BBM Enterprise
Quick Start Guide
For BlackBerry 10 devices

Welcome to BBM Enterprise

BBM Protected is now BBM Enterprise! If you're a current BBM or BBM Protected user, you can switch to the BBM Enterprise app quickly and easily. All your BBM contacts are added in BBM Enterprise automatically.

Before you switch to BBM Enterprise, make sure you're using the latest version of BBM. To check that you have the latest version of BBM installed, open BlackBerry World. Tap ≡ > **My World** > **My Apps & Games**. At the top of the screen, tap the **Updates** tab. If BBM appears in the Updates tab, tap the **Update** icon.

Switch from BBM Protected to BBM Enterprise

1. In the BBM app, swipe down from the top of the screen.

2. Tap ⚙.

3. Tap **Switch to BBM Enterprise** (figure 1).

4. If prompted, download the latest version of BlackBerry World by completing the following steps:

   • On the prompt to download BlackBerry World, tap **Download** (figure 2).

   • On the BlackBerry World download screen, tap **Update**.

5. Once you updated BlackBerry World, close and reopen the BBM app again.

6. Tap **Continue** to download the BBM Enterprise app. After BBM Enterprise is downloaded, the BBM Enterprise app opens automatically.

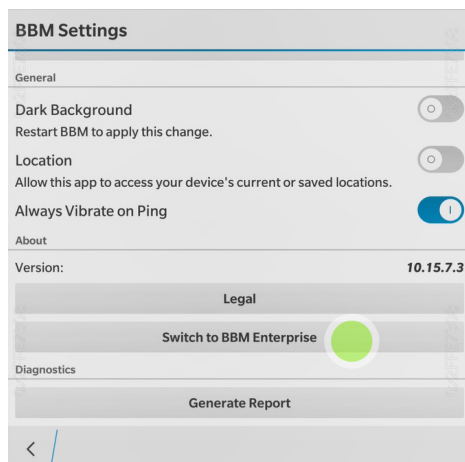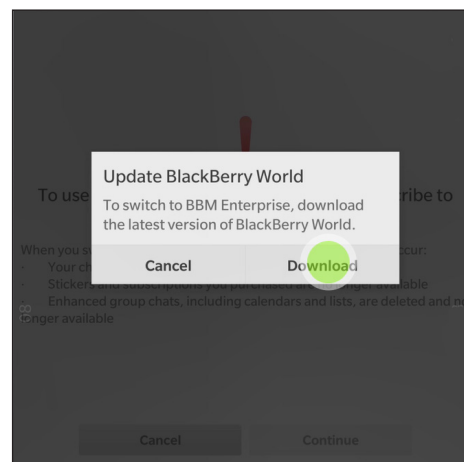**7.** To sign in to BBM Enterprise, tap **Continue** (figure 3).
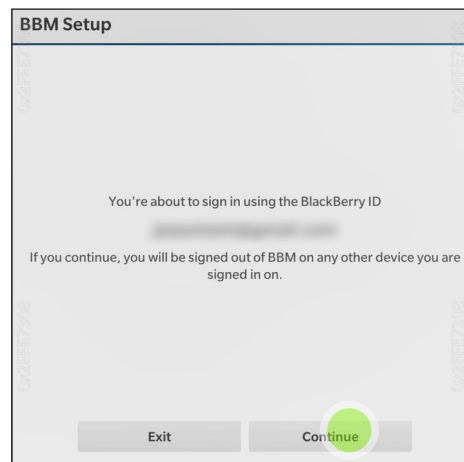
FIGURE 2: UPDATE BLACKBERRY WORLD

FIGURE 1: SWITCH TO BBM ENTERPRISE

FIGURE 3: SIGN IN TO BBM ENTERPRISE