



BBM Enterprise

Quick Start Guide

For Android and iOS devices

Welcome to BBM Enterprise

With BBM Enterprise, you can chat and share securely in real time with your coworkers, friends, and family. BBM Enterprise adds an extra layer of encryption to provide enhanced security for your chats.

If you're a current BBM Protected user on BBM, you must switch to the BBM Enterprise app. If you're new to BBM Enterprise, you can skip to the New BBM Enterprise Users section to download and sign in to BBM Enterprise.

Existing BBM Protected users: switching to BBM Enterprise

BBM Protected is now BBM Enterprise! If you're a current BBM Protected user, switching to the BBM Enterprise app is easy: simply download the BBM Enterprise app on your device and sign in using your existing BlackBerry ID. All your BBM contacts are added in BBM Enterprise automatically.

If you're not an existing BBM Protected user, you can skip to the **Setting up BBM Enterprise** section.

Download BBM Enterprise on your device

1. Visit the BBM Enterprise listing in the Google Play store or the App Store.
2. Tap **Install** or **Get**.

Switch from BBM Protected to BBM Enterprise

Once you download BBM Enterprise, you can switch from BBM Protected to BBM Enterprise by signing in with your existing BlackBerry ID. All your existing BBM contacts are added in BBM Enterprise automatically.

1. On your device, open BBM Enterprise.
2. In the lower-right corner of the screen, tap **Sign In**.
3. Enter your BlackBerry ID email address and password.
4. Click **Sign in**.

Once you sign in to BBM Enterprise, you can delete BBM from your device. If you want to continue using BBM in addition to BBM Enterprise, you must create a new BlackBerry ID in BBM.

Setting up BBM Enterprise for the first time

When your administrator assigns you permission to use BBM Enterprise, you receive an activation email message. If you never used BBM before, you must create a BlackBerry ID. You might also receive email when your administrator turns some BBM Enterprise features on or off. These email messages are informational only; no action is required to activate these features.

I'm new to BBM - Page 3

If you're new to BBM, you can set up BBM Enterprise by completing the following steps:

- Create a BlackBerry ID
- Verify your BlackBerry ID
- Download BBM Enterprise
- Sign in to BBM Enterprise

I already use BBM outside of work - Page 4

If you're a BBM user, you can use your existing BlackBerry ID to set up BBM Enterprise. When you sign in to BBM Enterprise with your existing BlackBerry ID, all your BBM contacts are added in BBM Enterprise automatically.

You can start using BBM Enterprise by completing the following steps:

- Activate BBM Enterprise using your BlackBerry ID
- Download BBM Enterprise
- Sign in to BBM Enterprise

I'm new to BBM

Create a BlackBerry ID

You must use an email address to create a BlackBerry ID. If you create a BlackBerry ID with your phone number, you won't be able to sign in to BBM Enterprise.

1. In the activation email you receive, click the activation link. (figure 1).
2. Click **Don't Have a BlackBerry ID? Create one** (figure 2).
3. Complete the instructions on the screen.
4. Click **Submit**.

Verify your BlackBerry ID

After you create a BlackBerry ID, you need to verify it before activating BBM Enterprise. When you create your BlackBerry ID, you receive an email with the subject line "Confirm your BlackBerry ID email address." You must verify your BlackBerry ID within 72 hours of creating it.

1. In the "Confirm your BlackBerry ID email address" email, click **confirm your email address**.
2. Enter your BlackBerry ID password.
3. Click **Sign in**.

Download BBM Enterprise on your device

Now that you verified your BlackBerry ID, you can download BBM Enterprise on your device.

1. Visit the BBM Enterprise listing in the Google Play store or the App Store.
2. Tap **Install** or **Get**.

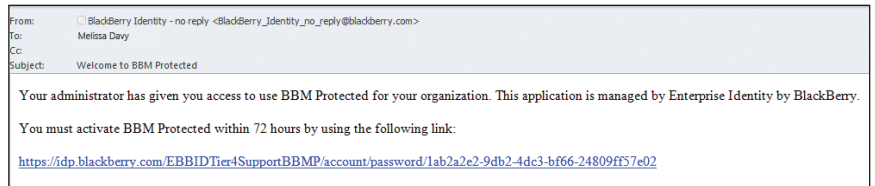


FIGURE 1: "WELCOME TO BBM PROTECTED" EMAIL MESSAGE



FIGURE 2: BLACKBERRY ID SIGN-UP SCREEN

Sign in to BBM Enterprise

Once you download BBM Enterprise, you can sign in to BBM Enterprise on your device using the BlackBerry ID email address and password you just created.

1. On your device, open BBM Enterprise.
2. In the lower-right corner of the screen, tap **Sign In**.
3. Enter your BlackBerry ID email address and password.
4. Click **Sign in**.

I already use BBM outside of work

Activate BBM Enterprise using your BlackBerry ID

1. In the activation email you receive, click the activation link (figure 1).
2. Enter your BlackBerry ID email address and password.
3. Click **Sign in**.

Download BBM Enterprise on your device

Now that you activated BBM Enterprise using your BlackBerry ID, you can download BBM Enterprise on your device.

1. Visit the BBM Enterprise listing in the Google Play store or the App Store.
2. Tap **Install** or **Get**.

Sign in to BBM Enterprise

Once you download BBM Enterprise, you can sign in to BBM Enterprise on your device using the BlackBerry ID email address and password you just created.

1. On your device, open BBM Enterprise.
2. In the lower-right corner of the screen, tap **Sign In** (figure 2).
3. Enter your BlackBerry ID email address and password (figure 3).
4. Click **Sign in**.

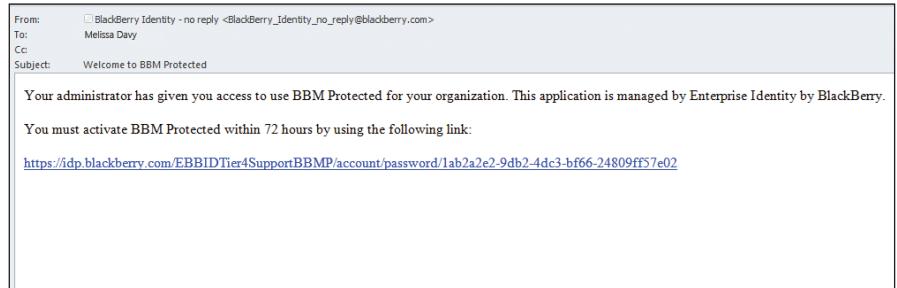


FIGURE 1: ACTIVATION EMAIL MESSAGE

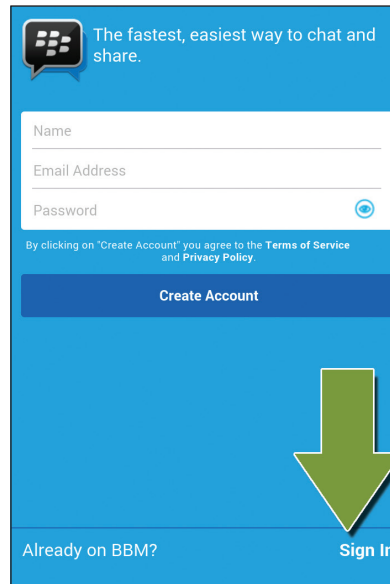


FIGURE 2: TAP "SIGN IN"

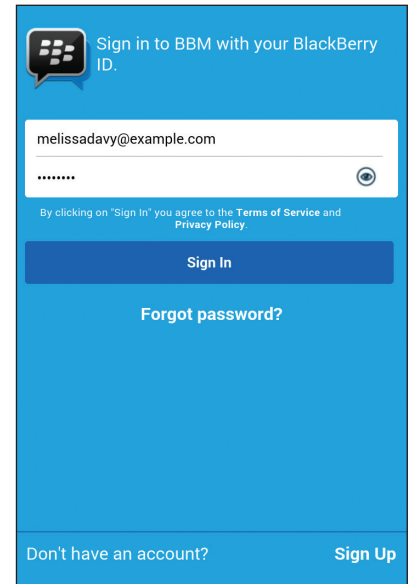


FIGURE 3: SIGN IN TO BBM

Get more info about using BBM Enterprise

Congratulations, you're now ready to start using BBM Enterprise! To learn more about using BBM, visit help.blackberry.com or tap **Help** from BBM Enterprise on your device.