

BlackBerry Technical Support Services - FAQ

Environment

- BlackBerry Technical Support Services (BTSS)
- *myAccount*

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Overview

What is BlackBerry Technical Support Services (BTSS)?

BTSS provides direct technical support for enterprise software from BlackBerry.

BTSS provides direct access to technical experts to maximize up-time, respond quickly when issues occur to reduce downtime and ensure that your mobility solution always performs to your expectations.

For BTSS program details please refer to the brochure by clicking [here](#).

Once I have BTSS, how do I engage with BlackBerry for Support?

As a Named Caller on your company's BTSS contract, you will immediately be provided with access to [myAccount](#) which is BlackBerry's online support portal and provides one-stop access to:

- **Submit, monitor and edit new & existing Support Service requests**
 - Ability to submit new Technical Support service requests
 - Monitor the status of existing requests and review updates from the assigned Technical Support representative
 - Edit existing service requests, including ability to add new data files, revise impact details and modify the ticket severity as needed
- **Intelligent self-service options helping to diagnose and resolve issues faster and easier**
 - Access to a central repository of machine learning-powered technical information, granting the ability to intuitively self-serve
- **BlackBerry Technical Training**
 - Access to training, labs, training partners, knowledge articles and accreditation for BlackBerry products
- **Access to BlackBerry Software documentation**
 - Documentation to the entire BlackBerry Software documentation repository
- **Troubleshooting tools**
 - Enterprise Activation readiness, Email troubleshooting assistant...and more!
- **License Management and Software Assurance**
 - You'll be able to manage licensing and subscription upgrades and updates for a growing list of products from our [Spark product portfolio](#)
- **BlackBerry technical webcast recordings**

- Monthly technical webcasts are recorded covering numerous topics including introductions to new releases, cross platform support options, BlackBerry Value Added Services, Configuration & Monitoring, as well as using [myAccount](#)

How do I login to *myAccount*?

Access [myAccount](#) by visiting <https://myaccount.blackberry.com/myaccount/> and login with your BlackBerry Technical Support Services subscription credentials. These credentials would have been provided to you via an email when subscribing to BlackBerry Technical Support Services. If you have issues logging in please try to access the Community Case Creation page directly: <https://support.blackberry.com/community/s/newcase> . If you are also having issues accessing the case creation page directly, support numbers can be found on our [Contact Us](#) page.

Who is eligible to use *myAccount*?

- All BlackBerry Technical Support Services subscribers, either Premium or Advantage level, are entitled to use *myAccount* for their BlackBerry Self-Service needs.

Note: Although all Support levels are welcome and encouraged to use *myAccount* to submit new Support Service requests, Advantage level subscribers must use *myAccount* as their solitary means for submitting new Support requests. Contacting BlackBerry Technical Support Services by phone will be reserved for new requests from Premium level subscribers as well as to continue working on existing Technical Support tickets from all levels of Technical Support subscribers. ***Additional regional numbers*** drop down menu by clicking [here](#) (This link is another method to engage BTSS).

Where can I learn more about the services that are included in BTSS?

Please select BTSS from the [Program Description list](#) that is posted online and review the details within the document regarding the services that are to be provided. (**Note:** Services are based on your support level of either Advantage or Premium).

How do I purchase (and subscribe to) or Upgrade my BTSS subscription?

Please contact the BlackBerry Sales team for details, pricing and other options:

By Phone:

- In North America: 1-855-286-6216
- Outside North America: 1-647-426-2938

Web Form:

- <http://us.blackberry.com/enterprisecontact-us.html>