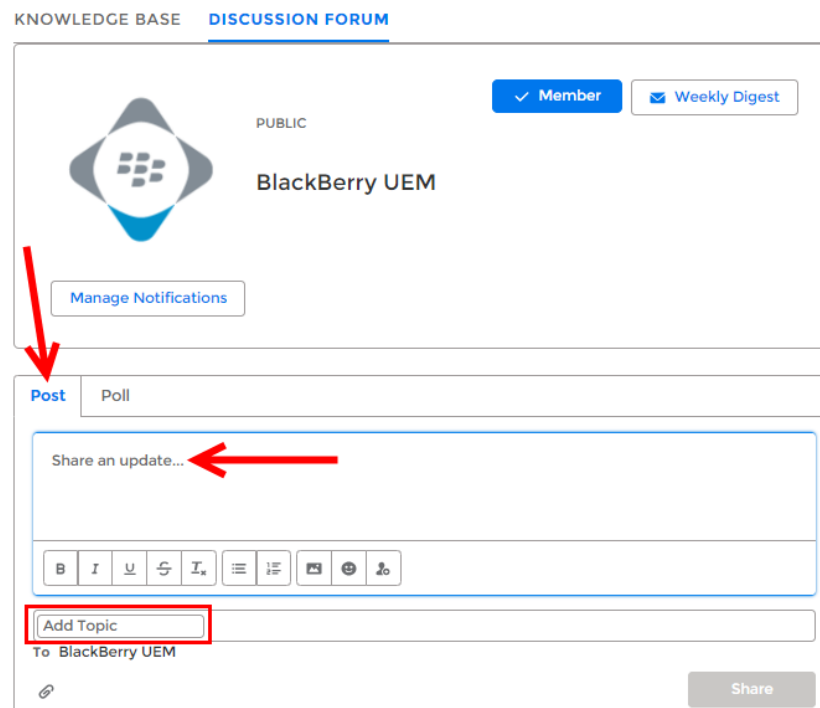
BlackBerry Workspaces

[+ Join Group](#)

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.

Post

Poll

Question

What would you like to ask?

Choice 1

←

Choice 2

←

To BlackBerry UEM

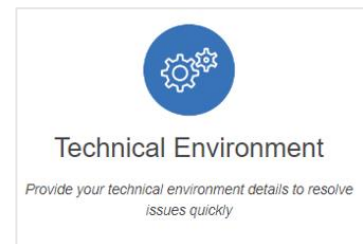
+ Add new choice

Ask

Technical Environment

Users have the ability to view their technical environment by clicking on the **Technical Environment** tile under **My Service Requests**.

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.



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 xxxxxxxxxxxx under **Auth Key/License Key**. Select **Register MDM** to add an SRP.

myAccount > Technical Environment

BlackBerry Limited : 0000012345

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.

Where do I find my SRP ID?

SRP ID List

Per Page 10

Filter:

SRP/Serial	Nickname	BlackBerry Server Connection Status	Auth Key/ License Key
512819184		View Status Details	<div>xxxxxxxxxxx</div> <div> </div>

Displaying 1 to 1 of 1 entries

Previous

1

Next

+ Register MDM

Update Server Details

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

Update Server Details

MDM Information

Select Server Environment ▼	Server Name	S76319671
Server Location	Select Product Type ▼	▼
Select Windows OS Version ▼	Number of Users	No Of Containers
Activation Types	Additional Components	Diary Field
Select Infrastructure Connection Type ▼	Select Existing DatabaseServer ▼	Select Existing MailServer ▼

Add Mail Server
Add Database Server

Cancel
Submit

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.

Mail Server Information

Exchange Server ▼		
Server Name	Select Highest Exchange Version ▼	Select Mixed Versions ▼

Remove Mail Server
Add Mail Server

Database Servers

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

Database Information

Database Location

Database Name

Select Database Engine ▼

Select SQL Version ▼

Select Database High Availability ▼

SQL Server Name

SQL Instance Name

Enabled Protocol

SQL Port

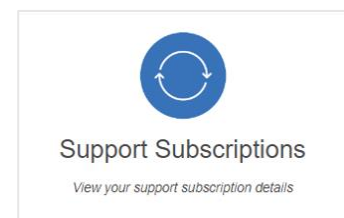
[Remove Database Server](#)
[Add Database Server](#)

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

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.



[myAccount](#) > [BlackBerry Support Community](#) > [My Support Subscriptions](#)

ACCOUNTS

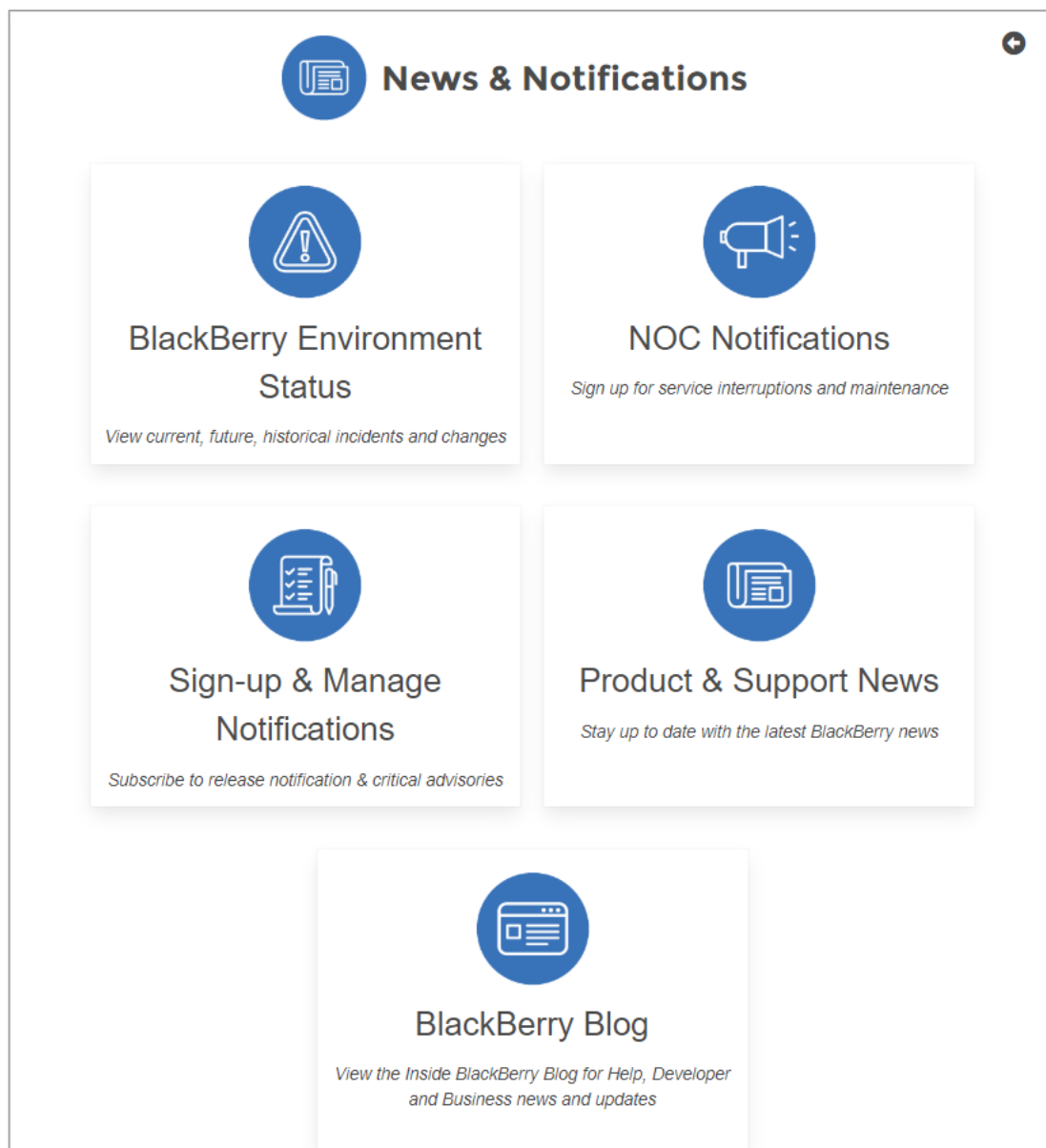
> ASC Account for Testing
0000000000

Premium with PSM ✓

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

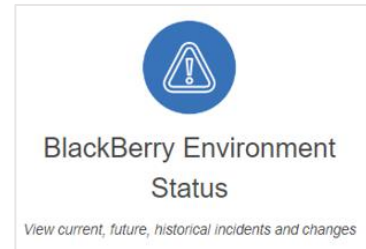
The **News & Notifications** section of myAccount is found on the main dashboard and allows you to stay up to date with the latest software releases, KB Content, and critical issue advisories by subscribing to related notifications.



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.

myAccount > BlackBerry Support Community > BlackBerry Environment Status

Settings

Select Filter

Current

All Periods

Past 30 Days

Upcoming

ID	Start Time	Service Affected	Event Type	Region	Status
INC-XXXXXX	Oct 31, 2019, 11:00 PM	BlackBerry ...	INCIDENT	Latin America	SCHEDULED
INC-XXXXXX	Oct 04, 2019, 11:00 PM	BlackBerry ...	INCIDENT	Latin America	SCHEDULED
CRQ-123456	Oct 15, 2019, 10:00 AM	BlackBerry ...	MAINTENANCE	Asia Pacific	SCHEDULED
INC-XXXXXX	May 30, 2019, 9:34 PM	BlackBerry ...	INCIDENT	Asia Pacific	SCHEDULED
CRQ-123456	Dec 02, 2019, 9:00 AM	BlackBerry ...	MAINTENANCE	Global	SCHEDULED
CRQ-123456	May 21, 2019, 11:00 PM	BlackBerry ...	MAINTENANCE	Canada	OPEN
CRQ-123456	Jun 03, 2019, 11:00 PM	BlackBerry ...	MAINTENANCE	United States	OPEN
CRQ-123456	May 15, 2019, 10:00 AM	BlackBerry ...	MAINTENANCE	Asia Pacific	OPEN
CRQ-123456	May 21, 2019, 11:00 PM	BlackBerry ...	MAINTENANCE	Canada	OPEN
CRQ-123456	Jun 04, 2019, 11:00 PM	BlackBerry ...	MAINTENANCE	Latin America	OPEN

Previous

Next

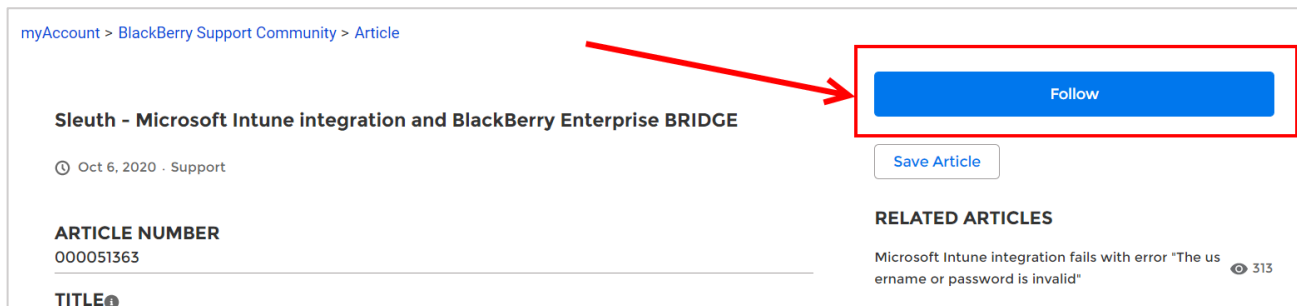
Performance Degradation
 Available
 Scheduled
 Service Interruption
 Maintenance

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.

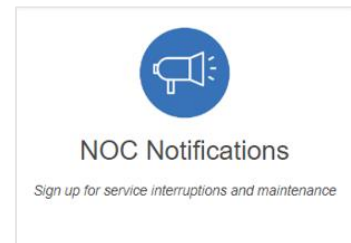
IMPORTANT: If you have previously saved an article and added it to your Saved Articles folder, going forward, you may want to **"Follow"** the article so that you have the ability to receive an email notification whenever that KB article is updated.

Users who want to subscribe to an article to receive an email notification can do so by clicking the **"Follow"** button within the KB article.



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](#)

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.

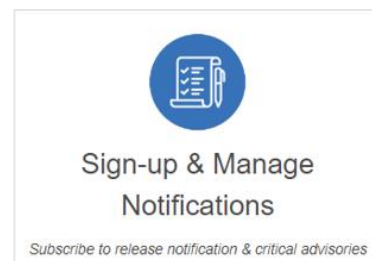
- For example: A number starting with +440 will dial the UK, even though 440 is a valid US area code.

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 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.



Notification	Description
Release Notifications	Notifications for software releases of BlackBerry EMM Suites and Good Solutions
Workspaces Release Notifications	Notifications for software releases of Workspaces (formerly WatchDox)
Support Notifications	Notifications for Critical Issue Advisories
BlackBerry SDK Notifications	Notifications for the BlackBerry Software Development Kit

RELEASE NOTIFICATIONS:

Email ☐ SMS ☐

WORKSPACES RELEASE NOTIFICATIONS:

Email ☐ SMS ☐

SUPPORT NOTIFICATIONS:

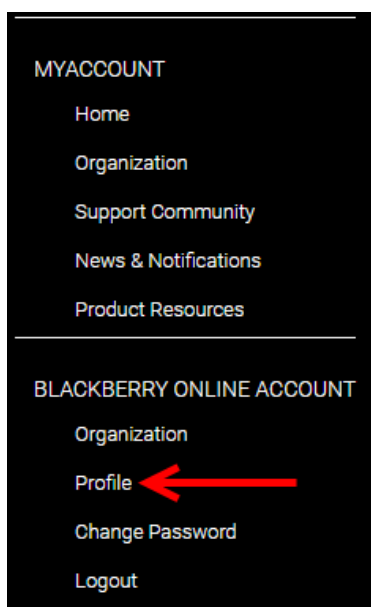
Email ☐ SMS ☐

BLACKBERRY SDK NOTIFICATIONS:

Email ☐ SMS ☐

Cancel
Save

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

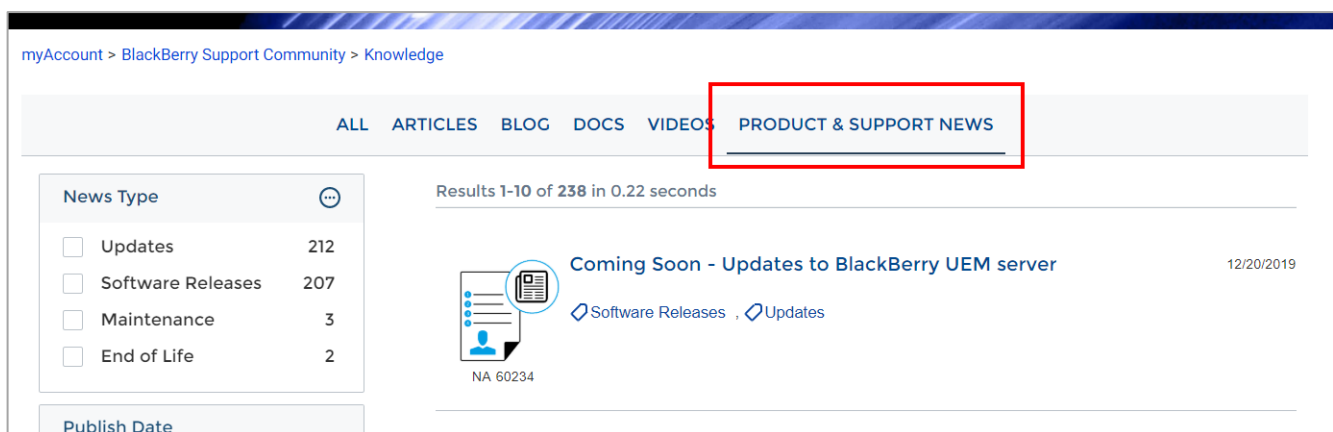
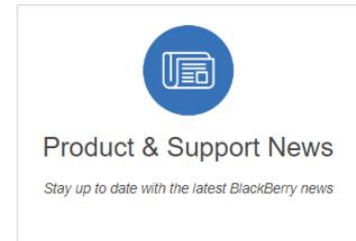


Product & Support News

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.



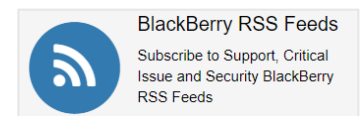
BlackBerry Blog

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



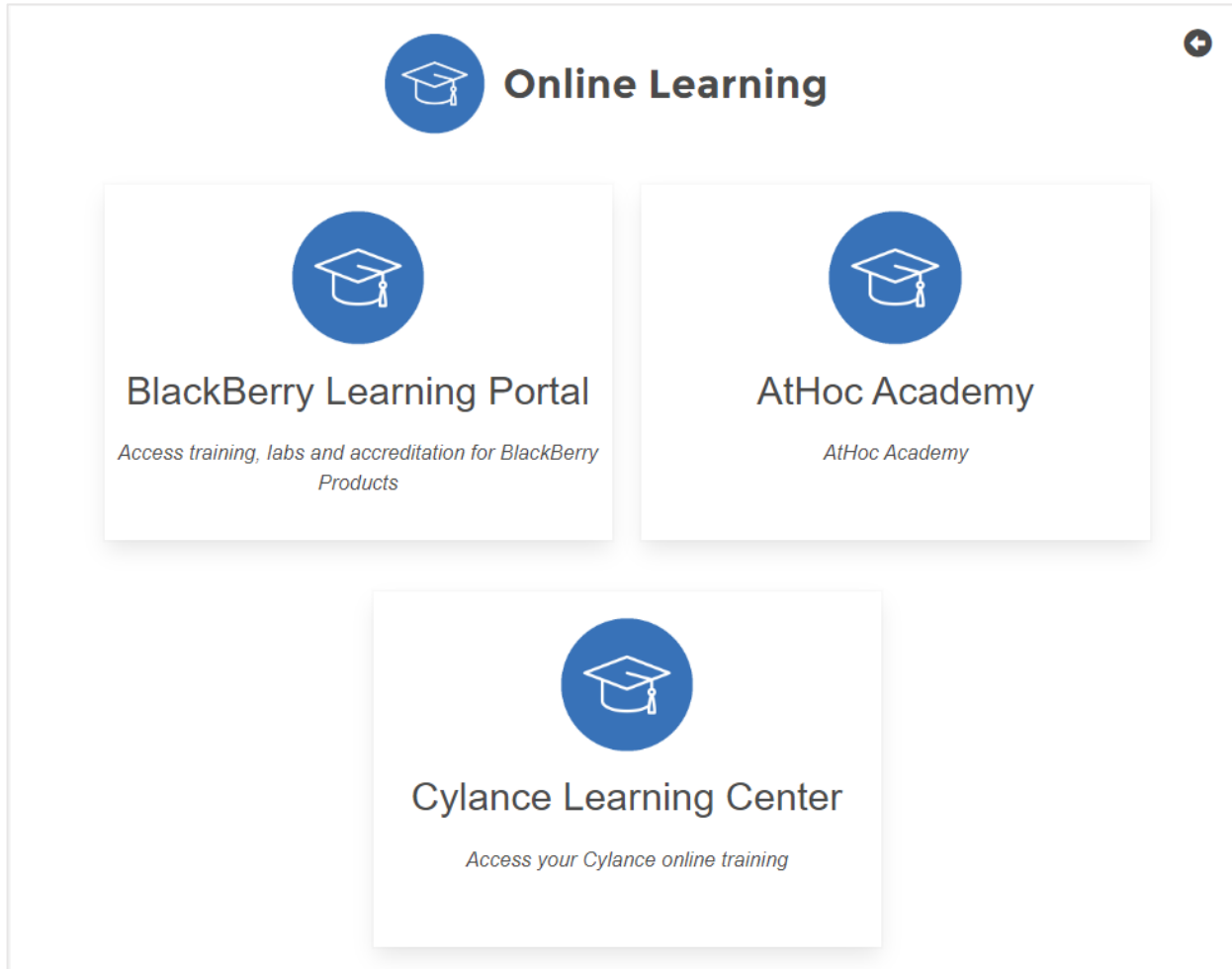
BlackBerry RSS Feeds

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

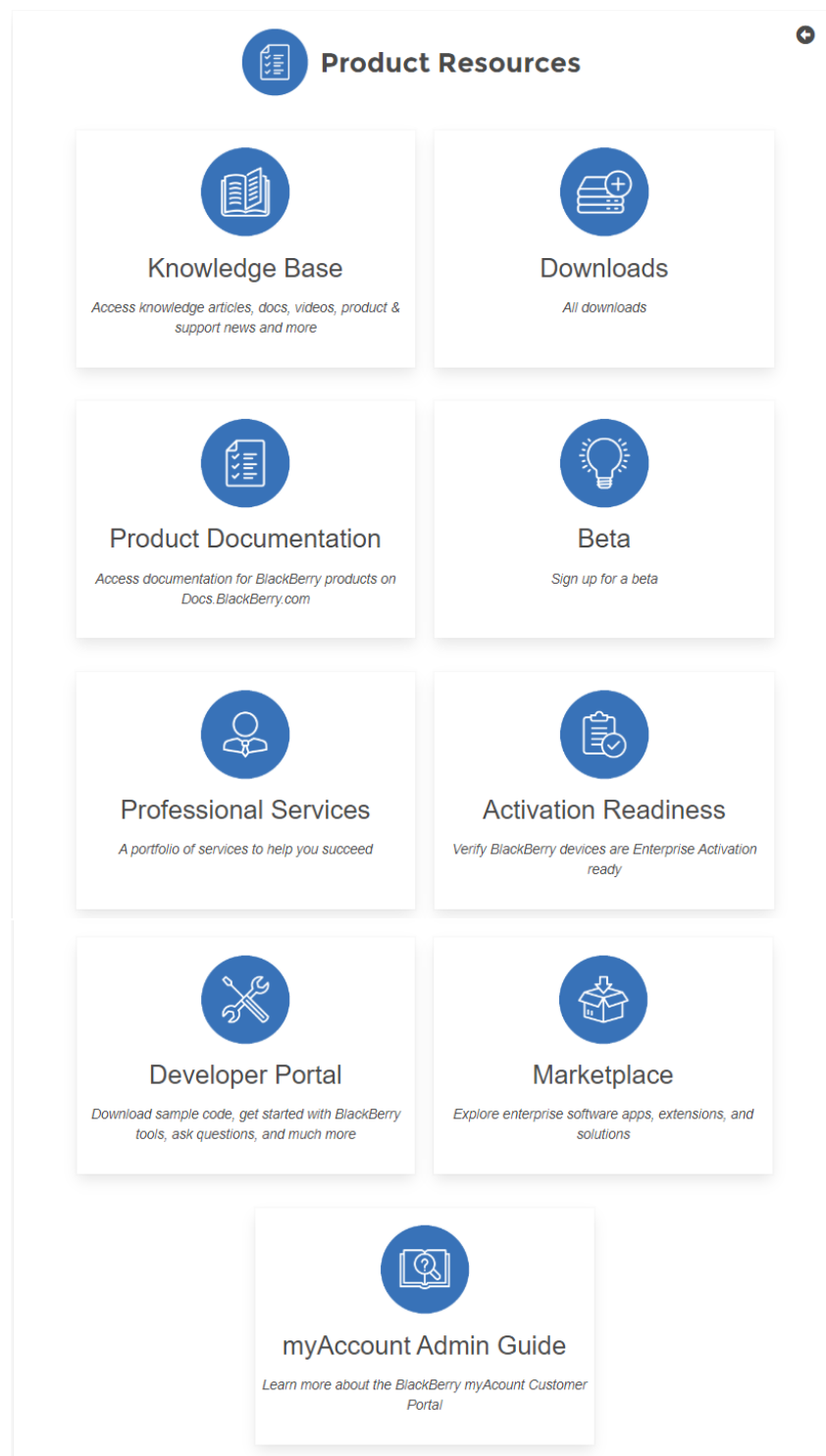
The **Online Learning** section is found on the main myAccount dashboard. Start your learning journey by visiting **BlackBerry's Learning Portal**, the **AtHoc Academy**, and **Cylance's Learning Center**. These learning portals allow you to browse the Course Catalogue, view Accreditation Paths and Training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



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

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.

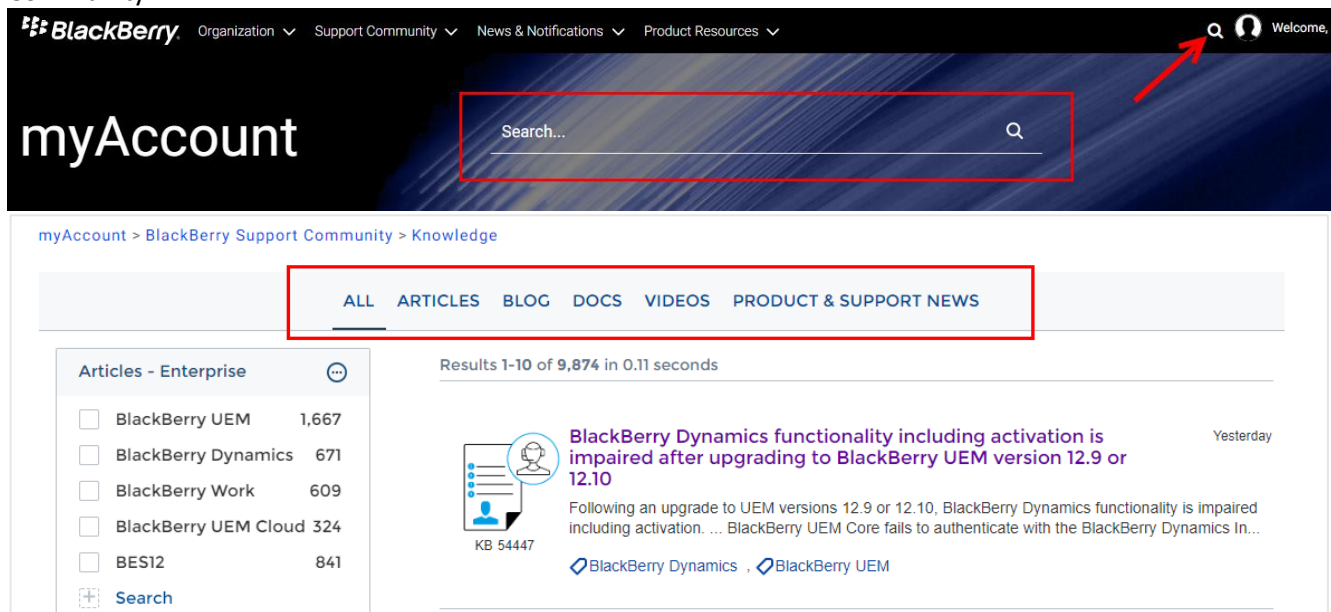
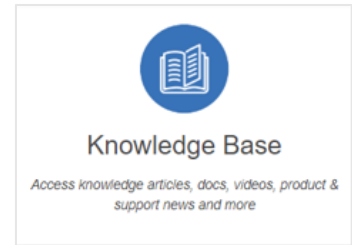


Note: A brief description for each of the topics can be found below.

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.

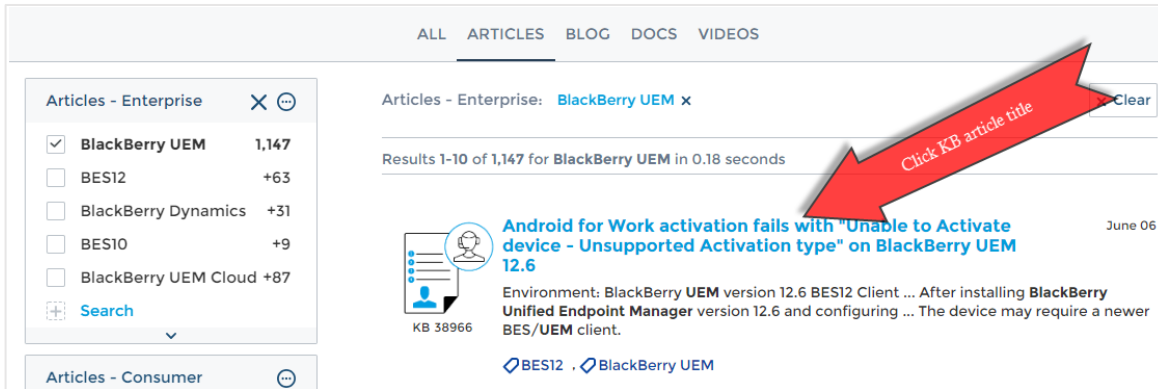


- Using the tabs located at the top of the page, filters can be used to display results within a certain category such as product documents, knowledge base articles, videos etc.
- Using the product facets on the left-hand side, results can be further filtered within a certain category to help narrow 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:



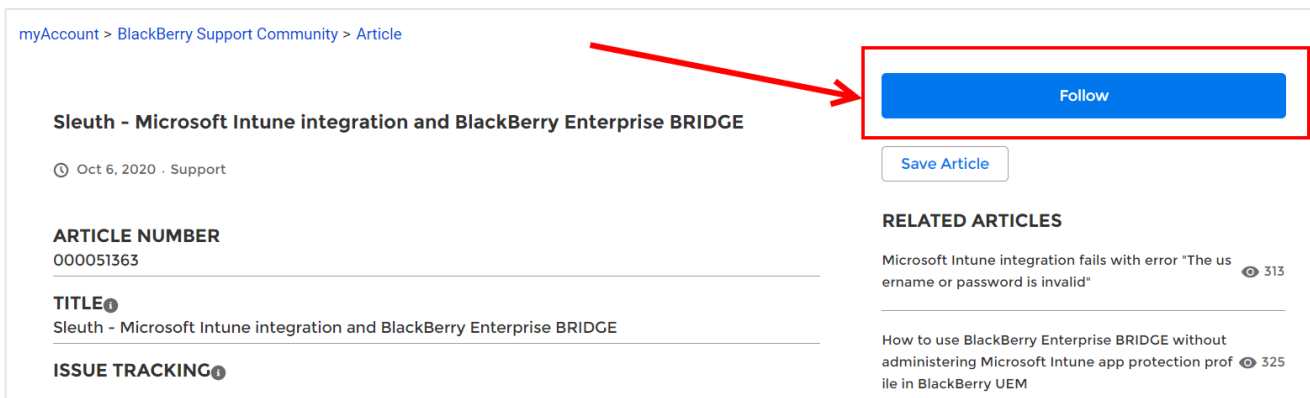
In the top-right corner of the KB article the user is presented with a list of related items (articles, Help docs, etc.) that are relevant and other people have also viewed.



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**. If you have successfully performed this step, you will see the KB article within your "Manage Subscriptions" page.



Downloads

The Downloads section is comprised of two separate download options, **Software Downloads** and **Device Downloads**. The first one is generally used for S/W patches and existing customers, and for on-premise downloads for approved customers.

Select **Server Software 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](#).



Downloads

All downloads

Server Downloads

Note: Customers require an active Enterprise Support Entitlement to download software. To contact sales please use the [Contact Us](#) form. For more information on our support programs view our [support program descriptions](#).

BlackBerry Servers

[BlackBerry Enterprise Instant Messaging \(IM\) for BlackBerry 10 Devices](#)

[BlackBerry Enterprise Identity](#)

[BlackBerry Compression for Work Email \(Server Plugin\)](#)

[BlackBerry 2FA](#)

[BlackBerry Enterprise Mobility Server](#)

[Download BlackBerry UEM](#)

[Download UEM tools](#)

[Download UEM resource kit](#)

[Download BES resource kit BES12](#)

[Workspaces Plug-in for UEM](#)

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.



Product Documentation

Access documentation for BlackBerry products on Docs BlackBerry.com

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](#).



Beta

Sign up for a beta

Professional Services

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



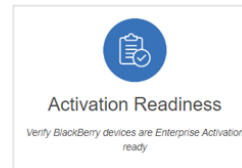
Professional Services

A portfolio of services to help you succeed

Activation Readiness

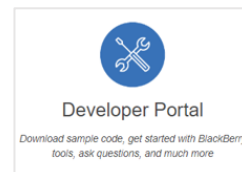
Fill out this information with your IMEI to see if it's ready for activation (or what's needed or missing from provisioning).

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



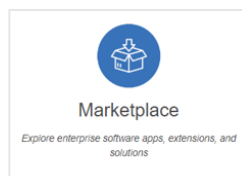
Developer Portal

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.

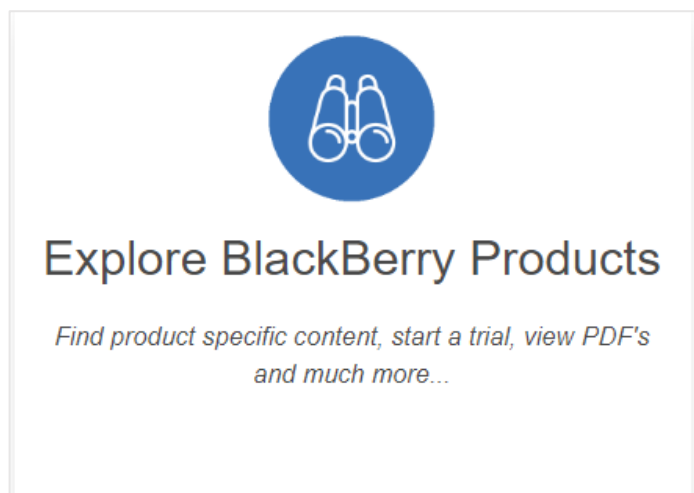


MyAccount Admin Guide

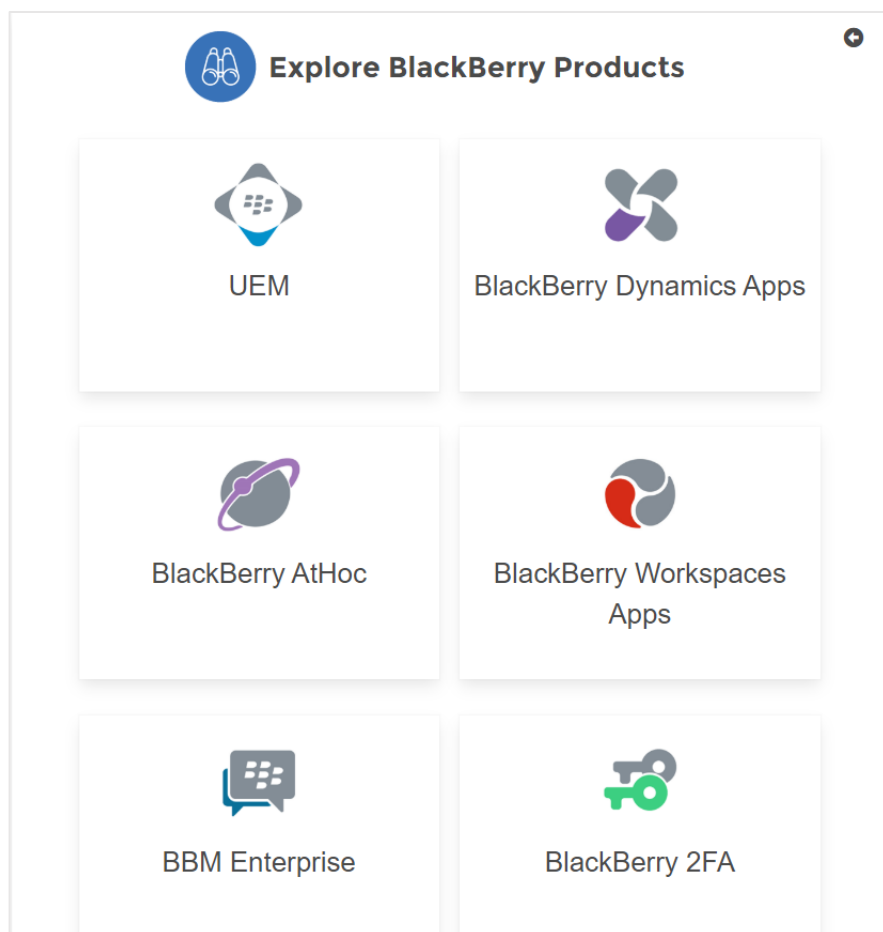
Click to view the latest edition of the myAccount Help Guide.

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.

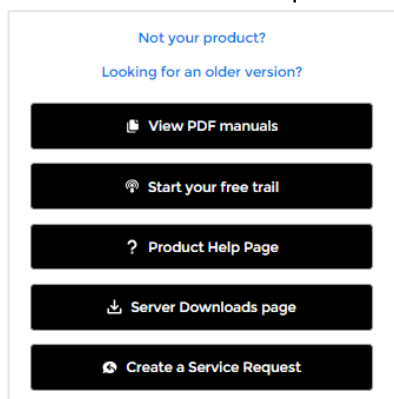


Once users click on the BlackBerry Products tile, you will be shown a full suite of BlackBerry product specific pages for access to some of our most popular BlackBerry enterprise products and services within our Support Community.



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.

myAccount > BlackBerry Support Community > BlackBerry UEM

BlackBerry UEM



Not your product?
Looking for an older version?

- View PDF manuals
- Start your free trial
- Product Help Page
- Server Downloads page
- Create a Service Request


KNOWLEDGE BASE

DISCUSSION FORUM

Q Search Issue Summary

Results 1-10 of 5,066 in 0.28 seconds

RELEVANCE DATE




KB 38905

"An error was encountered" when migrating users from BES12 On-Premise to BlackBerry UEM Cloud

6/15/2017

Overview: ... When migrating from BES12 On-Premise to BlackBerry UEM Cloud, the migration of IT Policies, Profiles and Groups will migrate successfully. ... On the next step which is to migrate use...

BES12 · BlackBerry UEM · BlackBerry UEM Cloud · BlackBerry 10




KB 36819

Creating a custom role with copied permissions from "Security Administrator" doesn't copy all permissions in BlackBerry UEM/BES12

May 28

In BES12/UEM, a custom role with copied permissions from "Security Administrator" doesn't have full Security Administrator permissions. ... Cause: ... This is by design. ... In BES12/UEM, there is ...

BES12 · BlackBerry UEM



KB 45266

How to change the organization or company name in BES12 and BlackBerry UEM


7/10/2017

BES12 version 12.4 and later ... Overview: ... In some situations customer requires to change their organization or company name due to mergers/acquisitions or typo error. ... Cause: ... Resolution:

BES12 · BlackBerry UEM


Partner Specific Information and functionality

The following Partners tile is available for partners to search internal knowledge content and upload their surveys. **Note:** This tile and the information below is only visible by users who are associated to a Partner account.



Product Resources

Product documentation, myAccount admin guide, Software Downloads, and more



Partners

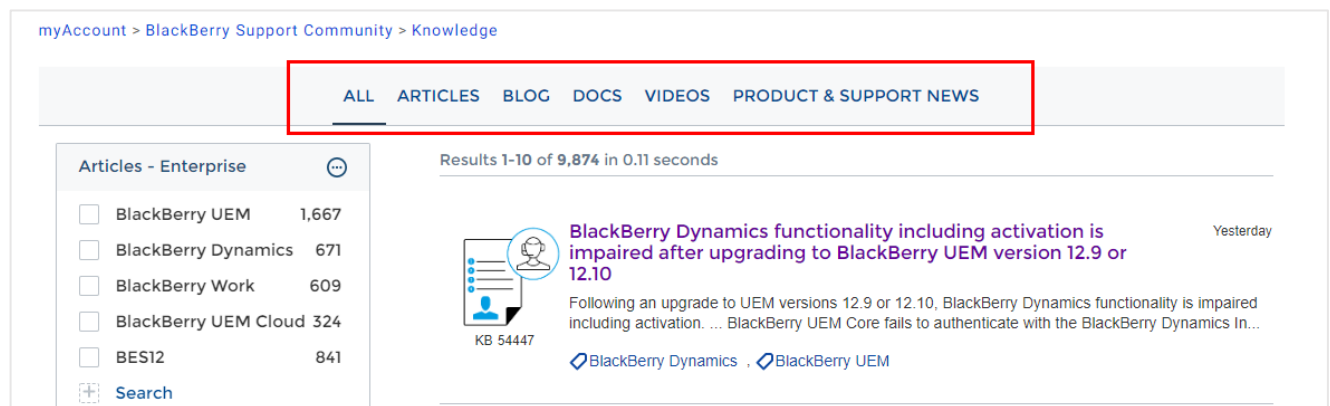
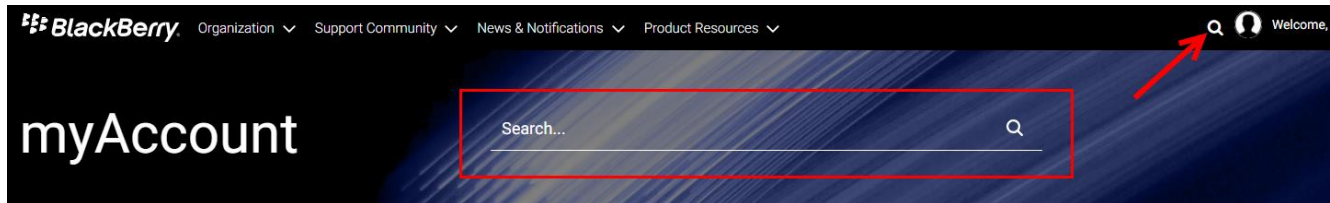
Upload surveys and search internal knowledge content

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.

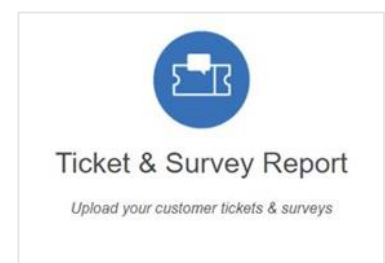


- Using the tabs located at the top of the page, filters can be used to display results within a certain category such as product documents or knowledge base articles.
- Using the tabs on the left-hand side, results can be further filtered within a certain category to help narrow your search.
- Clicking 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.


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.



Ticket and Survey Report Upload Tool

Please select a ticket and survey report upload file

 Attach a file

[Download Survey Upload Template Document](#)

Cancel

Submit

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**.


Feedback

Please tell us what you think. All feedback submitted below is reviewed and taken into consideration for future iterations.

Please select the type of feedback you would like to provide

 Site Improvement

 Site Troubleshooting

 Product Issue

What is your idea about?

Please provide a short description/summary

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?

Access [myAccount](#) by visiting <https://myaccount.blackberry.com> 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 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):

- 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 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 or remove an SRP from myAccount?](#)

9. [How to subscribe to BlackBerry News and Notifications within myAccount?](#)

10. 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:

From	To	Cc	Does it appear in the Community?
BlackBerry Support	Case Contact	"Anyone" or "blank"	Yes
BlackBerry Support	"Anyone"	Case Contact	Yes
Case Contact	BlackBerry Support	"Anyone" or "blank"	Yes
Any other person	"Anyone"	"Anyone" or "blank"	No

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

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