BlackBerry Workspaces plug-in for BlackBerry UEM Cloud

Administration Guide

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About this guide

This guide describes how to administer BlackBerry Workspaces in a BlackBerry UEM Cloud environment.

This guide is intended for senior and junior IT professionals who are responsible for administering the BlackBerry Workspaces service.

What is BlackBerry Workspaces?

BlackBerry Workspaces is a secure, easy-to-use file-sharing service that allows users to securely access, synchronize, edit, and share files and folders from Windows or macOS tablets and computers or on iOS, Android, or BlackBerry 10 devices.

You purchase licenses to enable the BlackBerry Workspaces service and to integrate BlackBerry Workspaces management into the BlackBerry UEM Cloud management console. You use the BlackBerry Workspaces tab to manage resources such as users, groups, distribution lists, and workspaces. You use BlackBerry Workspaces settings to configure the BlackBerry Workspaces service.

When the BlackBerry Workspaces service is enabled in your environment, it allows BlackBerry UEM Cloud and the BlackBerry Workspaces server to communicate with each other over HTTPS when:

• User accounts are enabled for the BlackBerry Workspaces service
• User capabilities are changed
• User accounts are deleted
• Workspaces settings are changed

Sign up for BlackBerry Workspaces

You can sign up for a trial of BlackBerry Workspaces using a BlackBerry Online Account. When you start the trial, a BlackBerry UEM Cloud instance is created. You can access it from your account. If you do not have a BlackBerry Online Account, you can create one.

After the trial, contact your BlackBerry Account Manager if you are interested in purchasing BlackBerry Workspaces licenses.

1. Go to https://ca.blackberry.com/enterprise/blackberry-workspaces.
2. Click **Free Trial**.
3. Do one of the following:
   •

Option	Steps
If you already have a BlackBerry Online Account	a. Beside **Already have BlackBerry Online Account?**, click **Sign in**. b. Enter your username and password. c. Click **Log in**.
If you do not already have a BlackBerry Online Account	a. Enter your name and contact information. b. Enter and confirm a password for your BlackBerry Online Account. c. Click **Start Trial**. d. Click **I Agree** to agree to the terms and conditions. e. Check your email inbox for a validation link and click it. f. Enter your BlackBerry Online Account credentials.

4. Specify the domain name that you want to use and click **Continue**.

When the your trial is ready, you are directed to your instance of BlackBerry Workspaces. To manage BlackBerry Workspaces and add users, use the BlackBerry UEM Cloud management console where you can see your licenses, and more.

After you finish: Log in to BlackBerry UEM Cloud for the first time

Log in to BlackBerry UEM Cloud for the first time

After you have started your trial, you can add users, manage BlackBerry Workspaces settings, and set user permissions in BlackBerry UEM Cloud.

1. In the BlackBerry Online Account Admin Portal, click **Organization**.
2. Click **Servers**.
3. On the **Unified Endpoint Manager (UEM)** tab, under **BlackBerry Cloud**, click **Open** beside the BlackBerry UEM Cloud instance that you created for your BlackBerry Workspaces product.
4. Enter your BlackBerry Online Account username and password. Click **Sign in**.
5. Accept the license agreement. Click **Continue**.

Setting up BlackBerry Workspaces

In a BlackBerry Workspaces enabled tenant, you can perform the following tasks in the BlackBerry UEM Cloud management console:

- Enable BlackBerry Workspaces capabilities for preconfigured and custom BlackBerry UEM Cloud administrative roles
- Enable the BlackBerry Workspaces service for users
- Configure and manage the default BlackBerry Workspaces settings
- Manage users, workspaces, distribution lists, and groups

Steps to get started with BlackBerry Workspaces

When you get started with BlackBerry Workspaces, you perform the following actions:

Step	Action
1	Obtain BlackBerry Workspaces licenses.
2	Log in to BlackBerry UEM Cloud.
3	If necessary, configure BlackBerry UEM Cloud administrative roles with BlackBerry Workspaces capabilities.
4	Optionally, Configure the BlackBerry Workspaces settings.
5	Enable the BlackBerry Workspaces service for users.
6	Manage BlackBerry Workspaces users, workspaces, distribution lists, and groups.

BlackBerry Workspaces licenses

BlackBerry Workspaces licenses control the BlackBerry Workspaces service that is enabled for device users in BlackBerry UEM Cloud. BlackBerry Workspaces provides user-based licenses, which allow a user to use BlackBerry Workspaces on multiple devices with a single license. Users in your BlackBerry UEM Cloud organization can use one or more licenses depending on the services that are enabled. For example,

- If a user is enabled for device management on BlackBerry UEM Cloud and then enabled for the BlackBerry Workspaces service, two licenses are associated with the user account. One license is used to activate the device on BlackBerry UEM Cloud, and one is used to enable the BlackBerry Workspaces service.
- If a user is enabled for the BlackBerry Workspaces service but not for device management, the user uses one license.
- If a user is activated for device management but not for the BlackBerry Workspaces service, the device uses one license.
- If a user in your environment shares content with an external user (a user that does not have an account on BlackBerry UEM Cloud), a user account for the external user is added to BlackBerry UEM Cloud.

    - If the user is within the organization, for example a department that is not MDM-enabled, the user uses a license.
    - If the user is outside of the organization, the user does not use a license.

For more information about licenses for device management, see the BlackBerry UEM Cloud Licensing content.

How BlackBerry Workspaces licensing works in BlackBerry UEM Cloud

You must obtain BlackBerry Workspaces licenses to enable the BlackBerry Workspaces service for users in your environment. After you purchase the licenses, the BlackBerry Workspaces licenses section is displayed on the Licensing summary screen in the BlackBerry UEM Cloud management console. BlackBerry UEM Cloud supports SIM and Server licensing models, and you can use licenses from either or both models, depending on your organization's requirements. If your environment uses both SIM and server licences, SIM licenses are always consumed before server licenses. To use SIM licenses, devices must have SIM cards that the wireless service provider has provisioned.

Licensing model	Description	Category
Server licenses	Licenses that you buy from BlackBerry or a BlackBerry partner.	Subscription
SIM licenses	Licenses that you buy from your wireless service provider as part of your existing plan.	—

For more information about purchasing and activating licenses, see the BlackBerry UEM Cloud Licensing content.

License requirements for the BlackBerry Workspaces service

The following table lists the licenses that are required to use the BlackBerry Workspaces service. BlackBerry UEM Cloud checks for available BlackBerry Workspaces licenses in the order listed. You enable the BlackBerry Workspaces service when you create a user account or in the user summary screen of an existing user.

Devices	Requirements	Required BlackBerry Workspaces license
• Windows tablets and computers • macOS tablets and computers • iOS • Android • BlackBerry 10	• BlackBerry UEM Cloud	One of the following: 1. BlackBerry Enterprise Mobility Suite - Content Edition* 2. BlackBerry Workspaces Enterprise Edition 3. BlackBerry Workspaces Standard Edition

* For more information about licenses that are required to support the features of the BlackBerry Enterprise Mobility Suites, including the BlackBerry Workspaces service, when you integrate BlackBerry UEM Cloud and BlackBerry Dynamics, see the BlackBerry UEM Cloud Licensing content.

For more information about BlackBerry Workspaces apps, see BlackBerry Workspaces apps.

Determining what BlackBerry Workspaces licenses you need

When you purchase licenses for the BlackBerry Workspaces service, you purchase the license type that corresponds to the feature set of the BlackBerry Workspaces server in your environment.

For more information about features included with a version of the BlackBerry Workspaces server, see the BlackBerry Workspaces product page.

The following table describes the available BlackBerry Workspaces licenses.

BlackBerry Workspaces license type	Description
BlackBerry Enterprise Mobility Suite - Content Edition	Purchase this suite to use the following features of BlackBerry Workspaces: • Content connectors and identity connectors • All features included in the BlackBerry Workspaces Standard Edition license For more information about this license type and additional features this license suite provides, see the BlackBerry UEM Cloud Licensing content.
BlackBerry Workspaces Enterprise Edition	Purchase this license type if you have a BlackBerry Workspaces Enterprise server available in your environment and you require users enabled with the BlackBerry Workspaces service to have the following abilities: • Content connectors and identity connectors • All features included in the BlackBerry Workspaces Standard Edition license

BlackBerry Workspaces license type	Description
BlackBerry Workspaces Standard Edition	Purchase this license type if you have a BlackBerry Workspaces Standard server available in your environment and you require users enabled with the BlackBerry Workspaces service to have the following abilities: • Admin IT console • Secure user workspaces for collaboration

For more information about connectors, see the BlackBerry Workspaces Administration content.

View license information

You can view license information for BlackBerry Workspaces on the Licensing summary page. If an issue with BlackBerry Workspaces licenses requires your attention, the BlackBerry Workspaces licensing section displays a warning or error icon. For more information about licensing statuses, see the BlackBerry UEM Cloud Licensing content.

On the menu bar, click **Settings > Licensing** to view the following license information:

• SIM licenses: For each BlackBerry Workspaces license type, the number of licenses in use.
• Server licenses: For each BlackBerry Workspaces license type, the total number of licenses, the number of available licenses, the number of licenses in use, and the license expiration dates.

License expiration

You can have trial and paid BlackBerry Workspaces licenses. The final expiration date of the licenses determine how long a license is valid.

The Licensing summary page displays a warning and the expiration date when a BlackBerry Workspaces license will expire. By default, this warning appears 28 days before the trial or paid licenses expire. You can change the expiration warning period. For instructions, see the BlackBerry UEM Cloud Licensing content.

BlackBerry Workspaces license compliance

BlackBerry UEM Cloud tracks usage for each license type and detects when the license requirements are not met. You can check the compliance status for the organization when you log in to BlackBerry UEM Cloud console. When the license requirements are not met, an "Overall compliance status" message listing the service that is out of compliance appears on the Licensing summary page for a BlackBerry Workspaces license type. You can view the unlicensed features and number of violations by clicking **View unlicenced features**.

BlackBerry Workspaces service

Usage can be exceeded for a BlackBerry Workspaces license type if:

• You enable a number of users with the BlackBerry Workspaces service that exceeds the number of valid licenses
• BlackBerry Workspaces licenses expire while they are in use

State	Description	Conditions	Actions
In compliance	When all license requirements are met, the organization is in compliance.	-	Monitor licensing status in BlackBerry UEM Cloud, document expiration date of BlackBerry Workspaces when purchased.
Out of compliance - usage exceeds number of licenses	When one or more license compliance issues exist, the organization is out of compliance.	• Devices activated with the service continue to work as expected.	Correct all license compliance issues.
Out of compliance - licenses expire (Grace)	When the license expiration date is passed.	• For devices enabled with the BlackBerry Workspaces service, all services are blocked with an error message indicating that the licenses expired. • In BlackBerry UEM Cloud, all services are blocked with an error message indicating that the licenses expired.	Contact your BlackBerry representative or BlackBerry partner to renew your BlackBerry Workspaces licenses.
BlackBerry Workspaces licenses expire	When the license expiration date is passed.	• For devices enabled with the BlackBerry Workspaces service, all services are blocked with an error message indicating that the licenses expired. • In BlackBerry UEM Cloud, all services are blocked with an error message indicating that the licenses expired.	Contact your BlackBerry representative or BlackBerry partner to renew your BlackBerry Workspaces licenses.

Correcting BlackBerry Workspaces license compliance issues

To correct license compliance issues, you can perform any of the following actions:

• Obtain the appropriate BlackBerry Workspaces license types
• Remove the BlackBerry Workspaces service from user accounts

When a tenant is out of compliance, BlackBerry UEM Cloud evaluates compliance every hour. After you correct all license compliance issues, the tenant remains out of compliance until BlackBerry UEM Cloud recognizes the change in state. It may take up to 24 hours for BlackBerry UEM Cloud to recognize the compliance change. To recognize the compliance change before the 24 hours, view the Licensing Summary page. Updates might not be immediate.

BlackBerry Workspaces administrator account

In a BlackBerry Workspaces enabled tenant, a workspaces_admin_do_not_delete account is created and assigned the workspaces.admin role. This account allows BlackBerry UEM Cloud to authenticate with the BlackBerry Workspaces server and successfully enable users for the BlackBerry Workspaces service.

> **Warning:** If you delete this account, communication between the BlackBerry Workspaces server and BlackBerry UEM Cloud stops. If the account is deleted, you must re-create the account and contact BlackBerry Technical Support Services for further assistance.

Log in to BlackBerry UEM Cloud

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

Before you begin:

- Locate the web address (for example, https://*<hostname>*/admin/index.jsp?tenant=*<tenant SRP number>*.) 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 Cloud account.

1. In the browser, type the web address for the BlackBerry UEM Cloud management console of your organization.
2. In the **Username** field, type your username.
3. In the **Password** field, type your password.
4. Click **Sign in**.
   On first login, and following any updates to legal agreements, you are presented with separate EULAs for the BlackBerry SLA, BlackBerry UEM Cloud, and BlackBerry Workspaces (if applicable).

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

Viewing the BlackBerry Workspaces information

In a BlackBerry Workspaces enabled tenant, you will see the following BlackBerry Workspaces information:

- BlackBerry Workspaces page: You use this page to manage resources such as users, workspaces, distribution lists, and groups.
- BlackBerry Workspaces settings page: You use this page to configure BlackBerry Workspaces settings such as adding watermarks to documents that are shared using BlackBerry Workspaces.
- Enable the BlackBerry Workspaces service option when creating new user accounts or enabling existing user accounts.

It might take up to 24 hours after you enable the service for the BlackBerry Workspaces information to appear in the BlackBerry UEM Cloud console. For BlackBerry UEM Cloud to recognize the BlackBerry Workspaces service enablement sooner, complete the following steps:

1. Log in to BlackBerry UEM Cloud.
2. On the menu, click **Settings > Licensing**.
3. Log out of BlackBerry UEM Cloud.
4. Log in to BlackBerry UEM Cloud.

Viewing services associated with the user list

When more than one service is available in your BlackBerry UEM Cloud environment, the All users tab is displayed in the management console. The All users tab provides an overview of all the users and services that are available in your environment.

You can use filters to view only the information that is relevant to your task. You can filter the user list by selecting one filter at a time or by selecting multiple filters. In the default view, no service filters are selected, and all users and filter categories are displayed. You can filter the user accounts using different service options. For example, you can filter the user list by users who are enabled for the BlackBerry Workspaces service.

Filter and view the services associated with a user

You can filter and view the services that are available in your organization. When you turn on multiple selection, you can select multiple filters before you apply them, and you can select multiple filters in each category. When you turn off multiple selection, each filter is applied when you select it, and you can select only one filter in each category.

1. On the menu bar, click **Users**.
2. Click ⧉ to turn on or turn off multiple selection.
3. Under **Filters**, expand one or more services.

   Each category includes only filters that display results and each filter indicates the number of results to display when you apply it.
4. Perform one of the following actions:

   • If you turned on multiple selection, select the check box for each filter that you want to apply. Click **Submit**.
   • If you turned off multiple selection, click the filter that you want to apply.
5. Optionally, in the right pane, click **Clear all** or click ✕ for each filter that you want to remove.

Managing BlackBerry Workspaces capabilities in BlackBerry UEM Cloud

You can assign one or more BlackBerry Workspaces capabilities to preconfigured or custom administrative roles in BlackBerry UEM Cloud. The actions that administrators assigned to each role can perform are defined by the BlackBerry Workspaces capability that is assigned to the role. Each BlackBerry Workspaces capability has a set of permissions that specifies the information that BlackBerry UEM Cloud administrators can view and the actions that they can perform when they manage BlackBerry Workspaces in the BlackBerry UEM Cloud management console.

You must be a Security Administrator to view, change, or assign roles in BlackBerry UEM Cloud. By default, the BlackBerry UEM Cloud Security Administrator role is assigned all the BlackBerry Workspaces capabilities when you enable the BlackBerry Workspaces service. After the service is enabled, you can assign the appropriate BlackBerry Workspaces capabilities to preconfigured or custom roles.

For example, the BlackBerry UEM Cloud Senior HelpDesk role can add and delete BlackBerry UEM Cloud user accounts. If a user account is enabled for the BlackBerry Workspaces service, administrators who are assigned the Senior HelpDesk role must have the BlackBerry Workspaces Helpdesk administrator capability so that they can remove the BlackBerry Workspaces service before they can delete the user account.

For more information about BlackBerry UEM Cloud administrative roles, see the BlackBerry UEM Administration content.

Related tasks

Assign a BlackBerry Workspaces capability to a BlackBerry UEM Cloud administrative role
Change a BlackBerry Workspaces capability that is assigned to a BlackBerry UEM Cloud administrative role
Remove BlackBerry Workspaces capability from a BlackBerry UEM Cloud administrative role

BlackBerry Workspaces capabilities

The following BlackBerry Workspaces capabilities can be enabled for preconfigured and custom BlackBerry UEM Cloud administrative roles:

- Organization administrator
- Helpdesk administrator
- Audit helpdesk administrator

Permissions for BlackBerry Workspaces capabilities

The following table lists the permissions that are turned on for each BlackBerry Workspaces capability. The Security Administrator role in BlackBerry UEM Cloud has full permissions to the management console. By default, only the Security Administrator role has the Organization administrator capability assigned for the BlackBerry Workspaces tab and BlackBerry Workspaces settings. You can enable BlackBerry Workspaces capabilities for preconfigured and custom administrative roles in BlackBerry UEM Cloud. When more than one BlackBerry Workspaces capability is assigned to a user account, the user receives the cumulative permissions of the assigned capabilities.

Capability	Organization administrator	Helpdesk administrator	Audit helpdesk administrator
Configure, change, and view the BlackBerry Workspaces Settings	√	—	—
View the BlackBerry Workspaces tab	√	√	√
Enable the BlackBerry Workspaces service using the Add user feature on the Users and Devices screen	√	√	√
Enable the BlackBerry Workspaces service from the User details screen	√	√	√
Remove the BlackBerry Workspaces service from a user account	√	√	√

Assign a BlackBerry Workspaces capability to a BlackBerry UEM Cloud administrative role

Before you begin: You must be a Security Administrator in BlackBerry UEM Cloud to assign BlackBerry Workspaces capabilities to a BlackBerry UEM Cloud administrative role.

1. On the menu bar, click **Settings > Administrators > Roles**.
2. Click the role that you want to assign a BlackBerry Workspaces capability to.
3. Click 🖉.
4. In the **Workspaces** section, select one or more applicable BlackBerry Workspaces capabilities.
5. Click **Save**.

Change a BlackBerry Workspaces capability that is assigned to a BlackBerry UEM Cloud administrative role

Before you begin: You must be a Security Administrator in BlackBerry UEM Cloud to change the BlackBerry Workspaces capabilities that are assigned to a BlackBerry UEM Cloud administrative role.

1. On the menu bar, click **Settings > Administrators > Roles**.
2. Click the BlackBerry UEM Cloud role that you want to change the BlackBerry Workspaces capability for.
3. Click 🖉.
4. In the **Workspaces** section, make the necessary changes.
5. Click **Save**.

Remove BlackBerry Workspaces capability from a BlackBerry UEM Cloud administrative role

Before you begin: You must be a Security Administrator in BlackBerry UEM Cloud to remove BlackBerry Workspaces capabilities from a BlackBerry UEM Cloud administrative role.

1. On the menu bar, click **Settings > Administrators > Roles**.
2. Click the role that you want to remove the BlackBerry Workspaces capability from.
3. Click ✏.
4. In the **Workspaces** section, clear the BlackBerry Workspaces capability check boxes.
5. Click **Save**.

Configuring the BlackBerry Workspaces settings

You can configure the following BlackBerry Workspaces settings in the BlackBerry UEM Cloud management console:

- Bulk provision user roles by email domain and Microsoft Active Directory
- Create and manage a list of email addresses that are denied access to your organization's BlackBerry Workspaces account
- Configure connectors
- Configure security policies
- Generate logs and reports for users and workspaces
- Configure Workspaces
- Configure authentication

You can access the BlackBerry Workspaces settings in the BlackBerry UEM Cloud Settings screen.

For more information about configuring the BlackBerry Workspaces settings in your environment, see the BlackBerry Workspaces Server Administration content.

Provisioning user roles to all users

You can enable all users in your environment for the BlackBerry Workspaces service using the following methods:

- Provision user roles by email domain
- Provision user roles by Active Directory

Note: After you provision user roles, you must provide users in your environment with the web address of the BlackBerry Workspaces instance and have users create their BlackBerry Workspaces accounts. By default, the web address of BlackBerry Workspaces is https://*<domain><FQDN of the BlackBerry Workspaces server>*.com. For information about creating a BlackBerry Workspaces user account, see Create a BlackBerry Workspaces user account.

For information about provisioning user roles by email domain, see the see BlackBerry Workspaces Administration content.

For information about provisioning user roles by Active Directory, see Enable provisioning of Active Directory groups.

Enable provisioning of Active Directory groups

In the BlackBerry UEM Cloud management console, you can enable provisioning of Microsoft Active Directory groups to allow BlackBerry Workspaces to use company directory connections that are configured in UEM (for example, Azure Active Directory and Active Directory through the BlackBerry Connectivity Node).

When you enable the provisioning of Active Directory groups:

- In the Workspaces administration console, Organization Administrators can grant permissions to Workspaces to Active Directory security groups.
- Workspaces users with sender permissions can use the Send a copy feature to send files to Active Directory distribution lists.
- In the UEM management console, administrators can assign roles to users according to the Active Directory group they belong to. For each group that you add, you choose the roles that you want to automatically assign to its members. When a user creates a BlackBerry Workspaces account using an email address in your organization's directory, the account is automatically assigned the appropriate role based on the group that they are a member of.

Before you begin: In BlackBerry UEM Cloud management console, add a company directory connection to an Azure Active Directory, or install the BlackBerry Connectivity Node and configure it to work with Microsoft Active Directory.

1. In the BlackBerry UEM Cloud management console, click **Settings** > **BlackBerry Workspaces**.
2. Click **Roles by Active Directory**.
3. Select **Enable provisioning of AD users and groups**.
4. Click **Apply changes**.

Add roles to Active Directory groups

Before you begin: Enable provisioning of Active Directory groups

1. In the BlackBerry UEM Cloud management console, click **Settings** > **BlackBerry Workspaces**.
2. Click **Roles by Active Directory**.
3. Click ✛.
4. In the **Active Directory** field, search for and select an Active Directory group.
5. In the **Users' Roles** section, select the roles that you want to assign to the members of the group.
6. Click **Add**.
7. If necessary, repeat the previous steps to add other groups.

Edit the roles of an Active Directory group

Before you begin: Add roles to Active Directory groups

1. In the BlackBerry UEM Cloud management console, click **Settings** > **BlackBerry Workspaces**.
2. Click **Roles by Active Directory**.
3. Select the Active Directory group that you want to edit.
4. Click ✎.
5. In the **Users' Roles** section, select the roles that you want to assign to the members of the group.
6. Click **Save**.

Remove all roles from an Active Directory group

1. In the BlackBerry UEM Cloud management console, click **Settings** > **BlackBerry Workspaces**.
2. Click **Roles by Active Directory**.
3. Select the Active Directory groups that you want to remove all roles from.
4. Click 🗑.
5. Click **Delete** to remove all roles associated with the Microsoft Active Directory group.

Enabling users with the BlackBerry Workspaces service

You can enable the BlackBerry Workspaces service when you create a user account in BlackBerry UEM Cloud.

When you create a user account in BlackBerry UEM Cloud, you specify the email address and one or more BlackBerry Workspaces user roles for the user account. The user role defines the actions that a user can perform. When multiple user roles are assigned, the user receives the permissions of all the user roles.

Users must create a BlackBerry Workspaces account using the account details that they receive in an email. Users create and manage their own passwords to access the BlackBerry Workspaces account. The password for the BlackBerry Workspaces account is separate from the password that is set in the BlackBerry UEM Cloud activation email.

Steps to enable users with the BlackBerry Workspaces service

When you enable the BlackBerry Workspaces service for a user, you perform the following actions:

Step	Action
1	Complete one of the following tasks: • Create a user account and enable the BlackBerry Workspaces service. • Enable the BlackBerry Workspaces service for existing BlackBerry UEM Cloud user accounts.
2	Have the user create a BlackBerry Workspaces account.

Create a user account and enable the BlackBerry Workspaces service in BlackBerry UEM Cloud

Before you begin: If you want to add a directory user, verify that BlackBerry UEM Cloud is connected to your company directory. For information about connecting BlackBerry UEM Cloud to a company directory and enabling directory-linked groups, see the Configuration content.

1. On the menu bar, click **Users**.
2. Click **Add user**.
3. Perform one of the following tasks:

Task	Steps
Add a directory user	a. On the **Company directory** tab, in the search field, specify the search criteria for the directory user that you want to add. You can search by first name, last name, display name, username, or email address. b. In the search results, select the user account.

Task	Steps
Add a local user	a. Click the **Local** tab. b. In the **First name** field, type a first name for the user account. c. In the **Last name** field, type a last name for the user account. d. In the **Display name** field, make changes if necessary. The display name is automatically configured with the first and last name that you specified. e. In the **Username** field, type a unique username for the user account. f. In the **Email address** field, type a contact email for the user account. An email address for the user account is required when you enable the BlackBerry Workspaces service.

4. If local groups exist in BlackBerry UEM Cloud and you want to add a user account to groups, in the **Available groups** list, select one or more groups. Click ➡.

   To add the user to a user group that is assigned an administrative role, you must be a Security Administrator.

5. If you add a local user, in the **Console password** field, create a password for BlackBerry UEM Self-Service. If the user is assigned an administrative role, they can also use the password to access the management console.

6. In the **Enabled services** section, clear the **Enable user for device management** option if you do not want to enable the user for device management. By default, this option is enabled.

7. In the **BlackBerry Workspaces** section, select the **Enable Workspaces** check box. By default, users enabled with the BlackBerry Workspaces service receive the Visitor role.

8. Select one or more user roles. Click ➡.

9. Perform one of the following tasks:

Task	Steps
Have users activate devices with the activation profile that is currently assigned to them.	a. In the **Activation option** drop-down list, select **Default device activation**. b. In the **Activation password** drop-down list, select whether you want to set the password or autogenerate a password. c. Optionally, change the activation period expiration. The activation period expiration specifies how long the activation password remains valid. d. If you want the activation password to be valid only for one device activation, select **Activation period expires after the first device is activated**. e. In the **Activation email template** drop-down list, click a template to use for the activation email.

Task	Steps
Pair an activation password with a specific activation profile.	**a.** In the **Activation option** drop-down list, select **Device activation with specified activation profile**. **b.** In the **Activation profile** drop-down list, select the activation profile that you want to pair with a password. **c.** In the **Activation password** drop-down list, select whether you want to set the password or autogenerate a password. **d.** Optionally, change the activation period expiration. The activation period expiration specifies how long the activation password remains valid. **e.** If you want the activation password to be valid only for one device activation, select **Activation period expires after the first device is activated**. **f.** In the **Activation email template** drop-down list, click a template to use for the activation email.
Add user to BlackBerry UEM Cloud only.	**a.** In the **Activation option** drop-down list, select **Do not set**.

10. Perform one of the following actions:

- To save the user account, click **Save**.
- To save the user account and create another user account, click **Save and new**.

After you finish: For more information about BlackBerry Workspaces user roles, see the BlackBerry Workspaces Server Administration content.

Enable the BlackBerry Workspaces service for an existing user account in BlackBerry UEM Cloud

1. On the menu bar, click **Users**.
2. Search for a user account.
3. In the search results, click the username.
4. On the **User summary** screen, click the **BlackBerry Workspaces** icon. To enable the user for the BlackBerry Workspaces service, the user account must have an associated email address.
5. In the **Enable BlackBerry Workspaces** dialog box, select one or more user roles and click ➡.
6. Click **Save**.

After you finish: For more information about BlackBerry Workspaces user roles, see the BlackBerry Workspaces Server Administration content.

Enable the BlackBerry Workspaces service for multiple user accounts in BlackBerry UEM Cloud

When you enable the BlackBerry Workspaces service for multiple user accounts, you select the user roles that you want to assign to the accounts. You can also follow these steps to add user roles to user accounts that already have the Workspaces service enabled. Any user role that is not selected is not removed from a user.

To enable a user for the BlackBerry Workspaces service, the user account must have an email address associated with it.

1. On the menu bar, click **Users**.
2. Search for and select the user accounts that you want to enable the Workspaces service for.

3.
 Click ✓.

4. Select the **BlackBerry Workspaces** service.

5.
 Select one or more user roles and click ➡.

6. Click **Save**.

After you finish: For more information about BlackBerry Workspaces user roles, see the BlackBerry Workspaces Server Administration content.

Getting started with BlackBerry Workspaces

Users can log in and create their BlackBerry Workspaces accounts after the BlackBerry UEM Cloud administrator enables the service for the user in the BlackBerry UEM Cloud management console. When the BlackBerry UEM Cloud administrator enables the service for the user, the user receives a Welcome email. This email provides the web address for your organization's BlackBerry Workspaces instance. By default, the web address is https://<*custom_domain*>.<*FQDN of the BlackBerry Workspaces server*>.com.

Users and administrators can access the BlackBerry Workspaces web address directly after they create their BlackBerry Workspaces account. Users that create accounts without the BlackBerry UEM Cloud administrator enabling the service for them, receive only the Visitor rights and do not appear in the BlackBerry UEM Cloud management console until a document is shared with them or when BlackBerry Workspaces permissions are assigned to them.

Obtaining the web address for your organization's BlackBerry Workspaces plug-in for BlackBerry UEM Cloud

If users delete the welcome email and web address for your organization's BlackBerry Workspaces instance, you can provide the web address based on the custom domain you specified when you created your organization's tenant. When you create the tenant name and specify the custom domain, the name is used to create the web address to reference your services in BlackBerry UEM Cloud. For example, if you specify "example" as the custom domain, the web address that is generated is "example.<*region*>.ws.blackberry.com". Users can use this web address to log in to BlackBerry Workspaces. For more information on creating your tenant, see the BlackBerry UEM Cloud Licensing content.

⚠ **CAUTION:** When you specify the custom domain and the tenant is created, the custom domain cannot be changed. Changing the custom domain will break webpage links.

Create a BlackBerry Workspaces user account

Before you begin:

- Users who are enabled for BlackBerry Workspaces in the BlackBerry UEM Cloud console when the user account is created, receive a Welcome to BlackBerry Workspaces email message that includes instructions to create the BlackBerry Workspaces account.
- Users create a BlackBerry Workspaces account to complete enabling the BlackBerry Workspaces service after administrators enable them for the BlackBerry Workspaces service when they create the user account.
- Users external to the environment and non-enabled with the BlackBerry Workspaces service and receive a shared workspace and document must create an account to view them.

1. In the **Welcome to BlackBerry Workspaces** email message, follow the Getting Started instructions.
If you view the workspace from your mobile device, you are prompted to download the BlackBerry Workspaces app if it is not installed on your mobile device.

2. In the **Complete your sign in BlackBerry Workspaces** email message, click **Verify account**.

3. Log in to the BlackBerry Workspaces account.

After you finish: For more information about installing and logging in to the BlackBerry Workspaces app for your mobile device, see BlackBerry Workspacesapps.

Remove the BlackBerry Workspaces service from a user account

When you remove the BlackBerry Workspaces service from a user account, the user can still log in with visitor permissions. If you want to also remove a user's access and permissions, delete their BlackBerry UEM Cloud user account.

1. On the menu bar, click **Users**.
2. Search for a user account.
3. In the search results, select the name of the user account.
4. In the user details screen, click ⊖.
5. Click the 🔴.
6. In the **Remove BlackBerry Workspaces** dialog screen, select one of the following options:
   - **Remove the user from all designated roles, workspace memberships, and any distribution lists, and delete all files in the user's sent items. Note: All files uploaded by this user to workspaces, and all workspaces created by the user, are not deleted and will remain in the organization.**
   - **Move ownership of files owned by this user, designated roles, workspace memberships and distribution lists to, and enter the email address of the desired user.**

   In the **Email address** field, type a contact email address. A new user account is created if the email address is not associated with an existing user account.
7. Click **Remove**.

After you finish: Optionally, Delete a BlackBerry UEM Cloud user account that is enabled with the BlackBerry Workspaces service.

Delete a BlackBerry UEM Cloud user account that is enabled with the BlackBerry Workspaces service

To remove a user's access and permissions to their BlackBerry Workspaces account, delete their BlackBerry UEM Cloud user account.

Before you begin: Remove the BlackBerry Workspaces service from a user account

1. On the menu bar, click **Users**.
2. Search for a user account.
3. In the search results, select the name of the user account.
4. Click 🗑.
5. Click **Delete**.

Related tasks

Remove the BlackBerry Workspaces service from a user account

BlackBerry Workspaces app configuration settings

Option	Description
Allow access to Camera and Gallery	If you select this option, the BlackBerry Workspaces app allows the user to take pictures and videos and share them in the app.
Workspaces Site	Specify the Workspaces site URL that you want users in your organization to access. When users set up the Workspaces app on their device, the site URL field is automatically completed for them.

Managing BlackBerry Workspaces resources

You can manage the following BlackBerry Workspaces enabled resources from the BlackBerry Workspaces tab in the BlackBerry UEM Cloud management console:

- Users
- Workspaces
- Distribution lists
- Groups

You can also view the BlackBerry Workspaces resources in the user details of a user account that is enabled for the BlackBerry Workspaces service.

For instructions about managing users, workspaces, distribution lists, and groups in your environment, see the BlackBerry Workspaces Server Administration content.

Related tasks

Assign a BlackBerry Workspaces capability to a BlackBerry UEM Cloud administrative role
Change a BlackBerry Workspaces capability that is assigned to a BlackBerry UEM Cloud administrative role
Remove BlackBerry Workspaces capability from a BlackBerry UEM Cloud administrative role

Glossary

UEM	Unified Endpoint Manager
HTTPS	Hypertext Transfer Protocol over Secure Sockets Layer
SIM	Subscriber Identity Module

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Published in Canada