BlackBerry UEM App Catalog

User Guide

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Getting started with BlackBerry UEM App Catalog

After you activate a Windows 10 or Windows 10 Mobile device, you can download work apps that were assigned to you from the BlackBerry UEM App Catalog. When you activate your device, the device is associated with BlackBerry UEM and is granted access to work data and productivity apps. Your administrator determines the degree of protection for your device based on your role and assigns IT policies and profiles to make sure the appropriate device features are available to you and to secure work data on your device.

You can download the BlackBerry UEM App Catalog for Windows 10 devices from the Windows Store.

Activate your Windows 10 device

Your device is ready to be activated when you receive an activation email from your administrator. The activation email includes the information that you need to activate your device. If your activation password has already expired, try BlackBerry UEM Self-Service or contact your administrator.

To activate your Windows 10 tablet or computer on BlackBerry UEM, you must install a certificate. You can find a link to the certificate in the activation email that you received. If you did not receive a link to the certificate, contact your administrator for assistance.

If you want to activate a Windows 10 Mobile device, see Activate your Windows 10 Mobile device.

1. Using the Microsoft Outlook app, or using your online email service in the browser, open your Inbox.
2. In your Inbox, tap the activation email message that you received from your administrator.
3. Tap the link to the certificate server.
4. In the certificate download notification, tap **Open**.
5. Tap **Install Certificate**.
6. Select the **Current User** option and tap **Next**.
7. Do the following:
   a) Select the **Place all certificates in the following store** option.
   b) Tap **Browse**.
   c) Select **Trusted Root Certification Authorities**.
   d) Tap **OK**.
   e) Tap **Next**.
8. Tap **Finish**.
9. Tap **OK**.
10. Tap **Start** > **Settings**.
11. Tap **Accounts**.
12. Tap **Work access**.
13. Tap **Enroll only in device management**.
14. In the **Email address** field, type your email address and tap **Continue**.
15. If you are asked for your server address, in the **MDM URL** field, type your server address or activation URL and tap **Next**.
16. In the **Activation password** field, type your activation password and tap **Continue**.
17. Tap **Finished**.

After you finish: To verify that the activation process completed successfully, perform one of the following actions:

- On the device, tap the **Start** button > **Settings** > **Accounts** > **Work access** and check that your account is listed. Tap your account and select **Info**. Check the synchronization status information to make sure that your device is connected to BlackBerry UEM.
- In BlackBerry UEM Self-Service, verify that your device is listed as an activated device. It can take up to two minutes for the status to update after you activate the device.

Activate your Windows 10 Mobile device

Your device is ready to be activated when you receive an activation email from your administrator. The activation email includes the information that you need to activate your device. If your activation password has already expired, try BlackBerry UEM Self-Service or contact your administrator.

To activate your Windows 10 Mobile device on BlackBerry UEM, you must install a certificate. You can find a link to the certificate in the activation email that you received. If you did not receive a link to the certificate, contact your administrator for assistance.

If you want to activate a Windows 10 tablet or computer, see Activate your Windows 10 device.

1. Using the Microsoft Outlook app, or using your online email service in the browser, open your Inbox.
2. In your Inbox, tap the activation email message that you received from your administrator.
3. Tap the link to the certificate server.
4. Tap the certificate.
5. Tap **install**.
6. Tap **ok**.
7. Tap the **Windows** button to return to the Start menu.
8. Swipe left to open the apps menu.
9. In the apps menu, tap **Settings**.
10. Tap **Accounts**.
11. Tap **Work access**.
12. Tap **Enroll only in device management**.
13. In the **Email address** field, type your email address and tap **Continue**.
14. If you are asked for your server address, in the **MDM URL** field, type your server address or activation URL and tap the **arrow button**.
15. In the **Activation password** field, type your activation password and tap **Continue**.
16. Tap **done**.

After you finish: To verify that the activation process completed successfully, perform one of the following actions:

- On the device, go to **Settings** > **Accounts** > **Work access** and check that your account is listed. Tap your account and select **Info**. Check the synchronization status information to make sure that your device is connected to BlackBerry UEM.
- In BlackBerry UEM Self-Service, verify that your device is listed as an activated device. It can take up to two minutes for the status to update after you activate the device.

Install work apps

If a required app is not installed, your administrator may restrict or remove access to work data. Optional apps are apps that your administrator recommends, but you are not required to install them on your device.

Before you begin:

- Activate your device.
- Install the BlackBerry UEM App Catalog app from the Windows Store.

1. Open the BlackBerry UEM App Catalog app.
2. Tap the **Required** tab and install all required apps.
3. Tap the **All** tab and install any optional app that you want.

Set up work email

1. On your device, in Settings > Email + Accounts, tap **Work**.
2. Type your email password and tap **Save**.

Using BlackBerry UEM Self-Service

You can use the BlackBerry UEM Self-Service console to set activation passwords, manage BlackBerry Dynamics apps, preauthenticate your devices, and perform basic commands such as lock a device or change a device password. For more information about using BlackBerry UEM Self-Service, see the BlackBerry UEM Self-Service user guide.

About device compliance

If your device is out of compliance, your administrator may restrict or block your device from accessing work resources and networks. Here are some policies that your organization may enforce:

- **Device out of contact:** Your device must contact BlackBerry UEM within a certain period of time. For example, if your device cannot connect to the mobile network for an extended period, it may become non-compliant.
- **Restricted device model detected:** You must use a device that meets the security requirements of your organization. Contact your administrator for more information.

About IT policies

An IT policy is a set of rules that control the security features and behavior of your device. For example, if your organization requires that you set a password for your device, your administrator applies an IT policy to your device that includes a rule that requires you to set a password. On the home screen, you can tap the IT policy icon to see the rules that are applied to your device.

You cannot change or turn off an IT policy rule. The IT policy rules that are applied to your device are part of the overall security policy of your organization. For more information, contact your administrator.

About profiles

Profiles permit you to access work resources on your device. For example, your administrator assigns profiles to your user account so that you can access your work email account, Wi-Fi connections, VPN connections, and security certificates.

About certificates

Certificates are used to authenticate your device to access work resources and networks. If your administrator assigns a certificate profile to your user account, you receive a prompt on your device to install the certificate. Record the information displayed in the prompt and follow the instructions to install the certificate. If you are prompted to enter a password that is not provided, contact your administrator.

About rating and reviewing apps

Your administrator can allow you to rate apps, provide reviews of apps, and see reviews provided by other users. You can rate an app without a review, but you must include a rating when you provide a review of the app. After you rate and provide a review of an app, you can change or delete your rating and review.

Deactivate your device

If you do not want your administrator to manage your device you can deactivate your device. If you deactivate your device, you remove the connection between your device and your work resources. You cannot connect to your work email account or calendar and you cannot access your work Wi-Fi connection or VPN connection after you deactivate your device.

Before you begin: Make sure that your device is connected to the wireless network.

1. Tap **Start** > **Settings**.
2. Tap **Accounts**.
3. Tap **Work access**.
4. Tap your organization's connection and tap **Disconnect**.
5. Confirm that you want to remove the account.

After you finish: You can delete the BlackBerry UEM App Catalog from your device.

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