



# **BlackBerry Access and BlackBerry Work for Windows**

## **User Guide**



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# What is BlackBerry Access?

BlackBerry Access for Windows is a secure browser that allows you to access your organization's intranet and business applications on your Windows device. BlackBerry Access for Windows includes the following features:

- Provides easy content downloads, bookmarks, and tabbed browsing
- Supports pop-ups that facilitate the deployment of web apps, such as Cisco WebEx, Salesforce, and custom-developed apps
- Allows you to view streaming video with intuitive player controls built into the browser
- Deploys your organization's HTML5 desktop apps securely and provides you with offline access to them
- Secures work web apps in containers, ensuring that data never leaves your organization's control
- Leverages standard end-user authentication, such as SSL, NTLM, and TLS
- Supports credential persistence
- Uses PAC file web addresses for secure routing of work data

BlackBerry Access for Windows also provides you with access to BlackBerry Work (email, calendar, and contacts) from the web toolbar in BlackBerry Access.

# System requirements

For BlackBerry Access device OS compatibility, see the [Mobile/Desktop OS and Enterprise Applications Compatibility Matrix](#).

Your Windows device must meet the following requirements:

- Computer with a minimum of 4GB of RAM
- Computer with Intel Core i5 or later

# Installing BlackBerry Access

Visit <https://ca.blackberry.com/support/business/enterpriseapps/blackberry-mobility-suites#Downloads> to download and install BlackBerry Access on your device.

**Note:** Windows 10 may block you from upgrading BlackBerry Access. If you are using Windows 10 and are upgrading BlackBerry Access, run the BlackBerry Access installer as an administrator to avoid this issue.

# Activating BlackBerry Access

You must activate BlackBerry Access before you can use it. Activation is a one-time process in which you enter your email address and access key. Activation details are provided by your administrator in an activation email.

## Before you begin:

- [Install BlackBerry Access.](#)
  - Locate the activation email from your administrator.
1. Open BlackBerry Access.
  2. In the **Email Address** field, type the email address specified in the activation email.
  3. In the **Access Key** field, type the access key specified in the activation email, without hyphens. The access key is case sensitive.
  4. Click **GO**.

# Uninstalling BlackBerry Access

To uninstall BlackBerry Access, you must uninstall it from the Control Panel.

# Installing BlackBerry Work



BlackBerry Access gives you access to mail, calendar, and contacts using BlackBerry Work from the web toolbar in BlackBerry Access. BlackBerry Work is deployed as a web extension to BlackBerry Access.

BlackBerry Work is installed or uninstalled with BlackBerry Access, and no additional installation steps are required.

When prompted, enter your Microsoft Exchange credentials (email address, username or User Principal Name, and mail server password). Make sure that you accept the user agreement. BlackBerry Access then configures mail, calendar, and contacts for you using your Microsoft Exchange credentials. If the autoconfiguration fails, BlackBerry Access displays an error message.

# Using BlackBerry Access

Users can access the following features:


Feature	Details
Download files	<p>You can download files in BlackBerry Access for macOS. Tap or click the <b>Downloads</b> button or tab to view downloaded files. You can also preview downloaded files from the download page.</p> <p>The Download Manager is in the BlackBerry Access toolbar for easier access. Click  to access your downloaded files.</p> <p>If your administrator allows it, you can download files directly to your system's default download folder and bypass the BlackBerry Access secure container. You can also import files from and export files to the native file system outside of the secure container.</p> <p>In BlackBerry Access, you can also perform a local search of web addresses in downloads.</p>
Preview downloads	<p>You can preview downloaded files from the download page. Preview is supported for Microsoft Word, Microsoft Excel, and Microsoft PowerPoint formats, as well as PDF and common image formats (JPG, PNG, GIF, TIFF, and BMP). You can preview downloaded files both inside and outside of the BlackBerry Access secure container. Click  in the window toolbar to access your downloaded files.</p> <p>Note that copying text and hyperlinks are not supported when you view a download preview. Password protected files, .csv files, or split pages for Microsoft Excel files (XLS, XLSX) are not supported.</p>
Edit Microsoft Word and Microsoft PowerPoint	<p>If you have the required license, you can securely edit Microsoft Word and Microsoft PowerPoint file attachments and you can annotate pdf files. If you do not see the option to edit these files, you do not have the required SED.SU - Secure Editing of Office Documents (Word, PPT and Excel) license. Contact your administrator if you require this feature.</p>
Share links in email messages	<p>To send a link using BlackBerry Work, right click on the link in the address bar and select <b>Share link with email</b>.</p>
Multiple windows support	<p>Users can access BlackBerry Work mail, calendar, and contacts in separate windows. BlackBerry Access supports multiple browser windows.</p>
History	<p>You can perform a local search of web addresses in the BlackBerry Access history.</p>
Search engine links	<p>In BlackBerry Access, your administrator can add search engine links to the browser. If your administrator configured this feature, you see search engine links at the end of your search results in bookmarks, history, or downloads. These links give you easier access to search engines when you perform searches.</p>

Feature	Details
Third-party app extensions	If your administrator allows it, you can download extensions for third-party apps such as Cisco WebEx that can be launched from BlackBerry Access. Your administrator determines the websites that you are allowed to download extensions from.
Unqualified domain names	<p>Your administrator can define a default Internet domain and allowed domains for you to use in BlackBerry Access. This allows you to reach servers by typing the unqualified domain names instead of the FQDN.</p> <p>For example, if your organization has an internal server running knowledge base software with an FQDN of kb.example.com, your administrator can configure domain information so that you can reach that server by simply typing "kb" in the browser.</p>
Cisco WebEx	If your administrator allows, BlackBerry Access supports Cisco WebEx.
Cookies	BlackBerry Access supports both persistent and non-persistent cookies. In general, these are used to maintain session information.
WebSockets	BlackBerry Access supports WebSockets (RFC 6455).
Languages	BlackBerry Access navigation is available in English, Dutch, French, Japanese, Korean, Simplified Chinese, and Swedish. This applies to the controls of BlackBerry Access. Webpages are rendered in the language they are written in.
Skype	You can open Skype meetings in BlackBerry Access.

### Supportability notes

Item	Details
File types	<p>BlackBerry Work does not support the following file types:</p> <ul style="list-style-type: none"> <li>• .msg: Microsoft Outlook message format</li> <li>• .zip: Compressed file archive</li> </ul>
Plug-ins	<p>BlackBerry Access does not support the following plug-ins:</p> <ul style="list-style-type: none"> <li>• Microsoft ActiveX</li> <li>• Adobe Flash</li> <li>• Applets</li> </ul>

# Manage settings for BlackBerry Access

1. On the toolbar in BlackBerry Access, click .
2. Click **Settings**.
3. In the **General** section, choose from the following options:

Task	Steps
Send Logs to Server	When selected, log files are uploaded to the server that manages BlackBerry Access .
Console Log	You can examine the BlackBerry Access built-in console log to see possible causes of difficulties that you might encounter. For example, if you cannot access a particular website, you can view the console messages to see if your access has been blocked by your administrator. If your administrator blocked your access to a website, the console might display a message similar to this: 14:11:05 10/02/2014 Content from sync.example.com is blocked.
Change Password	Select this option to change the BlackBerry Access password.
Import bookmarks	You might see preloaded bookmarks that your administrator set in BlackBerry Access . If your administrator allows it, you can import bookmarks that you exported from other browsers.
Clear browsing data	Select this option to clear browsing data including passwords, cached files, browsing history, download history, and so on.
Manage passwords	Select this option to view a list of websites that have saved passwords or to delete saved passwords.
Enable detail logging	When this option is selected, detailed logging is enabled in the in console log.

4. In the **Appearance** section, choose from the following options:

Task	Steps
Show home button	When enabled, a home icon appears in the toolbar that links to the home page.
Show bookmarks bar	Select the "Always show bookmarks bar" option so that the bookmarks bar always appears.
Font size	Changes the size of the font in BlackBerry Access and BlackBerry Work.
Customize fonts	Changes the font.
Page zoom	Specifies the level of zoom to use when viewing web pages.

5. In the **Search** engine section, choose from the following options:

Task	Steps
Search engine used when searching from the omnibox	This option specifies which search engine to use when typing search content in the browser address bar.
Manage search engines	This option allows you to set which search engine to use as your default.

# Using BlackBerry Work

BlackBerry Work for Windows is integrated as a web extension to BlackBerry Access for Windows. This simplifies installation, configuration, deployment, and day-to-day use. BlackBerry Work for Windows allows you to use BlackBerry Work mail, calendar, and contacts features in BlackBerry Access.

BlackBerry Work offers the following features:




Feature	Description
Sort email messages	You can sort email messages by subject, sender, and date. To sort the contents of your email folders, click the Subject, Sender, or Date column headings.
Attachments	<ul style="list-style-type: none"><li>• You can upload, download, and forward attachments, as well as save attachments to draft email messages. Attachments are also supported in the calendar.</li><li>• You can attach multiple files to an email message, if the files are already stored in the BlackBerry Access secure container. If your administrator allows, you can attach files that are not in the BlackBerry Access secure container.</li><li>• You can securely preview file attachments before you download them and securely view file attachments after they are downloaded. Secure preview and view are supported for Microsoft Word, Microsoft Excel, and Microsoft PowerPoint formats, as well as PDF and common image formats (JPG, PNG, GIF, TIFF, and BMP). Note that you cannot copy text or click hyperlinks when you view a preview. The secure preview and view feature does not support password protected files, .csv files, or split pages for Microsoft Excel files (XLS, XLSX).</li><li>• If you have the required license, you can securely edit Microsoft Word and Microsoft PowerPoint file attachments and you can annotate pdf files. If you do not see the option to edit these files, you do not have the required SED.SU - Secure Editing of Office Documents (Word, PPT and Excel) license. Contact your administrator if you require this feature.</li></ul>
Search	<ul style="list-style-type: none"><li>• You can search for local email messages and contacts.</li><li>• You can perform actions, such as replying, forwarding, and updating, from the search results.</li><li>• Auto-complete is supported for searches. You will see suggestions from local and cached contacts, as well as email addresses from sent email messages.</li></ul>

Feature	Description
Synchronization	<p>BlackBerry Work synchronizes all email messages, calendar events, contacts, and folders with your work mail server. BlackBerry Work displays a “Sync in progress” notification in the Inbox tab (on the left) when new email messages are received.</p> <p>BlackBerry Work has a Refresh button on the action bar in the email, calendar, and contacts tabs. You can use this option to manually initiate synchronization of email messages, calendar events, and contacts, or send items from the Outbox folder.</p>
Email features	<ul style="list-style-type: none"> <li>• Two-way synchronization of email messages between BlackBerry Work and your work mail server, for the inbox, deleted, and sent folders and subfolders</li> <li>• Skip to previous or next email message</li> <li>• Email message preview</li> <li>• Auto-retrieve more email messages</li> <li>• Mark message as read or unread</li> <li>• Move email messages to or from any folder</li> <li>• Read HTML email messages</li> <li>• Compose HTML email messages (rich-text editor)</li> <li>• Type-down addressing</li> <li>• Filter email messages</li> <li>• Spell check</li> </ul>
Quick access to user profiles from email messages	<p>You can click a user name in an email header and open a pop-up window that displays options to view the user’s profile or to send an email to the user.</p>
Contacts features	<ul style="list-style-type: none"> <li>• Two-way synchronization of contacts between BlackBerry Work and your work mail server</li> <li>• Look up email addresses in a Global Access List</li> <li>• Add contacts</li> </ul>
Calendar features	<ul style="list-style-type: none"> <li>• Two-way synchronization of calendar items between BlackBerry Work and your work mail server</li> <li>• Create and update meetings (both recurring and non-recurring)</li> <li>• Respond to meeting invitations (accept, tentative, decline)</li> <li>• Change meeting invitation responses (accept, tentative, decline)</li> <li>• Show your acceptance status in different colors</li> <li>• Remove meetings from cancellation emails</li> <li>• View day, week, and month views of your calendar</li> <li>• Reply to and forward events in the calendar</li> <li>• Book resources, such as meeting rooms, in the calendar</li> <li>• See calendar availability indicators for recipients and resources when creating calendar events</li> <li>• Spell check</li> </ul>

Feature	Description
Avatars	BlackBerry Work synchronizes user images in email messages and contacts if they exist in the GAL. If no image is available, the user's initials are displayed instead. The color assigned to the avatar is random.
Streaming notifications	Streaming notifications combine the functionality of push and pull notifications. The mail app establishes a notification subscription and the connection remains open for 30 minutes to allow the mail server to push notifications. Webapps uses streaming notifications for synchronizing email messages, calendar events, and contacts. Streaming notifications are standard and supported by EWS. Streaming notifications reduce the load on the Microsoft Exchange Server and improve the overall performance.
Out-of-office notifications	You can configure out-of-office notifications.
Diagnostics menu	You can access a new diagnostics page in the Settings menu to view information about the number of active and inactive tabs (including email, calendar, contacts, and sync), to view status information about tabs, to refresh tabs, and to test the connection with the Microsoft Exchange Server.
Work offline	You can use many BlackBerry Work features while offline. For example, you can draft email messages or create calendar invites that you can send when your Internet connection is restored.
Send feedback to BlackBerry	We value your feedback and use it to improve our products.


## Access your email messages, contacts, and calendar events

There are icons in the toolbar that give you quick access to your email messages, contacts, and calendar events. On the toolbar in BlackBerry Access, select one of the following:



Task	Steps
View and create email messages	a. Click  .
View, create, or edit contacts	a. Click  .
View, create, or edit calendar events	a. Click  .

## Create an email message

1. On the toolbar in BlackBerry Access, click .




2. Click **Create New Email**.
3. In the **To** field, enter your intended recipients separated by a comma.
4. Optionally, click the **Cc** or **Bcc** links to copy additional recipients.
5. In the **Subject** field, enter a subject.
6. Type your email message.
7. To add an attachment, click .
8. When complete, choose one of the following:
  - To save the email message as a draft, click **>Save as Draft**.
  - To send the email message, click **Send**.

## Create a calendar event

1. On the toolbar in BlackBerry Access, click .
2. Click **New Event**.
3. Do any of the following. Phone numbers entered in fields will be displayed as links. You can add phone numbers to any field (for example, in the Subject, Location, and Notes fields).
  - In the **Subject** field, enter a subject for the event.
  - Beside **Start**, specify the date and time for the event to begin .
  - Beside **End**, specify the date and time for the event to end.
  - If applicable, turn on the **All Day** indicator.
  - In the **Resources** field, add resources (for example, meeting rooms).
  - In the **Location** field, specify where the event will be held. You can enter a call-in phone number and passcode here. A setting available in Calendar settings under Passcode causes any phone number in this field to be displayed as the default. (Numbers in all fields are otherwise displayed as the default.)
  - To add required participants, in the **Required** field, begin typing a name. Select an attendee from the available matches.
  - To add optional participants, in the **Optional** field, begin typing a name. Select an attendee from the available matches.
  - Add details about the event in the description field. You can make any formatting changes that you require.
  - Click **Reminder** to set a meeting reminder. From the list that is displayed, check when you want the reminder to be sent.
  - Click  to configure the recurrence setting for the event. The default value is **Does not repeat**.
4. Click **Create**.

## Respond to a meeting invitation

1. Click the meeting invitation that you want to respond to.
2. Choose one of the following options:

Task	Steps
Accept the meeting request	<p>a. To accept a meeting request, click .</p> <p>b. Choose one of the following options:</p> <ul style="list-style-type: none"> <li>To send a custom message to the meeting organizer, select <b>Edit the response before sending</b>.</li> <li>To send the response without a custom message, select <b>Send the response now</b>.</li> <li>To accept the meeting but not send a message to the organizer, select <b>Don't send a response</b>.</li> </ul>
Tentatively accept the meeting request	<p>a. To tentatively accept a meeting request, click .</p> <p>b. Choose one of the following options:</p> <ul style="list-style-type: none"> <li>To send a custom message to the meeting organizer, select <b>Edit the response before sending</b>.</li> <li>To send the response without a custom message, select <b>Send the response now</b>.</li> <li>To tentatively accept the meeting but not send a message to the organizer, select <b>Don't send a response</b>.</li> </ul>
Decline the meeting request	<p>a. To decline the meeting request, click .</p> <p>b. Choose one of the following options:</p> <ul style="list-style-type: none"> <li>To send a custom message to the meeting organizer, select <b>Edit the response before sending</b>.</li> <li>To send the response without a custom message, select <b>Send the response now</b>.</li> <li>To decline the meeting but not send a message to the organizer, select <b>Don't send a response</b>.</li> </ul>

## Add a contact from an email message


You can add individuals to your contacts list directly from an email or manually. To add a contact manually—typically someone that you have not received an email from—use the Quick Create Tool.

1. Open the email.
2. Click the name of the sender or one of the recipients.
3. When the **Contact** information screen opens, click **+**. This opens the contact form for editing with the available information for this individual prepopulated.
4. Click **Create**.

For information about editing a contact entry, see [Edit contact information](#).






## Add a contact manually

You can add individuals to your contacts list manually—typically someone that you have not received an email from.

1. On the toolbar of the window that you have open, click .
2. Click **New Contact**.
3. Enter the details for the contact.
4. Click **Create**.


## View and edit a contact

You can open contact entries from your window toolbar, from an email that you received from the contact, or from a calendar event that includes the contact.


1. To open the contacts window, click  from the toolbar.
2. Click  to search for the contact that you want to view.
3. Click the contact that you want to view. You can view the following:
  - About: View details about the contact
  - Team: View the contact's role and team
  - Messages: View a history of your conversations with this contact
  - Files: View a history of files exchanged with this contact
4. To edit the contact, click .
5. To delete the contact, click .
6. To send an email message to the contact, click .

## Create a signature

You can store a personal signature that is included at the bottom of new email messages.

1. On the toolbar in BlackBerry Access, click .
2. Click **New Mail**.
3. Click **Settings**.
4. Click **Signature**.
5. Turn signatures on by clicking the Off slider.
6. Enter your signature text in the textbox provided (text only, no HTML).
7. Click **Save**.

## Delete all data and account information

1. On the toolbar in BlackBerry Access, click .
2. Click **Settings**.

3. Click **System Diagnostic**.
4. Click **Application Reset**.
5. Read the warning message and click **Yes** to delete your data and account information.

## Manage settings for BlackBerry Work

1. At the bottom of the left pane in BlackBerry Work, click **Settings**.
2. In the **General** section, choose from the following options:

Task	Steps
Notifications	Slide the Notifications setting to On to allow BlackBerry Work to send you notifications when you receive new email messages.
Out of Office Messages	<p>Slide the slider to On to send automatic replies.</p> <p>When this feature is turned on, configure the following settings:</p> <ul style="list-style-type: none"> <li>• To set a time period to send automatic replies, slide the Only during specific time period setting to On and select the date range in the From and To fields.</li> <li>• In the text box, type the message that you want to send to recipients while you are sending automatic replies.</li> </ul>

3. In the **Email** section, choose from the following options:

Task	Steps
Signature	<p>Slide the Include my signature on messages I send setting to On to automatically include a signature when sending email messages.</p> <p>When this setting is turned on, type the email signature in the text box that you want to include.</p>
Sync	<p>By default, BlackBerry Work synchronizes email messages with your mail server from the previous 2 weeks. If you receive a lot of email messages, you can select a smaller synchronization time to improve performance. Alternatively, you can increase the time limit if you require. Choose from the following options:</p> <ul style="list-style-type: none"> <li>• Mail 1 Day back</li> <li>• Mail 3 Days back</li> <li>• Mail 1 Week back</li> <li>• Mail 2 Weeks back</li> <li>• Mail 1 Month back</li> <li>• No Sync Limit</li> </ul>

4. In the **Send Feedback** section, choose from the following options:

Task	Steps
Send Feedback	You can send feedback directly to BlackBerry. If you require troubleshooting help, it is recommended that you select the Upload Logs option to help with the troubleshooting process.

5. In the **System Diagnostic** section, choose from the following options:

Task	Steps
System Diagnostic	You can generate a diagnostics report to help troubleshoot issues with email, calendar, contacts, or your mail server connection. Click Start to generate a report and then wait for the report to generate. If there are any issues, click Fix This to allow BlackBerry Work to attempt to fix the issue.
Application Reset	Click Reset to delete all data and account information. Make sure you read the warning message before you proceed.

# Securely edit files

If you have the required license, you can securely edit Microsoft Word, Microsoft Excel, and Microsoft PowerPoint file attachments and you can annotate pdf files. If you do not see the option to edit these files, you do not have the required SED.SU - Secure Editing of Office Documents (Word, PPT and Excel) license. Contact your administrator if you require this feature.

## Edit a Microsoft Word document

**Note:** If you do not see the option to edit these files, you do not have the required SED.SU - Secure Editing of Office Documents (Word, PPT and Excel) license. Contact your administrator if you require this feature.

1. Open the file that you want to edit.
2. Choose from the following tasks:

Task	Steps
Edit text	<ol style="list-style-type: none"><li>a. Click the <b>Edit</b> tab.</li><li>b. Select the text that you want to edit.</li><li>c. Using the tools in the edit toolbar, change the required formatting including font style, paragraph alignment, list formatting, and indentation options.</li></ol>
Insert images	<ol style="list-style-type: none"><li>a. Click the <b>Insert</b> tab.</li><li>b. Place your cursor where you want to add an image.</li><li>c. To add an image from your computer, click <b>Image</b>.</li><li>d. Choose the image to add.</li></ol>
Mark up the document	<p>If you are viewing a .docx file, you can use the following review features:</p> <ol style="list-style-type: none"><li>a. Click the <b>Review</b> tab.</li><li>b. Click <b>Author</b> to enter the name that will be associated with the changes that you make in the document.</li><li>c. Turn on <b>Track Changes</b> if you want to keep track of the changes that you make to the document.</li><li>d. Turn on <b>Show Changes</b> to see all the changes that have been made to the document.</li><li>e. Click <b>Accept</b> to convert the currently selected tracked change to final text.</li><li>f. Click <b>Reject</b> to revert the currently selected tracked change to the previous text.</li><li>g. Click <b>Next</b> to go to the next tracked change in the document.</li></ol>

## Edit a Microsoft Excel document

**Note:** If you do not see the option to edit these files, you do not have the required SED.SU - Secure Editing of Office Documents (Word, PPT and Excel) license. Contact your administrator if you require this feature.

1. Open the spreadsheet that you want to edit.
2. Choose from the following tasks:

Task	Steps
Insert a new row or column	<ol style="list-style-type: none"> <li>a. Click the <b>Insert</b> tab.</li> <li>b. Place your cursor where you want to insert a row or column.</li> <li>c. On the insert toolbar, choose the insert option that you require.</li> </ol>
Edit content in a cell	<ol style="list-style-type: none"> <li>a. Click the <b>Edit</b> tab.</li> <li>b. Click the cell that you want to edit.</li> <li>c. Using the tools in the editing toolbar, make any necessary formatting changes.</li> </ol>
Change cell size or merge cells	<ol style="list-style-type: none"> <li>a. Click the <b>Format</b> tab.</li> <li>b. To change the size of a cell, select the cell and type a new width or height or use the sliders.</li> </ol>
Insert a formula	<ol style="list-style-type: none"> <li>a. Click the <b>Formula</b> tab.</li> <li>b. Select the cell where you want to add a formula.</li> <li>c. On the formula toolbar, choose the formula to insert using the formula selectors or manually type a formula directly into the formula bar.</li> <li>d. Click <b>Enter</b>.</li> </ol>

## Edit a Microsoft PowerPoint document

**Note:** If you do not see the option to edit these files, you do not have the required SED.SU - Secure Editing of Office Documents (Word, PPT and Excel) license. Contact your administrator if you require this feature.

1. Open the Microsoft PowerPoint presentation that you want to edit.
2. Choose from the following tasks:

Task	Steps
Edit text	<ol style="list-style-type: none"> <li>a. Click the <b>Edit</b> tab.</li> <li>b. Select the text that you want to edit.</li> <li>c. Using the tools in the edit toolbar, change the required formatting including font style, paragraph alignment, list formatting, and indentation options.</li> </ol>
Insert images, graphics, or shapes	<ol style="list-style-type: none"> <li>a. Click the <b>Insert</b> tab.</li> <li>b. Place your cursor where you want to add an image.</li> <li>c. To add an image from your computer, click Image.</li> <li>d. Choose the image to add.</li> </ol>
Change shape and line formatting	<ol style="list-style-type: none"> <li>a. Click the <b>Format</b> tab.</li> <li>b. Select the shape or line that you want to format.</li> <li>c. Change the object's fill color, line color, line weight, or line style.</li> </ol>

Task	Steps
View slides	<ol style="list-style-type: none"> <li>a. Click the <b>Slides</b> tab.</li> <li>b. Scroll through the slides.</li> </ol>

## View and annotate a PDF document

**Note:** If you do not see the option to edit these files, you do not have the required SED.SU - Secure Editing of Office Documents (Word, PPT and Excel) license. Contact your administrator if you require this feature.

1. Open the PDF file that you want to edit.
2. Choose from the following tasks:

Task	Steps
Add notes or mark up the PDF	<ol style="list-style-type: none"> <li>a. Click the <b>Annotate</b> tab.</li> <li>b. To highlight text, select the text and then click Highlight .</li> <li>c. To draw in the pdf, click <b>Draw</b>. Use your mouse to add a freehand drawing. After the drawing has been added, you can change the line color or thickness.</li> <li>d. To add a note, click <b>Note</b> and then click the location where you want to add the note. Type your text in the comment bubble.</li> </ol>
View pages in the PDF	<ol style="list-style-type: none"> <li>a. Click the <b>Pages</b> tab.</li> <li>b. Scroll through the thumbnails to find a page</li> <li>c. Tap a thumbnail to open the page.</li> </ol>

# Security features

BlackBerry Access offers the following security features:

Feature	Description
Remote data wipe	<p>Wiping data is a process that allows your administrator to remotely erase data from your device when a violation or breach of a security policy is detected, your network permissions are changed or revoked, or you leave the organization.</p> <p>When your device is wiped, BlackBerry Access data is removed.</p>
Secure storage of browsing activity	All BlackBerry Access browsing activity, including browser data, the cache, and cookies, are encrypted and stored in a secure container on devices. The secure container ensures that work data is stored separately from personal data on devices.
Passwords	You can change your password using BlackBerry Access settings.
S/MIME support	You can read and write S/MIME encrypted and signed email messages in BlackBerry Work.

# Glossary

<b>CA</b>	certification authority
<b>FQDN</b>	fully qualified domain name
<b>NTLM</b>	NT LAN Manager
<b>PAC</b>	proxy auto-configuration
<b>PFX</b>	Personal Information Exchange
<b>PKCS</b>	Public-Key Cryptography Standards
<b>S/MIME</b>	Secure Multipurpose Internet Mail Extensions
<b>SSL</b>	Secure Sockets Layer
<b>TLS</b>	Transport Layer Security

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