myAccount Help Document
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The myAccount Help Document 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 BlackBerry Technical Support Services subscribers. As a BlackBerry Technical Support Services Subscriber, you are automatically registered to access exclusive online self-service tools and resources, including the ability to manage your BlackBerry Technical Support agreement at any time. Some of our top features include:

<table>
<thead>
<tr>
<th>Feature</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Enhanced Knowledge Base Content</td>
<td>Authenticate to gain access to exclusive and enhanced knowledge base content related to BlackBerry Enterprise Software solutions.</td>
</tr>
<tr>
<td>BlackBerry Self Service Tools</td>
<td>BlackBerry Infrastructure Status and Server Connection Status tools are just two of them many self-service tools to assist you in diagnosing, troubleshooting, and resolving issues.</td>
</tr>
<tr>
<td>Enterprise Activation Readiness</td>
<td>A self-diagnostic tool to see if an end-user’s smartphone is ready to begin the Enterprise activation process.</td>
</tr>
<tr>
<td>Account &amp; Subscription Management</td>
<td>Manage licenses, and leverage features and services of your BlackBerry Technical Support Services contract.</td>
</tr>
<tr>
<td>Expert Advice</td>
<td>Relevant guides, articles, webcasts and other resources available at the click of a button.</td>
</tr>
</tbody>
</table>
Role Table

The two main types of roles are **Account Admin** and **Named Caller**.

<table>
<thead>
<tr>
<th>myAccount Functions</th>
<th>Role Information</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Account Admin</td>
</tr>
<tr>
<td>Purchase</td>
<td>✓</td>
</tr>
<tr>
<td>Register and Manage Account</td>
<td>✓</td>
</tr>
<tr>
<td>User Roles</td>
<td>Manage Account Data</td>
</tr>
<tr>
<td>Manage Account Data</td>
<td>✓</td>
</tr>
<tr>
<td>Download Software</td>
<td>✓</td>
</tr>
<tr>
<td>Manage Licenses</td>
<td>✓</td>
</tr>
<tr>
<td>Open Service Requests</td>
<td></td>
</tr>
<tr>
<td>Register or Remove SRPs</td>
<td></td>
</tr>
<tr>
<td>Add/Remove Named Callers</td>
<td></td>
</tr>
</tbody>
</table>

**Updating Your Role or Coworkers’ Roles**

Individuals who are assigned the Account Admin role may add or update users with any account role, including Account Admin and Named Caller roles. Individuals with the Named Caller Role may add or update contacts with Named Caller role.
Key Functions in myAccount

1. Log into [https://myaccount.blackberry.com/](https://myaccount.blackberry.com/) with your BlackBerry Online account.

Dashboard Functionalities

The dashboard provides a quick view of the status of your service requests and servers. Queries entered into the Search bar will simultaneously search the BlackBerry Support Knowledge Base and/or Product Documentation.
Search

Queries are entered into the Dashboard.

1. Using the tabs located at the top of the page, filters can be used to display results within a certain category.
2. Using the tabs on the left-hand side, results can be further filtered within a certain category.
3. To view a resource, Quick View will display the first page of the resource and will highlight key words from your search as they appear on the page.
4. Clicking on the title of a resource will open that resource in a new window.
Managing Service Requests

The Requests section of myAccount allows you to create and view service requests with BlackBerry support.

Creating Service Requests

1. Select Create Service Request from the Requests section to prompt the following page.

2. Choose a category from the Select Product Category drop down list. After selecting the top level category, you can select a sub-category that is more specific to your issue. Depending on the sub-category chosen, the user may have to input additional information before continuing to the next step. For example, you may be asked to input a Device ID or SRP for certain topics.

3. Select your issue’s level of urgency from the Select Priority drop down menu.
4. Provide a brief description of your issue in the **Summary** field. This will be the title of your ticket and will also prompt the Recommended Solutions to display knowledge base articles to help you solve your issue faster. Recommended Solutions displays curated articles from the Support Knowledge Base and the Product Documentation databases, selected to best resolve the issue you described.

**Submitting or Cancelling your Request**

If the resources provide enough information to resolve your issue, you can cancel your Service Request at this stage by selecting “The content was helpful. I don’t need to submit a request” and clicking **Cancel**.

To continue with submission of your Service Request, select “After reviewing the Recommended Results, I still have a question and would like to submit a ticket”, fill in more details in the Description box, and click **Submit** to send your Service Request.
Viewing and Managing Your Service Requests

To view and manage your service requests select Manage Service Requests under the Requests section.

This page displays all cases from all time (open, pending, and closed). To view based on time frame, use the date search functionality. There is an option to create a new case by clicking the Create Case button.

Click on the Incident # of a case to open it and see more details.

You can export a report of your cases by clicking the Export button at the bottom left corner of the page.
Escalating a Case
If further assistance is required use the Escalate feature located at the bottom right to engage a BlackBerry Support Service Specialist.

Complete the following form to engage a BlackBerry Support Service Specialist.
Account Support

**ACCOUNT SUPPORT**

- **Contact Sales**
  - Contact the BlackBerry Sales Team
- **BlackBerry Secure EMM Suites**
  - Access your Licensing for BlackBerry Secure EMM Suites and Services
- **Licensee**
  - View your active licenses
- **Account User Management**
  - Manage Your Account Users

Support Subscription

**SUPPORT SUBSCRIPTION**

- **My Support Subscription**
  - View your Support Technical Subscription details
- **Support Staff Management**
  - Manage your support staff

My Support Subscriptions

View your support subscriptions details which include your BlackBerry Subscription Code (also known as BlackBerry Customer Number), the level of support and status.

Support Staff Management

In this section, Partners may manage their support staff. 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.
Servers

**Server Management**
Use the Server Routing Protocol ID and Authentication Key to install your software. You may also create and register new BES SRPs using the Create a New SRP and Register a New SRP buttons.

*NEW* Technical Environment Profile
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.

Access the Technical Environment Profile from the Dashboard under Servers.
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.

**Update Server Details**

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

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

**Server Status Details**
From the Technical Environment page, click View Status Details for an SRP ID to see information regarding the server, add a nickname, or remove the SRP.
To remove an SRP, select **Remove SRP ID**. You will be redirected to a confirmation page.

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**REMOVE SRP-S24682443**

Are you sure you want to remove this SRP ID from your support agreement?

By submitting the above information to BlackBerry, you represent and warrant that you have the necessary permission to submit such information to BlackBerry. Furthermore, you consent to the collection, use and disclosure of the information provided above by BlackBerry for the purposes of

- (a) providing services to you,
- (b) BlackBerry's internal use, and/or
- (c) any other purposes as set out in BlackBerry’s Privacy Policy

[Back] [Remove]
My Organization
Manage your licenses, servers, members, and view your entitlements for your BlackBerry Online Account.

Server Downloads
Select Downloads from the Dashboard to find a list of all the available server downloads.

![Downloads](image)

Devices
Use these resources to assist you with device management and downloads.

![Devices](image)
Resources

The Resources section provides you with access to various resources including help docs, guides for getting started with BlackBerry Marketplace Apps, and software notifications.

*NEW* Getting Started with BlackBerry Enterprise Software

Follow step-by-step instructions that help you get your BlackBerry solutions deployed and into the hands of your users quickly so you can experience business productivity and value.

From the Dashboard, select Getting Started under Resources.

GETTING STARTED WITH BLACKBERRY ENTERPRISE SOFTWARE

Your trials and/or purchases are waiting for you! Simply choose the solution you wish to deploy to receive tailored getting started instructions.

**Step 1:** Choose a solution to deploy:

BlackBerry Enterprise Mobility Suites

**Step 2:** Choose a deployment method:

Cloud
On-Premises

Select the BlackBerry Solution you are deploying and your desired deployment method from the drop downs. Then, click Display Instructions to view step-by-step instructions and access key resources available to assist you.

Note: Some BlackBerry solutions may only be available for deployment on-premises or in the cloud.
Under **Key Resources** you can access links to helpful materials such as guides, videos, and documentation. The Getting Started instructions are designed to get you going quickly with a standard installation. For more complex installations or for more detailed configuration options, you can refer to the [BlackBerry Help Site](#).

**NEW** Subscribing to Software Notifications

*myAccount* allows you to stay up to date with the latest software releases and critical issue advisories by subscribing to related notifications.

1. Scroll down to the **Resources** section on the Dashboard.
2. Select **Notifications**.
3. You can now choose which notifications to subscribe to and the method of receiving them (email, SMS, or both)

<table>
<thead>
<tr>
<th>Notification</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Release Notifications</td>
<td>Notifications for software releases of BlackBerry EMM Suites and Good Solutions</td>
</tr>
<tr>
<td>Workspaces Release Notifications</td>
<td>Notifications for software releases of Workspaces (formerly Watchdox)</td>
</tr>
<tr>
<td>Support Notifications</td>
<td>Notifications for Critical Issue Advisories</td>
</tr>
<tr>
<td>BlackBerry SDK Notifications</td>
<td>Notifications for the BlackBerry Software Development Kit</td>
</tr>
</tbody>
</table>

Your mobile number may be updated by clicking on the top right Menu and selecting Edit Profile.
Notification Number Validation Rules

Key Notes:
A. **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.

B. 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.

C. 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:

1. **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

2. **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.

3. **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
4. 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.

5. 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.

6. 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.
For more information regarding BlackBerry Products, Services and Support, please visit www.blackberry.com.