BlackBerry Tasks for Android

User Guide

2.15

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What is BlackBerry Tasks?

BlackBerry Tasks provides you with a secure, synchronized connection to your tasks in your work email account so that you can create and manage your tasks while you are away from your desk. BlackBerry Tasks uses push notifications to make sure that changes to your tasks are synchronized and up to date on your device and in your work email account.

BlackBerry Tasks provides the following features:

Feature	Description
Rich-text editing	Use rich-text to highlight important points.
Easy management of tasks	• Experience a tabbed UI to easily manage current and future tasks • Boost engagement with recurring tasks, alerts, and sorting options • Create and view tasks directly from your calendar to easily manage deadlines • Convert an email into a task to stay on top of projects
Secure sharing and storing of data	Keep your data secure with FIPS-validated cryptography.

Installing and activating BlackBerry Tasks

Before you can begin using BlackBerry Tasks, you must activate it. You activate the app using one of the following methods:

- Install BlackBerry Tasks and activate it using an activation 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 Tasks and activate it 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 Tasks only if both of these conditions are met. If you do not see this option when you open BlackBerry Tasks, you must set up the app using an access key.

System requirements

To use BlackBerry Notes, your iOS device must meet the following requirements:

- Minimum OS requirements as listed in the Mobile/Desktop OS and Enterprise Applications Compatibility Matrix
- Wireless network connection

Install BlackBerry Tasks 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 Tasks using Easy Activation. An Easy Activation key, when permitted, is supplied by another BlackBerry Dynamics app like BlackBerry Work if it is installed on your device. If available, you can activate BlackBerry Tasks 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 Tasks from Google Play.
3. Open BlackBerry Tasks.
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 a password for BlackBerry Tasks. If your device is equipped with fingerprint authentication, you can turn on this option to use 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 Tasks.

Install BlackBerry Tasks 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 Tasks 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 Apps app and install the BlackBerry Tasks app. If you do not see the BlackBerry Tasks app in your work apps catalog, contact your administrator to make the app available to you.
2. On your device, tap BlackBerry Tasks.
3. Click **Allow** to allow BlackBerry Tasks 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 Tasks

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.
- 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.
Rearrange app icons in the Launcher.	Press and slide the icons in the Launcher to reorder them. 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).
Open the BlackBerry Dynamics app Settings.	Tap .
Open the Quick Create menu.	Tap +.

Task	Steps
Open the Enterprise Appstore.	Tap **Appstore**.
Open the BlackBerry UEM App Catalog.	Tap **Apps**. 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.

Display and manage tasks

When you open BlackBerry Tasks, a list of your active tasks is displayed. By default, the list is synchronized with the tasks in your work email account when you open the app and at 15 minute intervals while it is open. You can change the synchronization interval. To force synchronization at any time, you can swipe down on the list. Synchronization continues when the app is minimized, but it stops when the app is closed.

Tasks in the task list are displayed with the following icons:

- High priority:
- Low priority:
- Normal priority:
- Recurrence:
- Category:

1. Open BlackBerry Tasks
2. Complete any of the following tasks:

Task	Steps
Change the synchronization interval.	**a.** Tap . **b.** Tap **Sync Settings** > **Sync Timeout**. **c.** Select a synchronization interval.
Specify the folders to synchronize.	**a.** Tap . **b.** Tap **Manage Synced Folders**. **c.** Select the folders that you want to synchronize.

Task	Steps
Specify the tasks to display.	**a.** At the top of the task list, tap a tab. **b.** Tap **Manage Tabs**. **c.** Tap a tab to display or hide the tasks associated with it. The options are: Active, Overdue, Due Today, Due This Week, Completed, or Due Now **d.** Optionally, press and hold the ≡ beside a tab. **e.** Slide your finger up or down to move the tab left or right on the screen. **f.** To restore the default settings, tap ⋮ > **Restore Tabs**.
Change to order of tasks that displayed.	**a.** Tap ▼ **b.** Tap
Search for a task.	**a.** In the rich-text toolbar, tap 🔍. **b.** Enter your search criteria.
Create a task.	Tap .
Edit a task.	Tap a task.
Mark a task as complete.	Tap ☐.

Integration with BlackBerry Work Calendar

In BlackBerry Work 2.6 and later, the Calendar shows a count of due and completed tasks in the Day view. You can tap on a task in the Calendar to open it in BlackBerry Tasks. Tasks that are due are indicated with a blue icon; completed tasks are indicated with a gray icon.

Tasks with no due date are not displayed in Calendar.

Search for a task

1. Tap ⋮ > **Search**.
2. Select whether to search in **Title**, **Body**, or **All**.
3. Enter the text that you want to search for.
4. Optionally, complete any of the following tasks:

Task	Steps
Refine a search and create a custom filter.	Tap **More**. A list of saved searches is displayed.

Task	Steps
Create an advanced search.	**a.** Tap + **b.** Enter a name for the search and the text that you want to search for. **c.** Tap ✓.
Edit a saved search.	**a.** Tap **More**. A list of saved searches is displayed. **b.** Tap a saved search. **c.** Tap ✎. **d.** Modify the search criteria.
Add saved searches to the Tabs bar.	**a.** Tap ⋮. **b.** Tap **Manage Tabs**.
Search for text in the task notes.	**a.** In the rich-text toolbar, tap 🔍. **b.** Enter the text that you want to search for.

5. Tap ✕ to clear the search field. Tap the **Back** button to exit the search window.

Create a task

1. Tap .
2. Enter a name for the task.
3. Tap ⌄ beside **Dates and reminders** to set optional start and due dates, reminder, and recurrence.
4. To set a start or due date, tap **No start date or No due date** beside . Defaults are No start date and No due date. Tap ✕ to clear the current settings and set new start and dues date.
5. To set a reminder, tap **No reminder** beside 🔔. Choose a day and time of day for the reminder to be displayed on your device home screen. The default setting is **No Reminder**.

   Your administrator can block reminder notifications or specify whether a generic message is displayed for the reminder.
6.
7. To set a recurrence, tap **Does not repeat**beside . Specify whether the task recurs daily or weekly and the duration or number of occurrences. The default setting is **Does not repeat**.
8. To set a priority and specify a category, tap ⌄ beside **Priority and categories**. Perform any of the following actions:

   - To set a priority, tap ⓘ beside the current setting. Select a priority level.
   - To specify a category, tap 🔖 and type the name of the category. Tap ✕ to remove the category.
9. In the **Notes** field, type any notes about the task.

After you finish:

- Specify notifications in the BlackBerry Dynamics Launcher settings.

Manage categories

BlackBerry Tasks supports synchronization with the categories in your work email account. New categories that you add in BlackBerry Tasks are automatically assigned a color and added to your work email account.

BlackBerry Notes and BlackBerry Tasks support categories, but BlackBerry Work does not support categories.

When you change the name of a category in BlackBerry Notes, all current notes in that category are added to the new category. Items from other apps remain in the previous category.

When you delete a category on your device or in your work email account, it is retained with the notes in it but removed from the master list in your work account. On your device, its color is changed and it is treated as a local category.

1. Tap ⋮ > **Manage Categories**. Your category list is displayed. The list includes the master categories list in your work email account and any local categories on your device.
2. Do one of the following:
   - To update, the master category list, tap ↻.
   - To add a category, tap +.
   - To edit a category, tap it.
3. Enter a name for the category or edit its existing name. Tap ✕ to clear the field. To set or change the color for the category, tap a color.
4. Perform one of the following actions:
   - If you are editing an existing category, tap 🗑 to delete the category.
   - If you are adding or editing a category, tap ✓ to save your changes.
   - If you are adding or editing a category, tap ✕ to leave the page without saving your changes.

Changing your app settings

You can access your App settings from the Launchpad. Just tap ⚙ at the bottom center of the Launchpad.

You can access your Outlook Account Settings if instructed by your administrator to make a change to them.

Your Tasks list is re-synced with your Outlook account upon launch. It also re-syncs while you are using the app; the default is every 15 minutes. To change the re-sync interval, tap **Sync Timeout** in **Sync Settings**; re-sync intervals include 5, 15, 30, 60, and 120 minutes. Syncing ceases when you close the app, but not when you minimize it.

Tap **Sync Settings** and the slider for **Enable Persistent Sync Service** to enable this service to continue syncing Tasks with the Microsoft Exchange server even when the app is dismissed from the running app grid, to keep tasks up-to-date and to prevent reminders from being missed. A sync status message will be added to the system tray to show current sync status.

Tap **Sounds & Notifications** to turn notifications, reminder sound, pulse notification light, and vibrate on/off.

Tap **Swipe Actions** to set left and right swipes on tasks to No action, Delete, Set due date, Set priority, Set start date, or Toggle complete state.

Tap **Change application password** to change your Good Tasks password.

Tap **Finngerprint Settings** to enable/disable the fingerprint feature, if your admin has allowed it on your device.

Tap **Upload logs** to send device troubleshooting logs in the background to the BlackBerry support group.

Tap **Send Feedback** to provide your app password and open an email compose screen in BlackBerry Tasks, addressed to the BlackBerry support group for the BlackBerry Tasks app. Enter your feedback as desired. You can elect to have app logs attached to the email for debug purposes.

Using the Quick Create tool

You can tap + in the BlackBerry Dynamics Launcher and select a shortcut to create a new email, calendar entry, contact, task, or note.

Troubleshooting

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. When the diagnostics are complete, click **Share Results** to send an email with the report details.

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. Your administrator can enable detailed app logging to debug level. When enabled, the app logs can assist in finding possible causes of issues that users might encounter.

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. If detailed logging is enabled, the Detailed app Logging checkbox is selected. This feature cannot be enabled or disabled in BlackBerry Access.
4. Click **Close**.

Send feedback to BlackBerry

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

1. Tap to open the BlackBerry Dynamics Launcher.
2. Tap .
3. In the **Support** section, click **Send Feedback**.
4. If you are prompted and you want to upload the log files, click **Yes**.
5. 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.

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BlackBerry Limited
2200 University Avenue East
Waterloo, Ontario
Canada N2K 0A7

BlackBerry UK Limited
200 Bath Road
Slough, Berkshire SL1 3XE
United Kingdom

Published in Canada