



BlackBerry Tasks for iOS

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	<ul style="list-style-type: none">• 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 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.

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 app, contact your administrator to make the app available to you.
2. On your device, tap BlackBerry Tasks.
3. Tap **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. When the activation completes, click **I agree** to accept the license agreement.

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 an email message with the access key information or have generated your own access key, download and install BlackBerry Tasks from the App Store.
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 Touch ID, 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 bottom right of the screen to start using BlackBerry Tasks.


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.
- 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.

Task	Steps
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).
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 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 your tasks






When you open BlackBerry Tasks, a list of your active tasks is displayed. The list is synchronized with your work email account each time you open the app and every ten minutes while it is open. You can swipe down on the list to force synchronization at any time. Each task in the task list will display whether any of the following are



specified for it: a priority -  (High) or  (Low). For Normal priority, no icon is displayed. Also, a reminder , recurrence , and/or a category .

This app supports Bluetooth keyboard navigation and shortcuts; hold down the Command key to display available shortcuts.

1. To display your tasks, you have the following options:




Icon	Description
Sort your tasks	<ul style="list-style-type: none">Tap the Tasks pull-down above the Tasks list to sort the Tasks list by priority, due date, title, or start date.Tap  to list tasks in ascending or descending order.
Filter tasks	<ul style="list-style-type: none">Tap  to filter the tasks by priority, start date, due date, or by categories that you define.Tap  at the bottom left of the screen to toggle between the Tasks list and the list as filtered using the  icon.Tap Filter By at the center-bottom of the screen to choose whether to display active or completed tasks, or both. You can also choose with this filter to display tasks with any or all of the following: a reminder, recurrence, a specific start date or due date. These filters apply to the complete task list.
View active or completed tasks	<ul style="list-style-type: none">Tap  at the bottom right of the screen to toggle between your active and completed tasks for a specific date.

2. To display a task's details, tap the task.

Integrate with Calendar



In BlackBerry Work 2.6 and later, a task count for active and completed tasks for each day is displayed in the Agenda, Day, and Week views in the calendar. Tasks highlighted in blue are active; tasks highlighted in gray are completed. Tasks with no due date are not displayed in the calendar.

To access the task count display:

1. In BlackBerry Tasks, tap the date at the top of the screen or the forward and back arrows to change the date. If you display a day with no tasks due, a prompt allows you to create a new task with a due date for that day.
2. Tap  to return to the calendar in BlackBerry Work.
3. Tap  on the lower right of the screen to toggle to your previous tasks display.
4. Tap  to return to the due or completed tasks displayed for the day last visited.


Search for a task

You can display all tasks that contain a string you specify in their title or body.


1. Tap the  icon or the Search field.
2. Type some text that is in the title or body of the task. Tap Enter.
Depending on the filters that you have set, tasks that contain the text you searched for are displayed.
3. Tap  to clear the search field. Tap **Cancel** to exit the Search window.

Create a task


Tasks that you create can include an optional due date, priority, reminder, and categories.

1. Tap  to create a new task.
2. Enter a name for the task.
3. Tap **Priority** and select **High**, **Normal**, or **Low** to set the priority. The default setting is **Normal**.
4. Tap **Start Date** to set a start date. Perform one of the following actions:
 - Tap **Today**, **Tomorrow** or **Next Week** or choose a specific date at the bottom of the screen.
 - To change the start date later, in the task list slide your finger to the right to open the date picker and tap **Start**.



The default setting is **No start date**.

5. Tap **Start Date** again to save your settings. To return to the default setting, tap .
6. Tap **Due Date** to set a due date. Perform one of the following actions:
 - Tap **Today**, **Tomorrow** or **Next Week** or choose a specific date at the bottom of the screen.
 - To change the due date later, in the task list slide your finger to the right to open the date picker and tap **Schedule**.

The default setting is **No due date**.

7. Tap **Due Date** again to save your settings. To return to the default setting, tap .
8. Tap **Reminder** to set a notification prior to the task's due date. You can set an exact date and time for the reminder, or tap **Morning**, **Afternoon**, or **Evening**.

The default setting is **No Reminder**.

9. Tap **Reminder** again to save the setting. To return to the default setting, tap .
10. Tap **Repeat** to set a task's recurrence. You can select **Never**, **Daily**, **Weekly**, **Monthly**, **Yearly**, or **Regenerate**. Specify, in days, weeks, months, or years, how often the task recurs. For regenerated tasks, specify, in days, weeks, months or years when to regenerate the task after it is completed. If necessary, specify the day of the week or month the task should recur.
11. Tap **End Repeat** to specify a duration for the tasks recurrence. You can select **Forever**, **End on date**, or **Occurrences**. Specify a start date and an end date or the number of occurrences.
12. Optionally, tap the **Category** field and tap a category to add the task to. You can specify multiple categories. To remove a category from a task, tap  beside the category.
13. In the **Notes** field, type any notes about the task.

After you finish:

- Specify the times for Morning, Afternoon, or Evening in the BlackBerry Tasks settings.

- Specify notifications in the BlackBerry Dynamics Launcher settings.

Delete a task

To delete a task:

1. Swipe left on the task and tap Trash. For recurring tasks, you will be prompted to choose the current task or all instances of it, or to cancel the operation.
2. Swipe right to return to the task list without deleting the tasks.

Edit a task

To edit a task, choose one of the following options:

Icon	Description
Make changes to any of the fields in the note	<ol style="list-style-type: none"> a. Tap a task in the Tasks list. b. Make the required changes to the task and tap Back to save the changes.
Quickly change a task's due date	<ol style="list-style-type: none"> a. Swipe right on the task b. Tap Today, Tomorrow, This Week, Next Week, Pick a Date, or No Date to change the due date.
Quickly choose a start date	<ol style="list-style-type: none"> a. Swipe right on the task b. Select the start date. c. Tap OK.


Mark a task as completed


To mark a task as completed, tap the empty circle to its left.

Manage categories

Categories in BlackBerry Tasks are synchronized with your work email account. However, categories are not synchronized with other BlackBerry Dynamics apps. If you change the name of a category in BlackBerry Tasks, all items are displayed in new the category. Items from other apps remain in the previous category.

When you delete a category on your device or in your work email account, the items in it are retained but it is removed from the category list in your email account. On your device, its color is removed, it is moved to the bottom of the category list, and it is treated as a local category.

1. In BlackBerry Tasks, tap the  icon.
2. In the heading row, tap **Categories**. The categories in your work email account and the local categories on your device are displayed.

3. Tap  to add a category or swipe left on a category and tap Edit to edit it. A blue checkmark indicates that tasks are being filtered by that category.
4. On the **New Category** or **Edit Category** page that opens, type in a name for the category or edit its existing name using the keyboard that is displayed.
5. Change the color of the category by tapping on the desired new color.
6. Tap **Save** to save or **Cancel** to exit.
7. On the main Category page, swipe left and tap **Delete** to delete an existing category.

About BlackBerry Tasks Permissions


Your device will prompt you for permission if you attempt to do the following in BlackBerry Tasks:

- Use the phone, including initiating a call from a meeting invite
- Enable picture-sharing
- Allow synchronizaiotn between BlackBerry Tasks contacts and native contancts


After you have been prompted and given permission in this way, you can later revoke the permissions in your device settings.

Change your app settings

To access and change your BlackBerry Tasks app settings:

1. Access your app settings from the BlackBerry Dynamics Launcher by tapping .
2. Tap **Change Password** to change your password or enable the fingerprint option, if allowed by your administrator.
3. If your administrator asks you to update settings in your Outlook account, tap **Account Settings** to make the changes.
4. Tap **Launcher** to adjust the brightness of the Launcher icon.
5. Tap **Tasks** under **Notifications and Sounds** to turn your notification settings on/off.
6. To change the default time for reminders, tap **Morning**, **Afternoon**, or **Evening** to set the default reminder time that appears when you set a reminder for a task.
7. If BlackBerry technical support asks you to generate diagnostic information and device troubleshooting logs, tap **Run diagnostics** and **Upload logs** to create and send the log files. Tap **Feedback** and provide your app password to open an email that is addressed to the support group to provide feedback and, optionally, attach log files.



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 on iOS devices

If this feature is enabled by your administrator, you can generate a diagnostics report and send the results to your administrator.

1. Tap  to open the BlackBerry Dynamics Launcher.
2. Tap .
3. In the **Support** section, tap **Run Diagnostics**.
4. Tap **Start Diagnostic**.
5. When the diagnostics complete, click **Share logs** 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.

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**.

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 **Feedback**.
4. In the **Comments** field, type your message. By default, the **Upload Logs** is enabled.
5. Tap **Send**.
6. An email message with the proper recipient name, subject line, app details, and comments is prepopulated for you. Tap the **Send** icon.

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