



# **BlackBerry Org Connect**

## **Administration Guide**

1.1



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# What is BlackBerry Org Connect?

BlackBerry Org Connect allows BBM Enterprise users in your organization to look up and connect with BBM Enterprise users in external, trusted organizations that use Org Connect.

Org Connect allows organizations to set up a network of trusted organizations. Users in the organizations can look up, contact, and communicate with each other securely. External lookup between organizations is enabled only between organizations that have been verified by BlackBerry and registered for Org Connect.

To use Org Connect, you can register your organization from the management console in BlackBerry UEM version 12.10 on-premises or BlackBerry UEM Cloud. If you don't have a UEM instance, you can request one using your BlackBerry Online Account. After your organization is registered, you can invite other registered organizations to connect and enable BBM Enterprise contact lookup between organizations. You can also invite other organizations to register.

## Requirements

Item	Requirement
BlackBerry UEM	BlackBerry UEM version 12.10 on-premises or BlackBerry UEM Cloud
SMTP	Connect UEM to an SMTP server to allow Org Connect email notifications. For instructions, see <a href="#">Connecting to an SMTP server to send email notifications</a> .
BBM Enterprise	<ul style="list-style-type: none"><li>• BBM Enterprise Client for Android version 100.5.0.3 or later</li><li>• BBM Enterprise Client for iOS version 1.500.0.2 or later</li><li>• BBM Enterprise Client for Windows version 100.5.0.2 or later</li><li>• BBM Enterprise Client for macOS version 100.5.0.2 or later</li><li>• Cloud Directory service enabled</li><li>• Specify users that should be included in external searches. By default, users are excluded from external searches. For more information, see <a href="#">Create BBM Enterprise profiles in the BBM Enterprise Administration Guide for UEM</a>.</li></ul>

## Enabling Org Connect

By default, BlackBerry Org Connect is not enabled in BlackBerry UEM version 12.10 on-premises or BlackBerry UEM Cloud. You must enable Org Connect manually before you can register your organization and create connections. You can use a new or existing instance of UEM.

To request a new UEM instance, log in to your BlackBerry Online Account and click Organizations > Servers > Add server and select UEM on-premises or UEM Cloud.

### Enable Org Connect in UEM

The following steps apply only to BlackBerry UEM on-premises. If your organization has a UEM Cloud tenant, you must contact your support representative at BlackBerry and request that they enable Org Connect for your tenant.

If you need assistance installing UEM on-premises and enabling Org Connect, contact your support representative at BlackBerry.

**Before you begin:** Install UEM version 12.10 on-premises using Microsoft SQL Server Management Studio.

1. To enable Org Connect, in SQL Server Management Studio, execute the following script:

```
UPDATE obj_global_cfg_setting SET value = 'true'
      WHERE id_setting_definition in (SELECT id_setting_definition FROM
      def_cfg_setting_dfn
      WHERE name = 'feature.orgconnect');
```

2. Wait up to 15 minutes for the UEM configuration settings to refresh.

**After you finish:** [Register your organization in the UEM management console](#)

## Register your organization in the UEM management console

By default, when you complete registration for your organization, the account that you are logged in with is assigned the Org Connect owner role. During the registration, you can also add an additional account contact for your organization and a contact that is visible to other organizations that use Org Connect. For more information about the Org Connect owner, see [Change the Org Connect owner](#).

**Before you begin:** You must be a Security administrator.

1. On the menu bar, click **Org Connect**. The **Org Connect Registration** screen is displayed.
2. Click **Next**.
3. By default, the user account and email address that you are logged in with appear in the Owner information section. In the **Additional account contact** fields, enter the name, phone number and email address for an additional account contact.

If the owner leaves the organization and a new owner is not specified, the Org Connect operations team at BlackBerry will contact the additional account contact to nominate a new owner. Only the Org Connect operations team can change the owner.

It is recommended that the additional account contact that you specify is also a Security administrator in UEM and assigned the Org Connect administrator role so that they can access and manage Org Connect in UEM if the owner is not available or leaves the organization.

4. In the **Contact information to be shared with other organizations** section, enter information for a primary contact that other organizations can view.
5. In the **Organization information** section, enter your organization name and a description.
6. In the **Sector** drop-down list, select the industry sector that your organization belongs to.

**Note:** If you do not find a sector that applies to your organization in the list, you can select Other. During verification, the Org Connect operations team will contact you to create a sector that applies to your organization.

7. Optionally, click the **Logo** icon to add your organization's logo. Browse to and select the image file.
8. In the **Website** field, enter the web address for your organization's website.

**Note:** Do not include http:// or https:// in the web address.

9. In the **Address** section, enter your organization's address.

10. Click **Next**.

11. In the Visibility drop-down list, select one of the following options:

- **Visible to all organizations:** All organizations that use Org Connect can see that your organization uses Org Connect, and they can request connections with you.
- **Visible to organizations in selected sectors:** Only organizations in the sectors that you specify that use Org Connect can see that your organization uses Org Connect, and they can request connections with you.
- **Not visible:** No organizations that use Org Connect can see that your organization uses Org Connect. Organizations can request connections with you using only the Invite unlisted organizations option.

**12. Click Next.**

The verification screen is displayed.

**After you finish:** [Submit your Org Connect registration](#)

## Submit your Org Connect registration

After you set visibility for your organization, you can review the information you entered before you send it to BlackBerry for verification.

1. In the **Organization visibility** section, verify the selection.
2. In the **Organization information** section, verify the information about your organization.
3. Click **Submit**.

The verification screen is displayed. During verification, the Org Connect operations team at BlackBerry ([OrgConnectOPs@blackberry.com](mailto:OrgConnectOPs@blackberry.com)) will contact you to validate the information that you submitted. After your registration is complete, you receive an email with instructions to log in to Org Connect.

# Using Org Connect

## Log in to UEM

If you registered for Org Connect and a UEM Cloud instance was created for you by BlackBerry, follow the instructions you received from BlackBerry to log in for the first time.

If you registered for Org Connect using an existing UEM instance, you receive a notification from BlackBerry when your registration is complete. Log in to your UEM instance to start using Org Connect.

# Managing connections

Pending, active, and declined connection requests are displayed on the My network page. You can click on an organization to view details about it (for example, if you have a pending request and want to verify the organization that sent the request). The mailbox displays the connection messages that your organization has sent and received.

## Search for an organization

You can search for an organization by organization name or location on the All organizations page. The organization that you are searching for must already be registered in Org Connect and be visible to all organizations or the sector that your organization belongs to. If the organization you are searching for is not registered, you can invite them as an unlisted organization.

1. On the menu bar, click **Org Connect** > **All organizations**.
2. In the drop-down list beside the search field, select one of the following options:
  - Organization name
  - Location
3. In the **Search** field, enter your search criteria
4. Press **Enter**.

**After you finish:** [Request a connection](#)

## View organization details

1. On the menu bar, click **Org Connect**.
2. Do one of the following:
  - Click **All organizations**.
  - Click **My network**.
3. In the list of organizations, click the name of the organization that you want to view. On the **My network** page, you can expand the row for the organization to view a summary of the details.  
The organization details are displayed. You can view the organization name, sector, visibility setting, logo, web address, the primary contact for your organization, phone number, and street address.

**After you finish:** [Request a connection](#)

## Request a connection

You can request a connection with an organization from the All organizations page. After you create connections, you must specify users that should be included in external searches. By default, users are excluded from external searches. For more information, see [Create BBM Enterprise profiles in the BBM Enterprise Administration Guide for UEM](#).

1. On the menu bar, click **Org Connect** > **All organizations**.
2. Search for the organization that you want to request a connection with. For instructions, see [Search for an organization](#).

3. In the search results, click **New connection** beside the organization name.
4. On the **Request a connection** screen, in the **Message** field, type a message. You can create a message or use the default text.
5. In the **BBM Enterprise connection agreement** section, select the check boxes beside the contact sharing agreements.

You can specify whether only your organization's contacts are visible to the invited organization, whether only the invited organization's contacts are visible to your organization, or whether contacts are visible to both organizations.

If your organization's contacts are shared, BBM Enterprise users in the connected organization can search for any BBM Enterprise user in your company directory. This may include employees of other organizations that are members of the directory (for example, contract workers).

6. Click **Send**.

After you send a connection request, the request appears in the organization's Org Connect mailbox, and the Org Connect owner and administrators receive an email notification. The connection request also appears in the sent items in your Org Connect mailbox.

### Cancel a pending connection request

You can cancel a connection request before it has been accepted by an organization.

1. On the menu bar, click **Org Connect > Mailbox**.
2. Click **Sent** to view your sent items.
3. In the message list, click the connection request that you want to cancel.
4. In the **Connection request** section, click **Cancel request**.
5. Click **Confirm**.

After you cancel a connection request, a notification appears in the organization's Org Connect mailbox, and the Org Connect owner and administrators receive an email notification. A notification also appears in the sent items in your Org Connect mailbox.

## Invite an unlisted organization

You can connect with any organization. If the organization does not have a BlackBerry account or has not registered for Org Connect, they receive an email with instructions to create an account and register when you send your invitation. When the organization creates the account and registers, you are notified that they are available to connect. You can also use the Invite unlisted organization option to send a connection request to an organization that is registered but has set their visibility to not visible.

1. In the menu bar, click **Org Connect > All organizations**.
2. Click **Invite unlisted organization**.
3. On the **Invite unlisted organization** page, in the **Organization name** field, type the name of the organization that you want to connect with.
4. In the **Contact name** field, type the name of the contact that you want to send the invitation to.
5. In the **Email address** field, type the contact's email address.
6. In the **Message** field, type a message for the contact.
7. Click **Send invitation**.

After you send the invitation, the Org Connect owner in the invited organization receives a notification by email and, if they are already registered, in the Org Connect mailbox.

## Accept a connection request

When you receive a connection request,  is displayed beside the app icon on the All organizations and My network pages.

1. On the menu bar, click **Org Connect**.
2. Perform one of the following actions:

Task	Steps
Accept an invitation from the All organizations page.	<ol style="list-style-type: none"><li>a. Click <b>All organizations</b>.</li><li>b. In the <b>Connected apps</b> column, click . The connection details are displayed.</li><li>c. Read the connection agreement and click <b>Accept</b>.</li></ol>
Accept an invitation from the My network page.	<ol style="list-style-type: none"><li>a. Click <b>My network</b>.</li><li>b. In the <b>Connected apps</b> column, click . The connection details are displayed.</li><li>c. Read the connection agreement and click <b>Accept</b>.</li></ol>
Accept an invitation from the Mailbox.	<ol style="list-style-type: none"><li>a. Click <b>Mailbox</b>.</li><li>b. In the <b>Received</b> message list, click a Connection request - BBM Enterprise message. The connection request message opens.</li><li>c. Read the connection agreement and click <b>Accept</b>.</li></ol>

After you accept a connection request, a notification appears in the organization's Org Connect mailbox, and the Org Connect owner and administrators receive an email notification. A notification also appears in the sent items in your Org Connect mailbox. BBM Enterprise users can begin to search for and connect with contacts in each organization.

## Decline a connection request

When you receive a connection request,  is displayed beside the app icon on the All organizations and My network pages.

1. On the menu bar, click **Org Connect**.
2. Perform one of the following actions:

Task	Steps
Accept an invitation from the All organizations page.	<ol style="list-style-type: none"><li>a. Click <b>All organizations</b>.</li><li>b. In the <b>Connected apps</b> column, click . The connection details are displayed.</li><li>c. Read the connection agreement and click <b>Decline</b>.</li></ol>

Task	Steps
Accept an invitation from the My network page.	<ol style="list-style-type: none"> <li>a. Click <b>My network</b>.</li> <li>b. In the <b>Connected apps</b> column, click . The connection details are displayed.</li> <li>c. Read the connection agreement and click <b>Decline</b>.</li> </ol>
Accept an invitation from the Mailbox.	<ol style="list-style-type: none"> <li>a. Click <b>Mailbox</b>.</li> <li>b. In the <b>Received</b> message list, click a Connection request - BBM Enterprise message. The connection request message opens.</li> <li>c. Read the message and connection agreement and click <b>Decline</b>.</li> </ol>

After you decline a connection request, a notification appears in the organization's Org Connect mailbox, and the Org Connect owner and administrators receive an email notification. A notification also appears in the sent items in your Org Connect mailbox.

### Remove the connection for an app

1. On the menu bar, click **Org Connect > My network**.
2. On the **My network** page, scroll to or search for the organization that you want to remove the connection with.
3. In the **Connected apps** column, click the BBM Enterprise icon.  
The Connection details page opens.
4. On the **Connection details** page, click **Remove** below the BBM Enterprise icon.
5. Optionally, in the confirmation dialog box, add a message.
6. Click **Remove**.

After you remove the connection, a notification appears in the organization's Org Connect mailbox, and the Org Connect owner and administrators receive an email notification. A notification also appears in the sent items in your Org Connect mailbox. Users in the organizations can no longer search for each other using the app.

# Managing Org Connect

## Edit your organization's profile

1. On the menu bar, click **Org Connect > Organization profile**.
2. Click .
3. In the **Contact information** fields, make any necessary changes.  
**Note:** If you change your organization's web address, do not include http:// or https:// in the web address.
4. Click **Save**.

## Edit visibility for your organization

When you set your organization's visibility, you specify which organizations that are registered on the BlackBerry Org Connect network can view your organization's profile and request connections.

**Before you begin:** [Register your organization in the UEM management console](#).

1. On the menu bar, click **Org Connect > Organization profile**.
2. Click .
3. In the **Visibility** drop-down list, select one of the following options:
  - **Visible to all organizations:** All organizations that use Org Connect can see that your organization uses Org Connect, and they can request connections with you.
  - **Visible to organizations in selected sectors:** Only organizations that use Org Connect in the sectors that you specify can see that your organization uses Org Connect, and they can request connections with you.
  - **Not visible:** No organizations that use Org Connect can see that your organization uses Org Connect, and they cannot request connections with you.
4. If you selected **Visible to organizations in selected sectors**, perform the following actions:
  - a) Below **Visible sectors**, click **Edit**.
  - b) In the **Sectors** dialog box, in the left pane, select a sector. To select multiple sectors, press and hold the Ctrl key.
  - c) Click .
  - d) Click **Save**.
5. Click **Save**.

## Add Org Connect administrators

**Before you begin:**

- You must be the Org Connect owner.
- The user that you want to add must be a Security administrator in UEM. For instructions to add administrators, see [Create an administrator in the UEM Administration content](#).

1. On the menu bar, click **Org Connect > Administrators**.
2. On the **Administrators** page, click .

3. In the **Add an administrator** dialog box, search for a user. Click the user that you want to add as an administrator.  
The **Assign role to user** dialog box opens.
4. In the **Role** drop-down list, click the role that you want to assign to the user.
5. Click **Save**.

## Changing the Org Connect owner

When you change the BlackBerry Org Connect owner, the owner permissions are removed from the current owner. If you are the current owner, you must log out of and log back in to the UEM management console to update your permissions after you change the owner. The new owner receives a confirmation email when they are assigned the owner role. Only users who are Security administrators in UEM can be assigned the Org Connect owner role.

You should ensure that your organization has an owner assigned at all times. It is also recommended that at least one other Security administrator in UEM is assigned the Org Connect administrator role so that they can manage Org Connect in UEM if the owner is not available or leaves the organization. If the current Org Connect owner leaves the organization, and a new owner was not assigned, the additional contact must contact the Org Connect operations team to designate a new owner. Only the current owner or the Org Connect operations team can designate a new owner.

### Change the Org Connect owner

You must log out of and log back in to the UEM management console to update your permissions after you change the owner. The new owner receives a confirmation email when they are assigned the owner role.

**Before you begin:** You must be the Org Connect owner.

1. On the menu bar, click **Org Connect > Organization profile**
2. Click **Change owner**.
3. In the **Change owner** dialog box, click **Change owner**.
4. In the **Assign role to user** dialog box, search for the user that you want to make the owner.
5. In the **Assign role to user** dialog box, in the **Role** drop-down list, select **Org Connect owner**.
6. Click **Save**.
7. Click **Log out** .

# Audit and logging

On the audit and logging page, you can view a list of actions that administrators have performed on your organization's network and your organization's profile and settings. The page displays the date and time an event occurred, the administrative role and user that performed the action, a category, and the type of action that was performed. For actions related to app connections, the name of the connected organization and the app are also displayed.

## Export audit events to a .csv file

1. On the menu bar, click **Org Connect > Audit and Logging**.
2. If necessary, in the left pane, filter the audit log to view only the data that you want to include in the .csv file.
3. Click  and save the file.

# Submit feedback

You can submit feedback about to the Org Connect operations team at BlackBerry.

1. On the menu bar, click **Org Connect > Submit feedback**.
2. On the **Submit feedback** page, in the **Type** drop-down list, select one of the following options:
  - General comment
  - Enhancement request
  - Bug
3. In the **Comments** field, type your feedback.
4. Click **Send**.

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