

# BlackBerry Workspaces

The technical accreditation training path for BlackBerry Workspaces includes a blend of web-based training, instructor-led training, and online assessments. This training path includes content for both End Users and Administrators.

All web-based training must be completed using the BlackBerry Universe learning portal. The instructor-led training must be completed using one of BlackBerry's Authorized Training Partners and content will be accessed using the BlackBerry Universe learning portal. The assessments must be proctored through one of BlackBerry's Authorized Training Partners. To successfully achieve the accreditation for BlackBerry Workspaces, learners must complete all training and assessments requirements listed in the chart below.

## Web-Based Training

Training Module	Course Code	Duration	Description	Goals
Introduction to BlackBerry Workspaces and Account Creation	71V-00043-123	15 minutes	This course describes BlackBerry Workspaces, how to create an account and signing into BlackBerry Workspaces.	<ul style="list-style-type: none"> <li>• Introduction to BlackBerry Workspaces</li> <li>• How to create an account for BlackBerry Workspaces</li> <li>• How to sign into BlackBerry Workspaces</li> </ul>
Getting Started with BlackBerry Workspaces Web Application	718-00044-123	30 minutes	This course describes the BlackBerry Workspaces Web Application, how to navigate in the BlackBerry Workspaces Web Application interface, and how to manage account settings for BlackBerry Workspaces.	<ul style="list-style-type: none"> <li>• Introduction to Web Application for BlackBerry Workspaces</li> <li>• How to navigate in the BlackBerry Workspaces Web Application User Interface</li> <li>• How to manage account settings for BlackBerry Workspaces</li> </ul>
Opening, Accessing, and Creating with BlackBerry Workspaces Web Application	718-00045-123	60 minutes	This course describes how to open, access and create with the BlackBerry Workspaces Web Application interface.	<ul style="list-style-type: none"> <li>• How to access, create and view a workspace in BlackBerry Workspaces Web Application</li> <li>• How to send and receive files in BlackBerry Workspaces Web Application</li> <li>• How to create and view folders, and view folder information in BlackBerry Workspaces Web Application</li> <li>• How to view files, view and restore file versions in BlackBerry Workspaces Web Application</li> <li>• How to access permissions tab, permissions access level, comments, file activities, and add members to workspace/folder/file in BlackBerry Workspaces Web Application</li> <li>• How to view groups in BlackBerry Workspaces Web Application</li> <li>• How to access notifications in BlackBerry Workspaces Web Application</li> </ul>
Managing and Editing with BlackBerry Workspaces Web Application	718-00046-123	40 minutes	This course describes how to manage and edit with the BlackBerry Workspaces Web Application interface.	<ul style="list-style-type: none"> <li>• How to manage permissions for a workspace/file/folder in BlackBerry Workspaces Web Application</li> <li>• How to rename, edit, and delete workspaces in BlackBerry Workspaces Web Application</li> <li>• How to rename, move, and delete folders/files in BlackBerry Workspaces Web Application</li> <li>• How to lock, unlock and edit a file online in BlackBerry Workspaces Web Application</li> <li>• How to use, search, download and share annotations in BlackBerry Workspaces Web Application</li> <li>• How to assign group manager, add group members, and remove users from a group in BlackBerry Workspaces Web Application</li> </ul>

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Training Module	Course Code	Duration	Description	Goals
Uploading, Downloading, and Sharing with BlackBerry Workspaces Web Application	718-00047-123	40 minutes	This course describes how to upload, download, and share with BlackBerry Workspaces Web Application interface.	<ul style="list-style-type: none"> <li>How to upload and download files in BlackBerry Workspaces Web Application</li> <li>How to download folders in BlackBerry Workspaces Web Application</li> <li>How to share a workspace/file/folder in BlackBerry Workspaces Web Application</li> <li>How to work with hidden files and the recycle bin in BlackBerry Workspaces Web Application</li> </ul>
Installing and Configuring BlackBerry Workspaces for Windows	718-00102-123	15 minutes	This course describes BlackBerry Workspaces for Windows, how to download and install BlackBerry Workspaces for Windows, how to sign in to BlackBerry Workspaces for Windows, and how to manage configurations and preferences in BlackBerry Workspaces for Windows.	<ul style="list-style-type: none"> <li>Introducing BlackBerry Workspaces for Windows</li> <li>Download and Installing BlackBerry Workspaces for Windows</li> <li>Signing in to BlackBerry Workspaces for Windows</li> <li>Managing configurations and preferences in BlackBerry Workspaces for Windows</li> </ul>
Working with Workspaces and files with BlackBerry Workspaces for Windows	718-00103-123	40 minutes	This course describes the BlackBerry Workspaces for Windows, how to work with workspaces, files, BlackBerry Workspaces viewer and Microsoft Office Desktop in BlackBerry Workspaces for Windows.	<ul style="list-style-type: none"> <li>Working with workspaces in BlackBerry Workspaces for Windows</li> <li>Working with files in BlackBerry Workspaces for Windows</li> <li>Working with BlackBerry Workspaces viewer in BlackBerry Workspaces for Windows</li> <li>Working with Microsoft Office files in BlackBerry Workspaces for Windows</li> </ul>
Working with files using BlackBerry Workspaces for Microsoft Outlook	718-00104-123	20 minutes	This course describes how to configure BlackBerry Workspaces for Microsoft Outlook and use it to send and receive files.	<ul style="list-style-type: none"> <li>Configure BlackBerry Workspaces for Microsoft Outlook</li> <li>Send files securely using BlackBerry Workspaces for Microsoft Outlook</li> <li>Receive and access files sent using BlackBerry Workspaces for Microsoft Outlook</li> </ul>
Using BlackBerry Workspaces app for Mac	718-00184-123	20 minutes	This course describes how to manage workspaces, folders, and files and troubleshoot in BlackBerry Workspaces app for Mac.	<ul style="list-style-type: none"> <li>Manage workspaces</li> <li>Manage folders and files</li> <li>Troubleshoot and get support for BlackBerry Workspaces for Mac</li> </ul>
Installing and Configuring BlackBerry Workspaces app for Mac	718-00203-123	20 minutes	This course describes how to install and configure BlackBerry Workspaces app for Mac.	<ul style="list-style-type: none"> <li>Install BlackBerry Workspaces app for Mac</li> <li>Configure BlackBerry Workspaces app for Mac</li> </ul>

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Training Module	Course Code	Duration	Description	Goals
Working with BlackBerry Workspaces app for Android	718-00205-123	40 minutes	This course describes how to use BlackBerry Workspaces app for Android.	<ul style="list-style-type: none"> <li>• Create and manage workspaces, folders and files</li> <li>• Manage access to workspaces, folders, and files</li> <li>• Share and send workspace content</li> <li>• Work with files</li> </ul>
Working with BlackBerry Workspaces app for iOS	718-00206-123	40 minutes	This course describes how to use BlackBerry Workspaces app for iOS.	<ul style="list-style-type: none"> <li>• Create and manage workspaces, folders and files</li> <li>• Manage access to workspaces, folders, and files</li> <li>• Share and send workspace content</li> <li>• Work with files</li> </ul>
Installing and Configuring BlackBerry Workspaces app for Android	718-00313-123	20 minutes	This course describes how to install and configure BlackBerry Workspaces app for Android.	<ul style="list-style-type: none"> <li>• Understand the purpose and basic features of BlackBerry Workspaces app for Android</li> <li>• Install BlackBerry Workspaces app for Android</li> <li>• Configure BlackBerry Workspaces app for Android</li> <li>• Get started using BlackBerry Workspaces app for Android</li> </ul>
Installing and Configuring BlackBerry Workspaces apps for iOS	718-00312-123	20 minutes	This course describes how to install and configure BlackBerry Workspaces app for iOS.	<ul style="list-style-type: none"> <li>• Understand the purpose and basic features of BlackBerry Workspaces app for iOS</li> <li>• Install BlackBerry Workspaces app for iOS</li> <li>• Configure BlackBerry Workspaces app for iOS</li> <li>• Get started using BlackBerry Workspaces app for iOS</li> </ul>

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## Instructor-Led Training

Training Module	Course Code	Duration	Description	Goals
BlackBerry Workspaces version 7.0 End User Training	716-00271-123	4 hours	This course describes BlackBerry Workspaces and how to install, sign in to, and use the Workspaces Web Application, the Workspaces app for iOS and Android, as well as the Workspaces for Windows and Workspaces for Mac desktop applications.	<p>Getting started:</p> <ol style="list-style-type: none"> <li>1. Define Workspaces and the various platforms Workspaces is supported on</li> <li>2. Know the different authentication methods of signing into Workspaces</li> </ol> <p>Using BlackBerry Workspaces Web Application:</p> <ol style="list-style-type: none"> <li>1. Navigate the Workspaces Web Application user interface to search for and sort workspaces, folders and files, configure notifications, manage account settings and access the Workspaces Administration console</li> <li>2. Know how to send and receive files in Workspaces</li> <li>3. Know how to manage workspaces, folders, files, and permissions in Workspaces</li> <li>4. Know how to work with hidden files, recycle bin and notifications in Workspaces</li> <li>5. Know how to work with notifications</li> <li>6. Identify the significance of use roles and sharing permissions in Workspaces</li> </ol> <p>Using the BlackBerry Workspaces mobile device clients:</p> <ol style="list-style-type: none"> <li>1. Know how to use and navigate the Workspaces mobile device clients, which includes: BlackBerry Workspaces app for iOS, BlackBerry Workspaces app for Android</li> </ol> <p>Using the BlackBerry Workspaces desktop clients:</p> <ol style="list-style-type: none"> <li>1. Know how to use and navigate the Workspaces desktop clients, which includes: BlackBerry Workspaces for Windows and BlackBerry Workspaces app for Mac</li> </ol>
BlackBerry Workspaces version 7.0 End User Training - Assessment	719-00275-123	1 hour	This Assessment will evaluate the learner according to the objectives for the associated learning module.	The passing score for this assessment is 81%.
BlackBerry Workspaces version 7.0 Administrator Training	716-00276-123	4 hours	This course introduces learners to the different management capabilities in BlackBerry Workspaces. After taking this training, learners should be able to perform both administration and configuration tasks in the Workspaces Administration Console.	<ol style="list-style-type: none"> <li>1. Successfully create an account, complete the required account information, and sign in to Workspaces</li> <li>2. Know the various features of Workspaces which includes: manage and provision users, configure integrations, set security polices, generate logs and reports, configure parameters and authentication</li> <li>3. Identify the BlackBerry Workspaces specifications which includes: general specifications, conversions, file size limits, permissions and supported file types</li> </ol> <p>Managing resources using Central Management:</p> <ol style="list-style-type: none"> <li>1. Successfully locate entities using Central Management in Workspaces</li> <li>2. Successfully manage users, workspaces, distribution lists, permissions and documents using Central Management in workspaces</li> </ol> <p>Provisioning users and devices:</p> <ol style="list-style-type: none"> <li>1. Identify how to provision roles by email domains and by using Active Directory in Workspaces</li> <li>2. Know how to manage blocked users and BlackBerry Workspaces apps</li> </ol> <p>Configuring integrations:</p> <ol style="list-style-type: none"> <li>1. Configure various integrations in Workspaces which includes: Windows File Share, Salesforce, and eDiscovery module connectors, SharePoint and Workspaces Email protectors, DocuSign, Office Online, and BEMS connector for Workspaces</li> </ol> <p>Setting security polices:</p> <ol style="list-style-type: none"> <li>1. Apply various security policies for file, mobile, sharing, sync and watermarks in Workspaces</li> </ol>

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Training Module	Course Code	Duration	Description	Goals
				<p>Generating logs and reports:</p> <ol style="list-style-type: none"> <li>1. Generate various logs and reports in Workspaces which includes: users and workspaces activity, licensing, usage, storage, organization and authentication activities reports and the audit log</li> </ol> <p>Configuring BlackBerry Workspaces:</p> <ol style="list-style-type: none"> <li>1. Customize the BlackBerry Workspaces Web Application</li> <li>2. Configure emails, ICAP, Syslog, and the Enterprise mode in Workspaces</li> <li>3. Define tags and workspaces roles in the organization's workspaces</li> </ol> <p>Managing authentication:</p> <ol style="list-style-type: none"> <li>1. Know how to restrict unprovisioned users from creating accounts in Workspaces</li> <li>2. Configure organization authentication methods and service accounts in Workspaces</li> </ol>
BlackBerry Workspaces version 7.0 Administrator Training - Assessment	719-00280-123	30 minutes	This Assessment will evaluate the learner according to the objectives for the associated learning module.	The passing score for this assessment is 78%.