



UEM Notifications

Operator Guide

3.0

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What is BlackBerry UEM Notifications?

With UEM Notifications, BlackBerry UEM administrators message users via SMS, phone, and email directly from the UEM console. This add-on simplifies communications to end users and user groups by eliminating the need for additional messaging solutions. BlackBerry UEM Notifications cuts through the clutter of everyday messages, resulting in more users taking action.

BlackBerry UEM Notifications provides the following key capabilities:

- Leverage UEM for simplified communication
- Multiple delivery methods (text, phone, and email)
- Increased engagement from users

Unify communication processes and tools for improved productivity

- **Take control of user messaging:** Effective device management requires UEM administrators to communicate with the users they manage. With UEM Notifications, administrators can manage devices and notifications within their UEM, eliminating the need to manage and reconcile user contact information across multiple systems as well as external system access issues. Managing user messaging from a single solution empowers administrators with more control and improves their productivity.
- **Replace email blasts with messages that users will actually read:** When email is used as the main tool to notify users, messages can easily get lost, overlooked, or ignored, reducing their effectiveness. This leads to increased support calls, raising your costs and hampering productivity. With flexible delivery options such as Text-To-Speech voice calls, SMS, and email, employees get alerts via their preferred channel, increasing the likelihood of action and compliance.
- **Trust that users will receive and view your notifications:** Common communications channels lack an easy way to track and store the status and history of messages, forcing administrators to reconcile against external notification systems. With UEM Notifications' FedRAMP-authorized delivery services, you can rest easy knowing the messages sent reach their intended destination. UEM Notifications features a comprehensive report of all sent messages and their statuses.

Simplify notifications to users

- **Single interface for messaging users and managing devices:** This "single pane of glass" approach eliminates confusion and streamlines two functions: managing devices, and notifying users of important announcements.
- **Mobile device information identifies which users are affected:** UEM Notifications leverages information collected from mobile devices to identify the specific users who need a given notification. This means there is less noise for the user, because each notification is relevant to them. This targeted approach means that users always know that the alerts they receive are reliable.
- **Improved end-to-end message workflow:** Administrators can test and review messages before sending them broadly to ensure accuracy.
- **Active Directory sync streamlines user data:** Your company's active directory contains all user data, including telephony, email, and user groups. UEM Notifications leverages contact information via an active directory sync to ensure notifications reach your users.
- **Supports text-to-speech (phone), email, and SMS notifications:** Multiple delivery options enable UEM administrators to choose which methods are best for each type of message.
- **View message details and history:** Track and manage notifications sent including detailed message status by delivery method.

Common use cases

- **Planned downtime:** Inform affected users of scheduled upgrades and outages ahead of time.
- **Manage email outages:** Let affected users know an unexpected outage has occurred and provide an anticipated timeline for the issue to be resolved. This can help you avoid support line flooding.
- **Compliance warning:** Alert users to upgrade their software in order to comply with corporate policies and external regulations.

Log in to UEM

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

You must have UEM administrator permissions with the "Send email to users" role enabled to access UEM Notifications.

Before you begin:

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

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

Create groups in UEM

Before you begin sending notifications using BlackBerry UEM Notifications, you should plan your targeted notification recipients. In BlackBerry UEM, define sets of recipients through groups. Each organization should define the groups to target according to their specific use cases.

For more information about creating users and groups in BlackBerry UEM, see "[Users and groups](#)" in the *BlackBerry UEM Administration Guide* and "[Edit the attribute mapping in UEM](#)" in the *UEM Notifications Installation and Administration Guide*.

Send a test notification


Before you send a notification using BlackBerry UEM Notifications, send a test notification.

Note: This functionality is only available if you have a user account in the BlackBerry AtHoc management system.

1. Log in to BlackBerry UEM as an administrator.
2. On the BlackBerry UEM menu bar, click **Notifications**.
3. Click **New notification**.
4. On the **New notification** window, enter a title for your notification.
5. Optionally, enter the content of your notification in the **Body** field.
6. Select a severity from the **Severity** list.
7. In the **Target recipients** section, select **Me (Send a test notification to myself)**.
8. Select the delivery methods you want to use to send your notification.
9. Click **Send notification**. A pop-up message appears that indicates the total number of groups and end users your notification will be sent to.
10. Click **Send now**.

Send a notification


After verifying your settings and delivery methods by sending a test notification, you can send a notification.

1. Log in to UEM as an administrator.
2. On the UEM menu bar, click **Notifications**.
3. Click **New notification**.
4. On the **New notification** window, enter a title for your notification.
5. Optionally, enter the content of your notification in the **Body** field.
6. Select a severity from the **Severity** list.
7. Optionally, enter a URL in the **Additional info link** field if you want to include a link in your notification that your users can click on to see more information about your notification.
8. In the **Target recipients** section, select **Groups**.
9. Click to select a group from the **Available groups** list. You can **ctrl-click** or **shift-click** to select multiple groups.
10. Click  to move the groups to the **Selected groups** window.
11. Select the delivery methods you want to use to send your notification. You can choose any combination of phone, email, or text messaging.
12. Click **Send notification**. A pop-up message appears that indicates the total number of groups and end users your notification will be sent to.
13. When you are certain that your notification and targeted groups are correct, click **Send Now**.



Send a notification from the UEM User Manager

If you are a UEM administrator, you can send a UEM notification from the UEM user manager.

Note: You can send a notification to a maximum of 2000 users at a time. To send a notification to more than 2000 users, you must send multiple notifications or send the notification to a group as described in [Send a notification](#). Groups can have up to 30,000 users.

1. Log in to UEM as an administrator.
2. On the UEM menu bar, click **Users > Managed devices**.
3. Optionally, select one or more filters to narrow the list of available users.
4. Select one or more users to send a notification to.
5. Click .
6. On the **New notification** window, enter a title for your notification.
7. Optionally, enter the content of your notification in the **Body** field.
8. Select a severity from the **Severity** list.
9. Optionally, enter a URL in the **Additional info link** field if you want to include a link in your notification that your users can click to see more information about your notification.
10. Select the delivery methods you want to use to send your notification. You can choose any combination of phone, email, or text messaging. The method selected must have attribute mapping settings configured in UEM.
Note: Additional devices may appear in the Delivery methods section, but notifications can be sent only to mapped phone, email and text messaging devices.
11. Click **Send notification**. A pop-up message appears that indicates the total number of groups and end users your notification will be sent to.
12. When you are certain that your notification and targeted groups are correct, click **Send Now**.

View sent notifications

1. Log in to BlackBerry UEM as an administrator.
2. On the left pane, click **Notifications**.
3. Click **Date range** to expand the date range filter and choose a date option.
4. Click **Status** to expand the status filter and select **Live, Ended**, or both.
5. Optionally, click **Severity** to expand the severity filter. Select one or more severity levels (High, Moderate, Low, Information, and Unknown) to filter the displayed notifications by severity.
6. Click **Submit**. The Notifications pane refreshes according to the options you selected.
7. Optionally, click  to copy the selected notification and make it available as a new notification. The **Forward notification** window opens with the Title and Body text prepopulated with the text from the original notification. Select the target recipients and delivery methods to send a new notification.
8. Click a notification to view additional information. The notification report appears and includes the following information:
 - The date and time the notification was sent
 - The UEM username of the person who sent the notification
 - The status of the notification (live or ended)
 - The severity of the notification
 - The number of targeted users and groups
 - The number of messages sent to users
 - The number of messages not sent to users, and a breakdown of why the message was not sent
 - A link to view tracking details
 - A bar chart that shows the number of notifications sent by each of the specified delivery methods (email, phone, and text messaging)
9. Optionally, click **View Tracking Details** to open the Tracking Details page, which displays the names of the targeted users, their device types, device details, delivery status, and delivery date.
10. Optionally, click () to update the notification report. The report refreshes automatically every 60 seconds.

BlackBerry AtHoc Customer Support Portal

BlackBerry AtHoc customers can obtain more information about BlackBerry AtHoc products or get answers to questions about their BlackBerry AtHoc systems through the Customer Support Portal:

<https://support.athoc.com>

The BlackBerry AtHoc Customer Support Portal also provides support via computer-based training, operator checklists, best practice resources, reference manuals, and user guides.

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