BlackBerry Enterprise Partner Program for Solutions Providers Program Description

July 2016

This Program Description is your valuable resource for information regarding the BlackBerry Enterprise Partner Program for Solutions Providers (the "Partner Program") including the Program structure, eligibility, requirements and benefits, as well as the enrollment process.

IMPORTANT: This Program Description is a living document and your source for Partner Program changes and updates to Terms and Conditions. Please bookmark and check back on a regular basis.

This Program Description comes into effect as of the Effective Date and replaces all prior versions. BlackBerry may announce changes at any time to the BlackBerry Enterprise Partner Program which are captured in this Program Description, including but not limited to, changes to benefits and requirements, competencies, the introduction of new product and changes to Specializations.

Contents

Committed to your Success

Mobility is changing the way we do work. Companies are increasingly looking at mobility to transform the way they run their business, demanding secure solutions to mobilize their people, process, and data. Customers are demanding expertise and technical skills to deal with complex and sophisticated mobile business environments. These new market dynamics are creating the need to develop new skills to address them and generate unprecedented growth opportunities for BlackBerry Partners.

The BlackBerry Enterprise Partner Program is built to help partners capture this growth opportunity and is designed to increase the value of our partners, stimulate growth and drive profit, by ensuring partners are better armed to successfully design, architect, implement and support BlackBerry solutions.

Why Join?

On joining the program, your business will maximize the full potential of mobility for your existing customers, leverage technology leadership, develop innovation and create new opportunities through the support, enablement, sales and marketing resources the program offers. At the same time, you will learn how to improve profitability by transitioning to a subscription-led model for higher margins and predictable recurring revenue

Who Should Join?

Software Channel Partners who are ready to embrace these changing demands and generate unprecedented growth opportunities

How Does the Partner Program for Solutions Providers Work?

The BlackBerry Enterprise Partner Program for Solutions Providers is split into three distinct tiers that reflect the evolution happening within todays mobile environment.
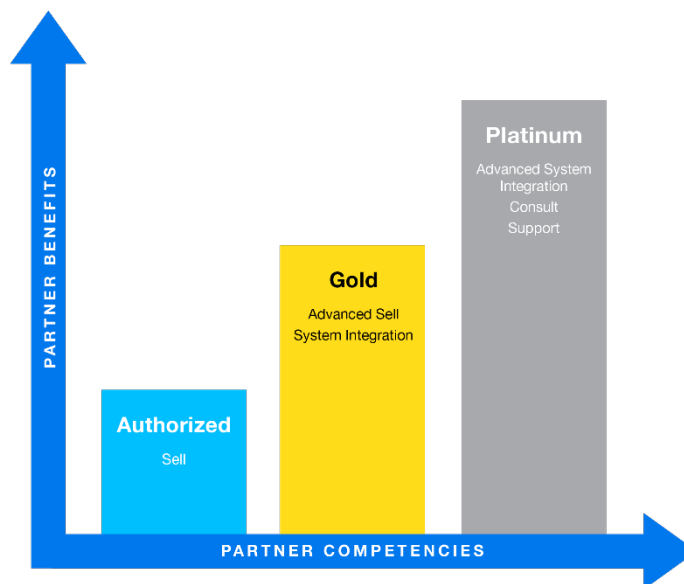

Figure 1: BlackBerry Solutions Providers Program Tiers

Authorized

Authorized partners have access to a solid set of benefits and may advance to Gold or Platinum tier upon adhering to the program requirements. To qualify as an Authorized partner, you need to accept our terms, conditions, and NDA and commit to completing our Sales Competency.

Gold

Gold Partners benefit from being enabled to deliver BlackBerry design and deployment capabilities and recognition and rewards including subsidised Not for Resale (NFR) software for internal deployment.

This highly valued tier is earned by skilled and committed Partners that wish to build a deployment service capability. Partners within this tier commit to and have been approved to our Advanced Sales, Technical Sales & Systems Integration Competencies; this expertise is monitored and validated on a consistent basis.

Platinum

Platinum Partners benefit from being enabled to deliver end to end BlackBerry capabilities and recognition awards and rewards, including an incremental services discount.

This prominent tier is earned by highly skilled and committed Partners that wish to build out an end to end service through the BlackBerry competencies including the ability to provide business process integration and support services. Partners within this tier commit to and have been approved to provide Advanced System Integration, Customer Success Management, Application Integration and Support Services Competencies; this expertise is monitored and validated on a consistent basis

Specializations

These Authorizations are by invitation only and earned by Partners that demonstrate ability and complete the competencies for BlackBerry specialized or focused solutions

Hosting

This specialization is offered to Platinum partners by invitation only and requires a separate legal addendum.

Your path to success starts with application and acceptance of our terms and conditions here *Note: Existing BEPP for Resellers Partners need not apply again*

Enrollment

Partner Program Enrollment Pre Requisites. Partner must:

a) Have the Partner Program application completed by an individual with the legal authority to bind the company
b) Be a legally registered company
c) Have a valid corporate website and email domain
d) Apply using a legitimate corporate email address. Group email addresses cannot be processed

Acceptance of Reseller Agreement

An individual from your organization, that has the authority to bind the company, must accept a BlackBerry Reseller Agreement as part of the application process. The agreement commits the partner to these Program Guidelines and will define the relationship between BlackBerry and the Partner Member. On line applications will not be processed until the applicable agreement is executed.

Execution of Non-Disclosure Agreement (NDA) with BlackBerry

The above agreement includes an NDA. NDAs are designed to protect the exchange of confidential information between two or more parties. As part of the Partner Program there may be occasions where sensitive information, such as pre-release software, will be offered to you as a benefit of your membership. Prior to this exchange we ask that an NDA be in place.

Membership Term

Membership in the program is subject to terms, conditions and requirements that if violated could result in termination without notice. Failure to do so could result in a change to your Partner Program level and, a*t BlackBerry's sole discretion, your membership could also be suspended.*

Partners *who do not complete future requirements and accreditations and/or have the correct number of individuals for a given competency will be demoted and have associated benefits revoked.*
Partners will have up to 3 months from acceptance into the Partner Program to (at least) meet the requirements of an Authorized Partner.

Service Level Commitments

If BlackBerry makes a BlackBerry Solution available which includes a service level commitment to End Users in the Territory, Reseller agrees to co-operate in good faith with BlackBerry in relation to such service level commitments including, without limitation:
a) passing through the payment of any service level commitment credits (if applicable) to End Users, when made available to Reseller by BlackBerry, in accordance with BlackBerry's reasonable instructions from time to time;
b) receiving notifications of service level commitment incidents from End Users; and
c) reporting to BlackBerry any service level commitment incidents notified to Reseller by End Users.
No other service level commitments by BlackBerry shall apply.

Primary Partner Contact

It is important for BlackBerry to know about both your organization, as well as the contacts within it. This information helps us to customize content to your needs and better engage with you and to this end the Partner Program applicant is considered the Primary Partner Contact. Primary Partner Contacts are responsible for owning the relationship with BlackBerry including notifying BlackBerry of company name changes, mergers and staff moves and acting as the central point of contact for all BlackBerry news and content.

COMPETENCIES

The BlackBerry Solutions Provider Program is designed to increase the value of our partners, stimulate growth and drive profit, by ensuring partners are better armed to successfully design, architect, implement and support BlackBerry solutions. By offering a partner program that enables partners to gain new competencies and build new capabilities on a single secured mobility platform, we, together, exceed market expectations
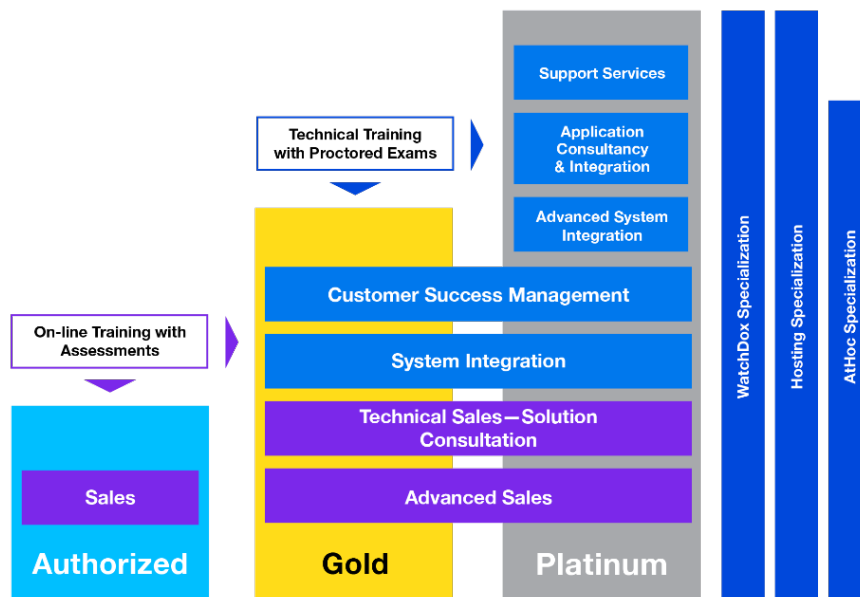

Figure 2: BlackBerry Solutions Provider Program Competencies

Accreditation

One of the most important benefits and a requirement of the Partner Program, is access to training.

We will enable your success by providing you with a range of skills and competencies that will help you build a differentiated, high qualified mobility practice around our secure software solutions and transform your customer's business

Authorized Personas Required	Gold Personas Required	Platinum / Platinum + Hosting Personas Required	Competency	Accreditation	Access	Chargeable	Method	Delivery	Duration	Available
		2	Support Services	BlackBerry Support Professional	BlackBerry Authorized Training Partner	Y	ILT, Online Training & Exams	BlackBerry ATP (Authorized Training Partner)	2.5 Days	Available
				BlackBerry System Integration Professional[3]	BlackBerry Authorized Training Partner	Y	ILT, Online Training & Exams	BlackBerry ATP (Authorized Training Partner)	+ 4 Days	Available
		1	Applications Consultancy & Integration	BlackBerry Application Integration Professional	BlackBerry Authorized Training Partner	Y				Coming Soon[2]
				BlackBerry System Integration Professional[3]	BlackBerry Authorized Training Partner	Y	ILT, Online Training & Exams	BlackBerry ATP (Authorized Training Partner)	+ 4 Days	Available
		1	Advanced Systems Integration	BlackBerry Advanced System Integration Professional	BlackBerry Authorized Training Partner	Y	ILT, Online Training & Exams	BlackBerry ATP (Authorized Training Partner)	2 Days	Coming Soon[2]
				Perform Installation of Internal Use Software						
				PMP or PRINCE2				Third Party		
	1	1	Customer Success Management	BlackBerry Customer Success Professional	BlackBerry Authorized Training Partner	Y			1 Day	Coming Soon[2]
	1	1	Systems Integration	BlackBerry System Integration Professional[3]	BlackBerry Authorized Training Partner	Y	ILT, Online Training & Exams	BlackBerry ATP (Authorized Training Partner)	4 Days	Available
				Successful completion of 3 deployments						
	1	1	Technical Sales	BlackBerry Technical Sales Professional	BlackBerry Universe	N	WBT & Assessments	BlackBerry Universe	9 hours	Available
	1	1	Advanced Sales	BlackBerry Advanced Sales Professional	BlackBerry Universe	N	WBT & Assessments	BlackBerry Universe	7.5 hours	Available
1	1	1	Sales	BlackBerry Sales Professional	BlackBerry Universe	N	WBT & Assessments	BlackBerry Universe	6.5 hours	Available
1	2	4	**The Solutions Provider Program allows for the sharing of roles and 1 person can fulfil up to 2 personas for Gold and 4 for Platinum[1]** **Minimum Number of Individuals**							

[1] **Role sharing is subject to individual being able to carry out as part of their main role and responsibilities**

[2] **Required when available. Professionals must maintain accreditation to the latest version of software, within 4 months of release of new accreditation training**

[3] **If role sharing, and rules are met, it is not necessary for individual to take the same training more than once**

On Line Training & Assessments

These accreditations are a set of self-paced online training assessments and modules hosted on blackberryuniverse.com (navigate to BlackBerry Enterprise Partner Program)

Sales (Authorized)

The Sales Accreditation features the value proposition and benefits of BlackBerry Enterprise Solutions. At least 1 account manager must maintain accreditation to the latest version of software. To earn the BlackBerry Sales Professional qualification a candidate will need to pass each assessment with at least 80%

Advanced Sales (Gold & Platinum)

The Advanced Sales Accreditation features the value proposition and benefits of BlackBerry Enterprise Solutions. At least 1 account manager must maintain accreditation to the latest version of software. To earn the BlackBerry Advanced Sales Professional qualification a candidate will need to pass each assessment with at least 80%

Technical Sales (Gold & Platinum)

The Technical Sales Accreditation enables a Partner Systems Engineer to have deep technical discussions with customers and ability to perform targeted product demonstrations At least 1 Technical Sales Engineer must maintain accreditation to the latest version of software. To earn the BlackBerry Technical Sales Professional qualification a candidate will need to pass each assessment with at least 80%

Technical Training & Proctored Exams

These accreditations are a mixture of self-paced online modules and Instructor Led Training available from a BlackBerry ATP. Learn more about Technical Training and Accreditation here

Systems Integration (Gold & Platinum)

This accreditation enables the delivery of the following capabilities for BlackBerry software. At least 1 System Integration Engineer must maintain accreditation to the latest version of software.

- Design – To create a solution to perform a particular function, to meet defined business requirements captured through interviews and analysis. The design process is often facilitated through customer workshops, and would generally result in high Level and low level design documents.
- Architect – To define the overall placement and types of technology, products and services used in a network and how they integrate with other end points, services, including data flows between distributed components and customer's IT infrastructure (Application, Content and Web Servers).
- Implement – To install and configure components of the solution as defined through the design and architecture exercise, offline configurations, pilot testing and complete the work required for the solution to be ready for production.
  Deploy – To move the fully configured solution hardware/software in to production, on board the production users and devices, then to monitor and fine-tune until an acceptable status is reached

Customer Success Management (Gold & Platinum) *Coming Soon*

This highly profitable accreditation enables project management skills with the ultimate goal of increasing adoption though outperformance.

At least 1 Customer Success Professional must maintain accreditation to the latest version of software. The accreditation is a mixture of self-paced online modules and Instructor Led Training available from a BlackBerry ATP.

Advanced Systems Integration (Gold Optional, Platinum Required) *Coming Soon*

This accreditation enables the delivery of the following capabilities for large scale BlackBerry software deployments. At least 1 System Integration Engineer must maintain accreditation to the latest version of software.

- Advanced Architect – To design and architect a highly available solution for complex, large scale, multi-site environments including Disaster Recovery architecture.
- Migrate – To design, architect/ re-architect, implement, and then deploy an upgraded or a replacement solution to an existing setup to provide additional features or enhancements. Create efficient user and device migration plans requiring minimal end user intervention or downtime. Perform large scale user and device migrations
- Manage – To do day to day administration tasks, monitoring performance and health of the systems, making changes to configuration as appropriate, perform basic diagnostics and troubleshooting
- Advanced System Integration Partners are also required to have a Technical Project Manager (recommended PMP or PRINCE2) on the delivery team

Applications Integration (Platinum) *Coming Soon*

This accreditation provides the expertise required to integrate business process applications via the Good Dynamics SDK for real business outcomes

At least 1 BlackBerry App Consultant must maintain accreditation to the latest version of software. The accreditation is a mixture of self-paced online modules and Instructor Led Training available from a BlackBerry ATP.

Support Services (Platinum)

This accreditation ensures that Partners remain the owner of the first line engagement with their customers, increasing customer intimacy and satisfaction. All Named Callers and at least 2 Dedicated BlackBerry Support Agents must maintain the Support Services Professional accreditation to the latest version of software. The two (2) Dedicated Support Agents will act as the Subject Matter Experts for the BlackBerry Solution that the other named callers can rely on for Support and Guidance. The Partner must identify these Dedicated BlackBerry Support Agents at the time of onboarding

The accreditation is a mixture of self-paced online modules and Instructor Led Training available from a BlackBerry ATP.

.

Competency Terms and Conditions

a) Professionals must maintain accreditation to the latest version of software, within 4 months of release of new accreditation training.
   i. In addition, Support Services Professionals (Named Callers) are required to re-take Accreditation exams annually
b) BlackBerry provides a grace period for staff moves or changes of 4 months
   i. Support Services Professionals and Named Callers must have at least one other person still on staff that is fully accredited and listed as a Named Caller
c) Named Callers will not be enabled to place support calls until accredited
d) Gold requires Good EMM Secure Collab Suite accreditation as a minimum
e) Platinum requires Good EMM Secure Mobility Suite accreditation as a minimum.
f) The Solutions Provider Program allows for the sharing of roles but is subject to individual being able to carry out as part of their main role and responsibilities
   i. Gold: 1 person can fulfil up to 2 personas
   ii. Platinum: 1 person can fulfil up to 4 personas
   iii. BlackBerry reserves the right to monitor at any time
g) Partners who do not have the correct number of individuals for a given competency will be demoted and could have their membership suspended

Specialization Terms and Conditions

Hosting:

a) Hosting Partners must maintain a minimum number of 2000 users. Partners who have less than 2000 licenses, subscriptions, or suites can pay a monthly fee in accordance with the fee structure until the partner has the full 2000 licenses, subscriptions, or suites
b) Hosting Partner must, within three (3) months, implement any update or upgrade of BlackBerry software made available by BlackBerry.

Partner Commitments *(additional to competencies)*

Participate in BlackBerry Annual Partner Satisfaction Survey

Partner satisfaction continues to be among one of BlackBerry's highest priorities and actively listening to our Partners provides us the information we need to continually offer and improve our products and services our Partners demand. Participation in the BlackBerry Annual Partner Satisfactory Survey is required for all partner tiers.

BlackBerry External Web Page

Use your Partner logo to showcase your proficiency and your specific BlackBerry offers and services
Gold and Platinum Partners are encouraged to have a BlackBerry presence on their website. The latest BlackBerry solutions must always be presented, in line with current branding guidelines, and a web toolkit with BlackBerry marketing messages and branding is made available.
.

Support Services Requirements (Platinum)

For complete details please review the BlackBerry Partner Support Program Description posted here

Designate BlackBerry Named Callers (For Support Calls)

Named Callers are the individuals that Partners designate and are entitled to access the Partner Support Portal and to submit technical support requests to the BlackBerry Partner Support Services team. Named Callers typically include IT Managers, BlackBerry System Administrators and Help Desk staff members who are responsible for managing the BlackBerry solution.
All of the Partner's Named Callers are required to complete the Accreditation tests.

Operate a 12x5 Time Zone Specific Help Desk

Platinum Partners are responsible for managing the end customer relationship and taking all primary calls from End Users. The Partner is responsible for handling all support incidents - except those that can be categorized as Tier 3 incidents– at a minimum, with access to their Help Desk, Twelve (12) hours a day, Five (5) days a week, in the Customer's local time, from 08:00 to 20:00.

Provide Telephone, Electronic and Web Support.

Partners are required to provide their Customers with both Electronic and Telephone support options.

Customer Satisfaction

Platinum Partners are required to maintain a Customer satisfaction tracking solution for the support incidents and tickets that the Partner handles. Partners must send a customer satisfaction survey for all technical support tickets with the exception of not surveying the same user more than once in Thirty (30) days. It is required that Partners ask the Customer whether they consider the ticket resolved. If a customer selects "no" the Partner must contact the Customer to resolve the issue. Partners must use a Zero (0) to Ten (10) tracking system to measure overall customer satisfaction. Partners must maintain a minimum of Eight (8) out of Ten (10) on overall customer satisfaction. Partner are required to upload their Support Case and Customer CSAT information to BlackBerry through myAccount on a monthly basis.

CSAT Survey

Customer Service Excellence is at the core of BlackBerry's values and industry recognition, and we want to recognize that in our partners as well. On a semi-annual basis BlackBerry will survey partner end customers directly to achieve this. BlackBerry commits to sharing the results of the direct CSAT survey to the partner so they can see the results for their customers.
Platinum Partners consistently meeting CSAT scores of 8 out of 10 via their own ticket surveys and BlackBerry's direct to customer CSAT surveys will receive a Customer Satisfaction Excellence award that should be used in their branding.

Program Offerings

Deal Registration

A clear benefit of being Authorized, is the ability to register your sales opportunities and protect your pre sales efforts. All qualifying orders become eligible for additional discount, get preferred partner status and access to sales support. Discounts are passed through usual purchasing channels.
For more information, please see policy *here*

Internal Use Software (NFR) *Use it, Know it, Sell it: Boost familiarity & productivity at the same time with risk free internal use software*

Moving well beyond providing a lab environment, BlackBerry wants our partners to be showcases of the mobile business advantage. Gold and Platinum partners qualify for up to 100 Good Secure EMM Collaboration or Good Secure EMM Mobility Suite licenses with significant discounts for internal deployment of their production environment to run their business, drive awareness and foster the effective selling of BlackBerry solutions. The NFR offer includes full software upgrades and full BlackBerry support. With access to world-class secure mobility and collaboration solutions Partners can dramatically cut IT expenses as soon as the software is released with Technical Support included

- **Authorized:**   10 Licenses for demo lab only
- **Gold:**   100 Licenses
- **Platinum:**   100 Licenses.

For more information, please see policy *here*

Enterprise Partner Logo

The Program logo is a way to differentiate your business and get the recognition you deserve. Its branding indicates that your company has a significant level of industry experience, your tier and a close relationship with BlackBerry.
Your logo can be used on web sites, marketing and sales documents, slide presentations, and other collateral.

Partner Locator (currently under reconstruction)

Through the BlackBerry Partner Locator BlackBerry will promote Authorized, Gold and Platinum Partners in order that enterprise customers can confidentially locate Partners that are able to help them with their full range of enterprise mobility needs including strategy, support services, system integration, training, and custom app consultancy and development.

The Partner Locator will give priority listing to Gold & Platinum partners and emphasize the number of BlackBerry qualified individuals. It will also recognize Customer Satisfaction Excellence earned by Platinum Partners.

PreSales HelpDesk (Gold & Platinum)

Accredited Technical Sales, System Integration & Support Professionals from Gold and Platinum Partners can enjoy the benefit of access to an (email) helpdesk and receive pre sales support from BlackBerry TSMs on pre-sales questions including demo requests and roadmap enquires. Details are available from your Account Manager.

Marketing Funds (Gold & Platinum)

Through quarterly approved discretionary marketing funds BlackBerry provides Gold & Platinum Partners with tools and resources to help them market themselves and increase BlackBerry sales. Discretionary funds will be considered for campaigns that align to current BlackBerry sales initiatives and that demonstrate the highest ROI.

BlackBerry allocates funding based on a Partner's ability to prove performance against a set of pre-established metrics and reviews and approves payments. Gold and Platinum Partners must submit their co funding requests a month in advance of the qualifying quarter, using the template provided. For more information, please see policy here

BlackBerry Generated Sales Leads (Gold & Platinum)

Gold & Platinum Partners will have priority access to new and qualified opportunities as a result of BlackBerry demand generation programs. Partners need to accept or reject assigned leads within 4 days of allocation and update a lead's status at least once a month.

BENEFITS TABLE

Category	Benefit	Authorized	Gold	Platinum
PLAN	Incremental Services Discount			✓
PLAN	Access to Beta Community		✓	✓
PLAN	Local Partner Events	✓	✓	✓
ENABLE	Access to Shield Certification			✓
ENABLE	Strategic GTM Engagement			✓
ENABLE	Access to RFP Support			✓
ENABLE	Internal Use Software (NFR)	Lab Only	✓	By Invitation
ENABLE	Access to specializations	By Invitation	By Invitation	✓
ENABLE	Access to Knowledge Base	✓	✓	✓
ENABLE	High Value Low Cost Online Training	✓	✓	✓
ENABLE	Sales and Marketing Tools	✓	✓	✓
ENABLE	Competitive Selling Resources	✓	✓	✓
ENABLE	Partner Sales Webcasts	✓	✓	✓
ENABLE	Partner Technical Webcasts	✓	✓	✓
SELL	BlackBerry-generated Leads		✓	✓
SELL	Deal Registration	✓	✓	✓
SELL	Partner Offers	✓	✓	✓
SELL	PreSales HelpDesk		✓	✓
SUPPORT	Case Analysis Consultancy			✓
SUPPORT	Premium Service Manager Option			✓
SUPPORT	Assigned TSM		✓	✓
SUPPORT	Assigned CAM		✓	✓
SUPPORT	Access to Partner Marketing Contact		✓	✓
MARKET	Customer Reference Program		✓	✓
MARKET	Eligible for proposal-based Marketing Funds		✓	✓
MARKET	Partner Locator Priority Listing		✓	✓
MARKET	Partner Locator Placement	✓	✓	✓
MARKET	Partner Tier Logo	✓	✓	✓
MARKET	BlackBerry Webpage Toolkit	✓	✓	✓
MARKET	Partner Newsletter	✓	✓	✓
RETAIN	Customer Satisfaction Excellence Award			✓

COMMITMENTS TABLE

		Authorized	Gold	Platinum
AGREEMENT	NDA (Non Disclosure Agreement)	⊘	⊘	⊘
	Reseller Agreement	⊘	⊘	⊘
	Min Active # Users			2000
PARTNERSHIP	Participate in BlackBerry Annual Partner Satisfaction Survey	⊘	⊘	⊘
	BlackBerry Presence on Partner Website	⊘	⊘	⊘
	Participate in Beta Program		⊘	⊘
	Maintain company profile on BlackBerry Partner Locator		⊘	⊘
	Internal Deployment (NFR) and Associated Ts&Cs			⊘
	Showcase Partner Tier Logo and Keep Current			⊘
	LAB Enviroment Running Latest Version of Software			⊘
	Operate 12x5 Time Zone Specific Help Desk			⊘
	Provide Telephone, Electronic & Web Support			⊘
TRAINING & ACCREDITATION	Sales Accreditation	⊘	⊘	⊘
	Advanced Sales Accreditation		⊘	⊘
	Technical Sales Accreditation		⊘	⊘
	System Integration Accreditation		⊘	⊘
	Customer Success Management Accreditation		⊘	⊘
	Application Consultancy & Integration			⊘
	Advanced System Integration Accreditation			⊘
	Support Services Accreditation & Annual Re-accreditation			⊘
	Technical Support Incident &Ticket Performance Reports			⊘
	(Direct to Customer) CSAT Survey			⊘

Quick Links

Effective Communications		
Partner Landing Page	One-Stop-Shop for pertinent information and resources from BlackBerry to keep you ahead of the curve.	https://partner.blackberry.com/solutionsprovider
Newsletter and webcast sign up here	Monthly partner newsletter with valuable information including special announcements, new product releases and new sales tools.	https://partner.blackberry.com/solutionsprovider
Sales Assistance		
Deal Registration	Register your business opportunity to apply for pre-sales discounts and account exclusivity.	https://partner.blackberry.com/partners/deal_registration
EOL Notifications	View product support timelines for all BlackBerry software	http://ca.blackberry.com/support/business/software-support-life-cycle.html
MSRP Price List	Quarterly, one month in advance	https://blackberry.watchdox.com/ngdox/#/workspaces/261460
Enterprise Store - Customer registration	Your customer needs to register in the Enterprise Store prior you place an order. This is a mandatory process	https://store.blackberry.com/direct/register/create
Marketing Assistance		
BEPP Marketing Central Hub	Access customizable assets, PDF Datasheets, Sales presentations, CI information, campaigns and more on our BEPP Marketing Central Hub The Central Hub is powered by WatchDox by BlackBerry and can be accessed via web, PC, Mac, BB, iOS and Android: https://www.watchdox.com/en/downloads/ ***How to create a WatchDox account:*** Please use your browser to navigate to your company's WatchDox login screen (https://blackberry.watchdox.com) - Choose the, "Create Account" link above the Sign In box - Enter your name, email address, desired password and secret question information - Click, "Create Account" and check your email inbox for your authentication email	https://blackberry.watchdox.com/ngdox/#/workspaces/261460
Brand Toolkit	Branding guidelines and a Web toolkit to keep your BlackBerry webpage current.	https://blackberry.watchdox.com/ngdox/#/workspaces/261460
Support, Tech & Sales Training		
BlackBerry Universe (BBU): Online Training and Assessments	BBU registration and instructions on how to obtain a company PIN# are included in Welcome Pack	www.blackberryuniverse.com
BlackBerry Learn: Technical Training & Proctored Exams		www.blackberry.com/training
Support Resources	Access free Support Resources, knowledge based articles, how-to-videos, etc.	http://blackberry.com/support