



# **BlackBerry Access for iOS**

## **User Guide**

2.11



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# What is BlackBerry Access?

BlackBerry Access for iOS is a secure browser that allows you to access your organization's intranet, work apps, and an integrated enterprise app store on your iOS device. BlackBerry Access for iOS 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
- 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

# Installing and activating BlackBerry Access

Before you can begin using BlackBerry Access, you must activate it. The steps you take to install BlackBerry Access depend on how you will be activating it. The following options are available:

- [Install BlackBerry Access and activate using an access key](#): Choose this option if you have not installed the BlackBerry UEM Client on your device or if your administrator has not allowed the BlackBerry UEM Client to manage the activation of BlackBerry Dynamics apps.
- [Install BlackBerry Access and activate using the BlackBerry UEM Client](#): Choose this option if you have installed the BlackBerry UEM Client on your device and your administrator has allowed the BlackBerry UEM Client to manage the activation of BlackBerry Dynamics apps. This option appears in BlackBerry Access only if both of these conditions are met. If you do not see this option when you open BlackBerry Access, you must set up BlackBerry Access using an access key.

## System requirements

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

## Install BlackBerry Access and activate using an access key

To get an access key, choose one of the following options:

- Request an access key from your administrator. Your administrator will send you an email with activation details and the access key.
- Generate an access key from your organization's self-service portal. If you do not know how to access your self-service portal, contact your administrator.

**Note:** If allowed by your organization, you can activate BlackBerry Access using Easy Activation. An Easy Activation key, when permitted, is supplied by another BlackBerry Dynamics app, like BlackBerry Connect or BlackBerry Work, as long as these apps are already installed on your device. If available, you can activate BlackBerry Access using the login password for the activation app. Contact your administrator to see if this is an available option.

1. Request an access key from your administrator or generate an access key from your organization's self-service portal.
2. After you receive the email message with the access key information or have generated your own access key, download and install BlackBerry Access from the App Store.
3. Open BlackBerry Access.
4. In the **Email Address** field, type the email address located in the activation email message that you received from your administrator or type your work email address if you generated your own access key.
5. In the **Access Key** field, enter the access key, without hyphens, located in your activation email message that you received from your administrator or enter the access key that you generated from the self-service portal. The access key is not case sensitive.
6. Create and confirm a password for BlackBerry Access. If your device is equipped with Touch ID, you can choose to use Touch ID instead of the password, except on initial startup.
7. Read the license agreement and, if you accept the terms, tap **Accept**.
8. If other devices, including your principal workstation, are also signed in, you will receive a notice advising you of this condition. Tap **OK**.

9. Tap the BlackBerry Dynamics Launcher in the lower-right of the screen to start using BlackBerry Access.

## Install BlackBerry Access and activate using the BlackBerry UEM Client

If you have installed the BlackBerry UEM Client on your device and your administrator has allowed the BlackBerry UEM Client to manage the activation of BlackBerry Dynamics apps, you do not have to use access keys to activate BlackBerry Access or any other BlackBerry Dynamics app that you want to install.

1. If the app was not automatically pushed to your device by your administrator, open your work app catalog and install the BlackBerry Access app. If you do not see the BlackBerry Access app in your work apps catalog, contact your administrator to make the app available to you.
2. On your device, tap BlackBerry Access.
3. Click **Allow** to allow BlackBerry Access to send notifications.
4. Tap **Set up using BlackBerry UEM Client**.
5. Enter your password for the BlackBerry UEM Client.
6. Wait while the activation completes and then click **I agree** to accept the end user license agreement.


# Using BlackBerry Access

## Use the BlackBerry Dynamics Launcher

The BlackBerry Dynamics Launcher is the blue BlackBerry icon located in your BlackBerry Dynamics apps. It allows you to perform the following actions:







- Quickly switch between the BlackBerry Dynamics app that is currently open and any other BlackBerry Dynamics apps on your device.
- Move between BlackBerry Work Mail, Calendar, Contacts, and Docs.
- Access the Enterprise Appstore or your work apps catalog.
- Access Quick Create tools for email, contacts, and calendar events.
- Launch browser-based web clips and non-BlackBerry Dynamics apps installed on your device. Requires admin permission and the UEM Client. Launching browser-based web clips requires BlackBerry UEM server version 12.7 or later. Launching non-BlackBerry Dynamics apps requires BlackBerry UEM server version 12.7 MR1 or later.
- Search for BlackBerry Dynamics Launcher items (iOS only).
- Access settings.
- See when there are new or updated apps available. The Apps icon displays a blue circle icon in the BlackBerry Dynamics Launcher when there are new apps or updates.

**Note:** Your device must be activated on BlackBerry UEM version 12.9 or later.

1. To open the BlackBerry Dynamics Launcher, tap .
2. Perform any of the following tasks:

Task	Steps
Open an app listed in the Launcher.	Tap the icon for the app that you want to open. Your options vary depending on the apps that you have installed. If you have more icons than can be displayed in the Launcher window, use the Search feature to find the app icon that you want to use (iOS only).
Rearrange app icons in the Launcher.	Press and slide the icons in the Launcher to reorder them. If you have more icons than can be displayed in the Launcher window, search for the app icon that you want to reorder (iOS only). Tap the checkmark to save your arrangement.
Open a non-BlackBerry Dynamics app or web clip listed in the Launcher.	If the BlackBerry UEM Client is installed on your device, your administrator can add app shortcuts for non-BlackBerry Dynamics apps and web clips in your Launcher. When you click an app shortcut, your browser opens the non-BlackBerry Dynamics app or opens the browser to the URL location specified by your administrator. The app shortcut can open in your BlackBerry Access browser or you may be prompted to choose which browser to use (BlackBerry Access or a native browser).




Task	Steps
Search for an app or web clip on an iOS device.	Tap  . Launcher icons are searched and listed by first letter. Click on an icon to launch the app or clip. (iOS only)
Open the BlackBerry Dynamics app Settings.	Tap  .
Open the Quick Create menu.	Tap  .
Open the Enterprise Appstore.	Tap <b>Appstore</b> .
Open the BlackBerry UEM App Catalog.	Tap <b>Apps</b> . This option is only available if your device is managed by BlackBerry UEM.
Adjust the BlackBerry Dynamics Launcher icon brightness.	Tap  and tap Launcher.
Close the Launcher.	Tap  .
Move the location of the BlackBerry Dynamics Launcher icon.	Tap  and slide it to place it anywhere on the screen.

## View and delete downloaded files


You can download files in BlackBerry Access. The name of the file that you want to download cannot be greater than 160 characters.

If your administrator allows, you can download files directly to your system's default download folder, bypassing the BlackBerry Access secure container. You can also import files from and export files to the native file system outside of the secure container.

1. In BlackBerry Access, tap .
2. Tap **Downloads**.
3. To delete a downloaded file, tap **Edit**.
4. Tap the red Delete icon.
5. Tap **Delete**.
6. Tap **Done**.



## View and search browsing history

You can perform a local search of web addresses in the BlackBerry Access history.

1. In BlackBerry Access, tap .
2. Tap **History**.
3. If required, use the Search text box to search for the item that you are looking for.

4. Tap **Done**.


## Clear browsing data

1. In BlackBerry Access, tap  to open the BlackBerry Dynamics Launcher.
2. Tap .
3. In the **Browsing Data** section, perform any of the following tasks:

Task	Steps
Clear History	Clears your browsing history.
Clear Cookies and Data	Clears your cookies and other website data.
Clear Cache	Clears your cached files.
Clear Credentials	Clears any credentials that you have allowed BlackBerry Access to store. If you perform this task, you will have to enter your login credentials again.
Clear Certificate Authorizations	Clears any certificate authorizations that you have allowed BlackBerry Access to store. If you perform this task, you will have to authorize certificates again.


4. Click **Done**.

## Add a bookmark

1. In BlackBerry Access, tap .
2. Tap **Add to Bookmarks**.
3. If required, edit the name of the bookmark.
4. Tap **Save**.

## View and search bookmarks

You might see preloaded bookmarks that your administrator set in BlackBerry Access.


1. In BlackBerry Access, tap .
2. Tap **Bookmarks**.
3. Tap a bookmark to view the bookmarked webpage.

## Upload a photo to a web page

You can upload existing or new photos to web pages. The maximum file size is 10 MB.


1. Tap the option on a web page to upload a file.
2. A dialog box appears that allows you to choose one of the following options:
  - Take Photo or Video: Choose this option if you want to take a new photo and upload it.
  - Photo Library: Choose this option if you want to use a photo from your photo library.
3. Follow the steps required by the webpage to complete the photo upload.

## Share a webpage

1. In BlackBerry Access, tap .
2. Tap **Share**.
3. Choose how you want to share the webpage. You will see the options that your administrator has made available.


## Switch to desktop site

If a website isn't rendering well as a mobile site on your device, you can switch to the desktop site.

1. In BlackBerry Access, tap .
2. Tap **Switch to Desktop Site**.

## Switch to mobile site

If you are currently viewing a website as a desktop site, you can switch back to the mobile site.

1. In BlackBerry Access, tap .
2. Click **Switch to Mobile Site**.

## Search engine links

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.

## Unqualified domain names

Your administrator can define a default Internet domain and allowed domains for you to use in BlackBerry Access. This allows you to reach servers using the unqualified domain names instead of the FQDN.

For example, if your company 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 typing "kb" in the browser.

## Supported video types

BlackBerry Access for iOS supports many video formats. YouTube videos are not supported because they are served with non-compliant tags that cannot be replaced or rewritten by BlackBerry Access for iOS. You must open YouTube videos in a native browser instead.

## Supported plugins

WebSockets is supported by BlackBerry Access for iOS.

BlackBerry Access does not support the following plugins (applet,object,embed):

- Microsoft ActiveX
- Adobe Flash (applet,object,embed)
- Applets

## Supported languages

The controls for BlackBerry Access are available in the following languages. Webpages are rendered in the language they are written in.

- Danish
- Dutch
- English
- French
- German
- Italian
- Japanese
- Korean
- Simplified Chinese
- Spanish
- Swedish

## Cookies

BlackBerry Access supports both persistent and non-persistent cookies. In general, these are used to maintain session information.


## WKWebView


The default view is WKWebView for devices using iOS 11.3 and later.

## Using fullscreen and presentation modes

In BlackBerry Access for iOS, you can display websites in fullscreen and presentation modes.

In fullscreen mode, the location (URL) bar and toolbar adjust their sizes automatically when scrolling. When you scroll up on a web page, the menu bar becomes hidden.

In presentation mode, only web content is displayed and all other UI controls are hidden. To enter presentation mode, tap .

To exit either fullscreen or presentation modes, tap .

## Split screen support

BlackBerry Access for iOS now supports the Slide Over, Split View, and Picture in Picture features in iOS.

# Security

## Protecting a lost or stolen device

If your device is lost or stolen, you can contact your administrator to remotely erase BlackBerry Access data from your device.

## 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.

## Enable RSA soft token authentication

BlackBerry Access contains an embedded RSA SecurID authenticator that can generate and display a 6-digit or 8-digit token code at 30 or 60 second intervals. You must enable RSA SecurID authentication before you can use it.

After the setup, the BlackBerry Dynamics Launcher screen shows a soft token icon, which you can use to configure token settings.

### Before you begin:

- Verify that you have received the two-factor authentication application that you need to access your network or resources. This app is specific to each organization.
  - Verify that you have received an email message that includes a link for your RSA token from your administrator.
1. In any BlackBerry Dynamics app, such as BlackBerry Work or BlackBerry Access, read the email that includes the CTF URL from your administrator.
  2. In the email, tap the provided link.
  3. When you are prompted, set a PIN for RSA authentication.
  4. BlackBerry Access displays your RSA token code. This token is timed to expire in the number of seconds displayed below the token code. Click the button on the left to copy the code, or click the button on the right to display the next token code if you feel you don't have enough time to paste the code into your authentication app.
  5. Paste the copied token into your authentication app.

After this setup in BlackBerry Access, the launcher screen shows a **Softtoken** icon, which you can use to configure **Token Settings**.

# Troubleshooting

## Diagnostics



If your administrator allows, you can perform app diagnostics for BlackBerry Access.

You can use diagnostic tools to check the connection between BlackBerry Access and BlackBerry Proxy and other target servers.

BlackBerry Access for iOS also has a “Collect network summary” option that you can use to collect and display a summary of your internet usage. The summary, which can be used for diagnostics, displays information such as delays in connections, authentication handshakes, and proxy resolution.

### Generate a diagnostics report



You can generate a diagnostics report and share the results with your administrator.

1. Tap  to open the BlackBerry Dynamics Launcher.
2. Tap .
3. In the **Advanced** section, tap **Run Diagnostics**.
4. Tap **Start Diagnostics**.
5. Click **Start**.
6. When the diagnostics are complete, click **Share logs** to send an email with the report details.

## Troubleshoot issues using the BlackBerry Access console



You can use the BlackBerry Access console to help you find possible causes of issues that you might encounter.

For example, if you cannot access a particular website, you can look at the console messages to see if your access has been blocked by your administrator. If your administrator blocks 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.**

1. In BlackBerry Access, tap  to open the BlackBerry Dynamics Launcher.
2. Tap .
3. In the **Advanced** section, tap **Console**.
4. Look at the displayed messages to see if they indicate what the problem is.



## Upload log files to BlackBerry Support

If requested by BlackBerry Support, you can upload log files to help troubleshoot an issue you are having with BlackBerry Dynamics apps.

1. Tap  to open the BlackBerry Dynamics Launcher.
2. Tap .
3. In the **Support** section, click **Upload Logs**. The Log upload status bar displays the upload progress.
4. Click **Close**.

## Troubleshoot connectivity issues



Your administrator may require you to perform some connectivity tests if you are having issues connecting to a website.

1. In BlackBerry Access, tap  to open the BlackBerry Dynamics Launcher.
2. Tap .
3. In the **Advanced** section, click **Network Utilities**.
4. Enter the URL or IP address that your administrator wants you to test.
5. Select either **Ping**, **NSLookup**, or **PAC Resolver** as instructed by your administrator.
6. Communicate the results to your administrator.



# Send feedback to BlackBerry

If you have feedback about the BlackBerry Dynamics app that you are using, you can send it to BlackBerry.

1. In BlackBerry Access, tap  to open the BlackBerry Dynamics Launcher.
2. Tap .
3. In the **Advanced** section, click **Feedback**.
4. An email message with the proper recipient name, subject line, and app details will be prepopulated for you. Add your feedback to the email message and click the **Send** icon.

# Glossary

<b>FQDN</b>	fully qualified domain name
<b>NTLM</b>	NT LAN Manager
<b>PAC</b>	proxy auto-configuration
<b>PIN</b>	personal identification number
<b>SSL</b>	Secure Sockets Layer
<b>TLS</b>	Transport Layer Security

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Published in Canada