



# **BlackBerry Work for iOS**

## **User Guide**

3.0



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# What is BlackBerry Work?

Make your mobile workforce more productive, while keeping your company's data secure – regardless of device. Stay on top of business email and calendar, view online presence, manage contacts and easily work on documents. Unlike built-in email clients, BlackBerry Work integrates all your business collaboration into one integrated, easy-to-use app.

BlackBerry Work provides the following features:

Feature	Description
Business-class email	Securely access business email. View, send and edit attachments. Be instantly notified of key messages, and manage your inbox with smart folders and more.
Personal and shared calendar management	<p>Easily manage your calendar with business-class capabilities. Manage and schedule meetings, check availability, attach files to invites, and quickly join conference calls and web conferences. Quickly pull up all your obligations for the day with agenda view. Never miss a meeting again.</p> <p>Manage shared calendars alongside your personal calendars. Effectively coordinate schedules to stay on top of important business meetings and avoid delays.</p>
Rich contacts and one-click communication	See mobile presence and then reach colleagues using the best way, whether by phone, text message, instant message, or email.
Document access and editing	Access documents while you're on the go from native Microsoft Office Web Apps, Microsoft SharePoint, or other popular cloud storage options within the app. View, edit, and convert documents to PDF straight from your device.

# Installing and activating the BlackBerry Work app

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

- [Install BlackBerry Work 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 Work 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 Work only if both of these conditions are met. If you do not see this option when you open BlackBerry Work, you must set up BlackBerry Work using an access key.

## Install BlackBerry Work 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 Work using Easy Activation. An Easy Activation key, when permitted, is supplied by another BlackBerry Dynamics app that is installed on your device, like BlackBerry Access or BlackBerry Connect. If available, you can activate BlackBerry Work using the login password for the activation app. Contact your administrator to see if this option is available.

1. Request an access key from your administrator or generate an access key from your organization's self-service portal.
2. Download and install BlackBerry Work from the App Store.
3. Open BlackBerry Work.
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 Work. 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 work computer, 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 Work.

## Install BlackBerry Work 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 Work 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 Work app. If you do not see the BlackBerry Work app in your Work Apps app, contact your administrator to make the app available to you.
2. On your device, tap BlackBerry Work.
3. Click **Allow** to allow BlackBerry Work 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 license agreement.









# Use the BlackBerry Dynamics Launcher

The BlackBerry Dynamics Launcher allows you to easily navigate to all of your business tools and apps with just a couple of taps.

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.
Rearrange app icons in the Launcher.	<p>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. Tap  to save your arrangement.</p> <p>On iPhone devices, you can press and slide icons to move them to a favorites bar. Icons that have been added to the favorites bar, stay visible while you scroll through the other icons in the Launcher. You can up to four icons to the favorites bar. To remove an icon, press and drag it out of the favorites bar.</p>
Open a non-BlackBerry Dynamics app or web clip listed in the Launcher.	<p>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).</p> <p>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.</p>
Search for an app or web clip on an iOS device.	<p>Tap .</p> <p>Launcher icons are searched and listed by first letter. Click on an icon to launch the app or clip.</p>

Task	Steps
Scan a QR code.	Tap  . QR codes cannot be larger than 2078 bytes and must not contain any non-keyboard characters.
Open the BlackBerry Dynamics app Settings.	Tap  .
Open the Quick Create menu.	<ol style="list-style-type: none"> <li>Tap .</li> <li>Tap an option to quickly create email, contacts, notes, tasks, and calendar events.</li> </ol>
Open the BlackBerry UEM App Catalog.	<p>Tap <b>Work Apps</b>. This option is only available if your device is managed by BlackBerry UEM.</p> <p>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. Your device must be activated on BlackBerry UEM version 12.9 or later.</p>
Adjust the BlackBerry Dynamics Launcher icon brightness.	Tap  and tap <b>Launcher</b> .
Close the Launcher.	Tap  .
Move the location of the BlackBerry Dynamics Launcher icon.	Tap  and slide it to place it anywhere on the screen.

# Viewing and managing your email messages









BlackBerry Work allows you to access and manage your work email account in the same way that you do on your desktop.

BlackBerry Work email supports Microsoft Exchange Information Rights Management (IRM).

**Note:** You cannot open an email message that is protected by both IRM and S/MIME.


## View your email

When you open BlackBerry Work for the first time, your email Inbox is displayed. Your inbox is synchronized with your work email account each time you open the app and periodically while you're using the app. You can swipe down on the message list to force synchronization at any time.

1. In your email Inbox, tap  at the bottom left of the screen to toggle between your complete message list and a filtered list that you define.
2. Tap  > **Filter By** and select a filter. The default filter is **Unread**.
3. Tap  to display other folders.
4. Tap one of the following options to change the order of the message list:
  - **By Date**
  - **By Sender**
  - **By Subject**
5. Tap  to change the order of the message list.
6. To mark an email message as read, or unread, or to create a task or a note from within it, swipe right on it.
7. To delete an email message, or flag an email message swipe left on it.
8. To select multiple emails to mark as unread, report phishing, flag, move multiple emails to a new folder, or delete them, tap  and then tap  next to your choices.
9. Search for an email using the Search field.
10. Tap  to create a new email.
11. Tap  to open a different BlackBerry Dynamics app.

## Reply to an email

You can choose the font and font color to use when you reply to an email by using the Launcher to go to Applications/Settings/Mail/Fonts and enabling Use Custom Fonts. Tap Reply or Forward to choose the font and color you want.

1. Within an email that you are reading, in the toolbar at the bottom of the screen, tap  in the toolbar > **Reply**, **Reply All**, or **Forward**.  
The compose form opens with the recipients and subject line already populated and the existing discussion thread appended.
2. If your administrator has enabled the Restrictions option (the Permissions option in Outlook), choose any desired restriction.

3. If your administrator has configured email classifications, click **Classifications** and select the classifications to add to the reply. These options are defined by your administrator. For more information about how to use classifications in your organization, contact your administrator.
4. Tap **...** to add a link or an attachment.
5. Compose your reply.
6. When you have composed your message, perform one of the following actions:
  - To send the reply, tap **>**.
  - To delete the reply, tap **Cancel** and then tap **Delete Draft**.
  - To send the reply later, tap **Cancel** and then tap **Save Draft**.

## Forward an email message

1. Within an email that you are reading, in the toolbar at the bottom of the screen, tap **<** > **Forward**. The unaddressed compose form opens with the original discussion thread appended.
2. Enter your intended recipients, separated by commas.
3. Tap **...** to attach a file, add a link, set the message as a high or low priority, or add meeting information to the message.
4. If your administrator has enabled the Restrictions option (the Permissions option in Outlook), choose any desired restriction.
5. If your administrator has configured email classifications, click
6. Compose any message to accompany the forwarded email.
7. When you have composed your message, perform one of the following actions:
  - To send the message, tap **>**.
  - To delete the message, tap **Cancel** > **Delete Draft**.
  - To send the message later, tap **Save Draft**.




## Send an attachment or a link




The type of files and links that you can attach in a secure BlackBerry Work email message depend on whether the file is stored in an allowed location and whether your BlackBerry Work policy allows the file type. If you do not see an option to add a link or send an attachment, your administrator has not enabled this feature for you. The add link option is only supported for Microsoft SharePoint repository. If you do not have any SharePoint repositories connected in BlackBerry Work, you cannot use this feature.



1. In a message that you are composing, tap **...** > **Add Attachment** or **Add Link**.
2. For attachments, tap one of the following options:
  - **Take Picture or Video**: Take a picture or a video. It is automatically added to your message as an attachment.
  - **Photo Library**: Access your native photo repository and choose an existing picture file.
  - **Docs**: Open BlackBerry Work Docs to browse your local device repository and/or enterprise data sources for the files that you want to attach. After making your selections, tap **Attach**: Navigate to the file that you want to attach.
3. For links, select the SharePoint item that you want to link to and tap **Attach** at the bottom of the screen.

# Save an attachment

You can save files attached to emails in a containerized Docs repository on your device. Note: To open and play audio files you must use a headset.

- 1. Within an email that you are viewing, tap the attachment icon. A list of attachments in the message is displayed.
- 2. Tap the attachment that you want to save. The download progress indicator is displayed next to the attachment.
- 3. When the file is downloaded, tap the file name to open it.
- 4. Tap  at the top of the screen > **Save to Docs**.
- 5. Tap a repository or recent folder to select it or tap  to create a new folder. If you create a new folder, enter a name and tap **OK**.
- 6. Tap **Save**.
- 7. Tap the paperclip in the open email, then tap **Select**.
- 8. Select the attachments to save by tapping them, or tap **Download All**.
- 9. Tap **Save**.
- 10. Tap **Quick Save** or **Choose Destination** to select a location where to save the attachment(s), or tap  in the Docs repository to create a new folder.
- 11.To save attachments, complete one of the following tasks:

Task	Steps
Save an attachment.	<ul style="list-style-type: none"><li>a. Tap <b>Save</b>.</li><li>b. Tap <b>Quick Save</b> or <b>Choose Destination</b> to specify where to save the attachments or tap  in the Docs repository to create a new folder.</li><li>c. Tap <b>Save</b>.</li></ul>
Save multiple attachments.	<ul style="list-style-type: none"><li>a. Tap the paperclip.</li><li>b. Tap <b>Select</b> or <b>Download All</b>.</li><li>c. Tap  beside each attachment that you want to save.</li><li>d. Tap <b>Quick Save</b> or <b>Choose Destination</b> to specify where to save the attachments or tap  in the Docs repository to create a new folder.</li><li>e. Tap <b>Save</b>.</li></ul>



- 12.To view your saved files, do the following:
  - a) Tap .
  - b) Tap .
  - c) Browse to the location of the file.
  - d) Tap the file to open it.

Tapping on a BlackBerry Workspaces document link in a BlackBerry Work email or event opens BlackBerry Workspaces and downloads the associated document on your device. For more information about using BlackBerry Work Docs, see [Managing your documents](#).

# Automatically download email message attachments

You can configure BlackBerry Work to download email message attachments automatically. You can choose to download attachments using cellular data and Wi-Fi networks or over Wi-Fi networks only. You can view attachments that you have downloaded when you are offline. The maximum size of attachments that can be downloaded is controlled by your administrator.

When this feature is first turned on, a maximum of 25 previously received attachments are downloaded and all new attachments are downloaded. The device must have at least 25% of its storage capacity available, and the attachments cannot take up more than 25% of the device's free space.


- 1. Tap .
- 2. Tap .
- 3. In the **Application Settings** section, tap **Mail**.
- 4. To automatically download attachments, slide the **Auto Download Attachments** option to On.
- 5. To download attachments using cellular data, slide the **Cellular Auto Download** option to On. If you leave this turned off, attachments will download automatically only when you are connected to a Wi-Fi network.

## Flag an email

You might want to mark some email messages as important or make them easy to find in a long list. You can add a red flag next to email messages in the list.

- 1. To flag an email in the message list, tap the email to open it.
- 2.





At the bottom of the email, tap  > **Flag**.

- 3. To flag multiple emails,



## Delete an email message

When you delete an email, it is moved to the Deleted items folder. It is not permanently deleted.

- 1. To delete an email, perform one of the following tasks:

Task	Steps
Delete an email	<ul style="list-style-type: none"><li>a. Swipe left on the email in the message list.</li><li>b. Tap Trash.</li></ul>
Delete multiple email messages	<ul style="list-style-type: none"><li>a. Tap  at the top of the message list and tap the  beside the messages that you want to delete.</li><li>b. Tap <b>Delete</b> at the bottom of the screen.</li></ul>




- 2. To permanently delete email messages, do the following:

- a) In the email message list, tap  > **Deleted items**.
- b) Tap  and select the messages that you want to delete or tap **Delete All** to remove all the messages.
- c) Tap **Delete**.

## Move email messages to a different folder




You can create new folders in your mailbox using Microsoft Outlook on your work computer or BlackBerry Work on your device. .

To work with email on your device, perform one of the following tasks:

Task	Steps
Move an email message.	<ol style="list-style-type: none"> <li>a. Tap an email that you want to move, to open it.</li> <li>b. Tap . A list of available folders is displayed.</li> <li>c. Tap the destination folder.</li> </ol>
Move multiple email messages.	<ol style="list-style-type: none"> <li>a. At the top of the email list, tap .</li> <li>b. Tap the  beside each message that you want to move.</li> <li>c. Tap <b>Move</b> at the bottom of the screen. A list of available folders is displayed.</li> <li>d. Tap the destination folder.</li> </ol>

## Create an email

You can specify the font and color of your message text in the Use Custom Fonts screen in the app settings in the BlackBerry Dynamics Launcher.

1. In your inbox or any folder, tap .
2. In the **To** field, enter your intended recipients separated by a comma.  
As you type, BlackBerry Work suggests recipients from your saved contacts and your organization's global address list. If the recipient is not a member of your contacts or in an external organization, you can double tap their email address to add them to your contacts. Note that your Outlook personal distribution lists can also be supported. When you compose a new email, you can remove one or more of the suggested recipients by tapping the  next to them.
3. Optionally, tap in the **Cc/Bcc, From** field to expand it and tap **Cc** or **Bcc**, to copy additional recipients.
4. Tap in the **Subject** field to enter a subject.
5. Tap  to attach a file, add a link, set the message as a high or low priority, or add meeting information to the message.
6. If your administrator has enabled the Restrictions option (the Permissions option in Outlook), choose any desired restriction.
7. If your administrator has configured email classifications, click **Classifications** and select the classifications to add to the reply. These options are defined by your administrator. You can change the defaults in Settings/Email, although if your administrator has already set defaults, they will take precedence. For more information about how to use classifications in your organization, contact your administrator.
8. Tap in the body of the email form and compose or edit your message:

- To select a word or all the text, press and hold the word then tap **Select** or **Select All**. You can expand or narrow your selection by dragging the left or right handles of the selection.
  - To **Cut, Copy, Replace**, or format text, or to **Define** your selection, select the text and tap the appropriate item in the toolbar item after selecting the text that you want to edit.
  - To **Paste** a cut or copied selection, press and hold the location where you want to paste the text in the message body.
  - To minimize the compose window, swipe down on the draft email. You can tap the minimized window to maximize it and continue to work on the draft email.
9. When your message is complete, do one of the following:
- To send the message, tap ➤.
  - To send the message later, tap **Cancel** > **Save Draft**.
  - To delete the message, tap **Cancel** > **Delete Draft**.

## View smart folders

BlackBerry Work's smart folders help you organize your unread email for pending action without manually moving items in your folders. By default, there are smart folders for the following types of messages:

- Messages from your VIP contacts
- Messages flagged as high priority
- Unread messages
- Messages received on the current day
- Messages with meeting invitations
- Messages with attachments

You can control which smart folders appear on your device.

1. In the email message list, tap ≡ > **Folders**.
2. Tap the smart folder that you want to view.
3. Tap the message that you want to open.
4. Tap ≡ to return to **Folders**.
5. Optionally, tap **Edit** and select or deselect the folders that you want to appear in your smart folders list.
6. Tap **Close** to exit the Folders view.

## Search email

You can search for email messages by sender or subject in a folder or your inbox. You can use advanced search options to refine your search.

1. In the BlackBerry Work Mail app, open your inbox or a folder.
2. Pull down from the top of the email list to display the Search field.
3. Tap All, From, or Subject to choose the text to be searched.
4. In the search field, enter the full or partial text string you want to search for.
5. To refine your search, tap ⋮. An Advanced search screen is displayed.
6. Add additional search criteria and tap **Apply**.



# Searching folders and moving email messages


You can use the folder search feature to search for email messages, move an open email message, or move multiple email messages.

## Search folders


When you navigate to a folder or move an email message to a folder, a search bar displays which allows you to quickly navigate to the folder that you want to use.

1. Navigate to a folder or move an email message to a folder. A search field displays.
2. Inside the search field, type at least 3 characters. A list of folders displays.
3. Tap the folder that you want to use.

## Move an open email message

1. Open the email message that you want to move.
2. Tap .
3. Inside the search field, type at least 3 characters. A list of folders displays.
4. Tap the folder that you want to move the email message to. The email message is moved.


## Move multiple email messages

1. At the top of the email list, tap .
2. Tap the ☐ beside each message that you want to move.
3. Tap **Move** at the bottom of the screen.
4. Inside the search field, type at least 3 characters. A list of folders displays.
5. Tap the folder that you want to move the email messages to. The email messages are moved.

# Convert an email message to a note

You cannot convert emails messages that are protected by S/MIME encryption or Microsoft Exchange Information Rights Management (IRM). Shared mailboxes are not supported. Attachments are not supported.

**Before you begin:** The BlackBerry Notes app must be installed on the device.


1. Do one of the following
  - In the email list, swipe left and tap **More > Create Note**.
  - In the email list, swipe right and tap **Create Note**.
  - In an open email message, tap >  > **Create Note**.
2. Tap **Save**.

# Manage email folder synchronization

You set the email synchronization interval in the BlackBerry Work settings. By default, the synchronization setting applies only to your inbox. However, you can also choose to automatically synchronize your email folders. Otherwise, folders are synchronized when you open the app.



The number of folders that you set for automatic synchronization will affect battery life and data usage on your device. You can turn off automatic synchronization for some folders to improve battery life or lower data usage. For information about configuring synchronization settings, see [Change BlackBerry Work for iOS settings](#).

**Note:** To be able to synchronize your Drafts folder, you must be enabled for Exchange ActiveSync 2016 and your mailbox must be hosted on Microsoft Exchange 2016. If you do not have the option to synchronize your Drafts folder, contact your administrator to confirm your mailbox settings.




1. In your BlackBerry Work email inbox, tap  > **Folders**.
2. Tap **Edit** at the top of the screen.
3. Tap **Manage Synced Folders**.
4. Tap a folder to select or deselect it.
5. Tap **Done**.

## Change your signature

Specify a signature to append to all outgoing email messages. The default setting is "Sent with BlackBerry Work."


1. Tap .
2. Tap .
3. Tap **Mail**.
4. Tap **Signature**.
5. Enter the signature that you want to use.
6. Tap **Back**. > **Settings** > **Done**.

## Create an automatic out of office reply

1. Tap .
2. Tap .
3. Tap **Out of Office**.
4. Slide the **Send Automatic Replies** switch to ON.
5. Tap **Send Replies Only During this Period** and set when this auto-reply Starts and when it Ends.
6. Tap inside the message block and create or edit your out-of-office reply.
7. Optionally, to send replies to incoming messages from outside your organization, and to make them different from replies sent within your organization, tap **Send Replies Outside My Company**. Tap either **Contacts Only** to only respond to senders in your Contacts or tap **Anyone**, if you wish to make no distinction.
8. Optionally, tap in the message block for external replies to create/edit a message to external senders, or press to display the clipboard menu and paste in copied text.
9. Tap .

# Managing your notifications and alerts

BlackBerry Work provides a number of automatic indicators and alerts to let you know who's available and who's not, when new mail arrives, whether or not you've read a message, its level of importance, and when a meeting or appointment is soon to begin.

Notification	Description
Presence	<p>The Presence indicator shows you the current online status of contacts in your organization who have an active account on Microsoft Lync. If your enterprise doesn't use Microsoft Lync for instant messaging, the presence indicator is not displayed.</p> <p>The Presence indicator shows the the following statuses.</p> <ul style="list-style-type: none"><li>• Green: Available</li><li>• Red or Orange: Busy</li><li>• Red or Bar: Do Not Disturb</li><li>• Yellow: Away</li><li>• Gray: Offline</li></ul>
New and unread mail	<p>Unread email messages are displayed with a blue subject and the sender's name in bold and black. After you open a message the sender's name and subject are displayed in gray.</p>
Meeting/Appointment	<p>A calendar icon  next to the sender's name indicates that the message is a meeting invitation or related to a calendar event.</p>

## Manage sounds and notifications

BlackBerry Work for iOS relies on Apple Push Notification Service (APNS) to receive changes (new or updates) to your inbox, contacts, and calendar. This provides near real-time updates to the client. Both foreground and background notification processing work in the same way. Each time you open the app, your mailbox is synchronized. However, unless your organization uses the BlackBerry Enterprise Mobility Server (BEMS), iOS users do not receive near real-time updates to their work email account.

For information about how to set notifications for Mail and Calendar in BlackBerry Work, see [Change BlackBerry Work for iOS settings](#)



To troubleshoot:

1. On your device, in Settings open Notifications for BlackBerry Work and enable your preferences.
2. Tap **Settings > General > Background App Refresh** and make sure that BlackBerry Work is allowed.

Your device updates frequently used apps more often. Allow up to a day of normal use on BlackBerry Work for your device to determine the update interval.

## Manage mail rules

You can create rules for push notification alerts to notify you when you receive an email that is marked important or from a specific user or group. Rules associate a particular sound with a type of sender that you define.

1. Tap **Settings > Notifications & Sounds > Mail > Mail Rules** and tap the button in the top-right corner.
2. Enter the name of the rule and select the mail sound. You can turn off the mail notifications for that rule so that they do not appear on the locked screen and in the notification center.
3. To add filters to the rule, tap . You can also set the High Importance filter.
4. Save or cancel your changes.
5. To edit an existing rule, tap on its name in the **Mail Rules** list.
6. To delete a rule or reorder the list of rules, tap the  button.

# Managing your contacts

Every time you open BlackBerry Work, your contacts are synchronized with your work email account. In BlackBerry Work, you can also add contacts, edit a contact's information, add contacts to the VIP list, or delete contacts.

## Open and view a contact

You can view information for your contacts in one of the following ways:

- Open Contacts from the BlackBerry Dynamics Launcher.
  - Open contact information for a calendar event.
  - Open contact information from an email.
1. To open a contact's record from an email, open an email received from the contact.
  2. Tap the contact's name at the top of the opened message.
  3. View all the information for this contact that is currently on file.
  4. To review your email correspondence with this contact, tap **History**. Tap a message to open it.
  5. To see the position of this contact in the team or organization, tap **Team**.
  6. To open contact information for another recipient of the email, tap the recipient's name.



## Add a contact

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 in the BlackBerry Dynamics Launcher.

1. Open the email.
2. Tap the name of the sender or one of the recipients.
3. When the **Contact** information screen opens, tap **Add to Contacts**. This opens the contact form for editing with the available information for this individual prepopulated.


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

## Edit contact information

1. Tap the contact's name in the contact list.
2. Tap **Edit**.
3. Tap in a field to change it.
4. Tap  > **Delete** to remove a field.
5. Tap  to add information.
6. Tap in the **Notes** field to insert any additional information on this contact.
7. Tap **Done**.
8. Tap **Delete Contact** to remove this contact from your Contacts list. BlackBerry Work prompts you to confirm the deletion.

## Search for a contact

When you search for a contact, BlackBerry Work searches the contacts in your work email account first and then your organization's Global Address List (GAL).


1. Open Contacts.
2. Tap .
3. In the search field, enter the contact's first or last name.
4. In the search results, tap a contact to open the contact entry.

## Using Skype For Business options

If Skype for Business is enabled by your administrator and you have that app on your device, you will be provided with an icon that can be tapped to launch a Skype for Business call. Once the call has started, video can also be established.

## Mark a contact as a VIP

In BlackBerry Work, VIPs are contacts that you designate for priority handling. When you have VIP Notifications turned on, you can specify sounds, have the phone vibrate or both when you receive a message from a VIP contact, even when Email Notifications are disabled. To add a contact to your VIP Contacts, use the BlackBerry Dynamics Launcher to quickly access Contacts.

1. In the Contacts list, tap the contact that you want to add to your VIP contacts.
2. Tap edit.
3. Under VIP Contact, slide the switch to the right. The switch turns green. The star next to VIP turns blue.
4. Slide the switch back to undo the action.
5. To view the complete list of your VIP contacts, tap  on the Contacts page and tap **VIP**.


For information about adding custom notifications for VIP contacts, see [Manage sounds and notifications](#)

# Managing your calendar

You can use BlackBerry Work to stay on top of your appointments and meetings when you're away from your desk. You can accept or decline meeting invitations while on the go and send notes to other meeting attendees to tell them you're running late, won't be able to attend, or cancel the meeting.

## View your schedule and tasks

BlackBerry Work offers you different views of your calendar—by the month, by the week, by the day, or in agenda list form—all with just a tap and/or a swipe.

1. In the BlackBerry Dynamics Launcher, open **Calendar**.
2. Do one of the following:
  - Tap **Month** at the bottom of the screen to see a month at a time.
  - Tap **Week** to see a week. In **Settings**, you can choose whether to display a seven-day or five-day work week.
  - Tap **Day** to see a day.
  - Tap **Agenda** to see a list of all appointments.
  - Swipe right or left on the dateline to scroll through days or weeks.
  - Swipe up and down to scroll the timeline in any view.
  - In **Month** view, tap a day to open the view to that date.
  - Tap **Week** to view the week's scheduled events.
  - Tap any numbered date in the weekly dateline to jump to it.
  - If you have installed BlackBerry Tasks 2.1 or later and your organization uses Microsoft Exchange Server 2013 or later, a task count is displayed for active (blue) and completed (gray) tasks in the Agenda, Day, and Week views. Tap on a blue or gray box to open BlackBerry Tasks and display the active or completed tasks for the given day.
  - Tap  to return to the Calendar screen.

## View a calendar event

Open a calendar event to view its details. Meeting invitations can also be accepted or declined. The event record contains all the meeting information added by the organizer, including required attendees, conference URLs and phone numbers, and notes.


1. Tap the Calendar icon in the Launcher.
2. In the **Agenda**, **Week** or **Day** view, tap the calendar entry.
3. Scroll up or down in the Event record to see all of its contents.
4. If you haven't accepted or declined this invitation, you can see your available options at the top of the screen. Choose from **Accept**, **Tentative**, or **Decline**. You can also choose to send a custom response to the organizer.
5. If you are using an iPhone and a phone number is provided for conferencing, tap the phone number to join the conference.
6. If a conference URL for sharing and collaboration is provided, tap it to launch the conference web site in your device's browser.
7. If you have Skype installed on your device and a Skype for Business link is provided, tap **Join Skype** to join the meeting.

## Contact calendar event attendees


With a calendar event record open, you can contact the organizer and attendees without having to look up their contact information. Tap a name and you can access the individual's information in Contacts, with options for phoning, sending a text message, or emailing to them directly. Also, in Calendar, you can quickly send a note to the meeting organizer about your status.

To view contact information for the organizer, tap the name.

Tap the Required field to expand the list of attendees, then tap a name to see their information in Contacts.

1. Open a Calendar event.
2. Tap  at the top right of the screen.
3. Select from the options listed by tapping one:
  - Tap **I'm running late!** to send a note to the meeting organizer. You can select one of the preset messages or tap **Write own response...** to compose a more specific note.
  - Tap **Forward Event** to send the original invitation to others.
  - Tap **Email Attendees** to send an email to all attendees.
  - Tap **Edit event** to change any of the event's attributes.
  - Tap **Delete Event** to remove the event from your calendar.

## Add a calendar event

1. Tap the Calendar icon in the BlackBerry Dynamics Launcher to open the Calendar app.
2. Tap . The **New Event** form opens.
3. Do any of the following. 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).
  - Tap **Subject** to enter a subject for the event.
  - Tap **Add Participants** and specify attendees. Do any of the following:
    - Tap **Required** field and begin typing a name. Select an attendee from the available matches.
    - Tap **Optional** and begin typing a name. Select an attendee from the available matches.
    - Tap **Resources** to add resources (for example, meeting rooms).

You can remove one or more suggested participants cached based on the Sent Items folder.

- Tap **Starts** and specify a date. Tap **Starts** again to set the start date selected. If you schedule an event, your availability is shown under **Participants/Organizer**.
- Tap **Ends** to specify an end date. Tap **Ends** again to set the end date selected. Specify your time zone.
- Tap **View Schedules** to drag the event to different times in the BlackBerry Work calendar and find the most optimal time for added participants. The availability of participants is indicated by changes to the color of their avatar.
- If applicable, turn on the **All Day** indicator.
- Tap **Repeat** and then tap one of the available intervals (the default value is **Never**).
- Tap the **Conference details** to view the conference room link and details. For information about setting up the conference details, see [Change BlackBerry Work for iOS settings](#).
- Turn on Skype for Business to create a Skype for Business meeting and automatically add a meeting link to your calendar invite. If your account is configured for dial-in conferencing, BlackBerry Work will automatically include call-in information (phone number and conference ID) for your meeting. Your administrator must enable Skype for Business.



- Tap **Location** to 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.)
- Tap **Reminder** to set a meeting reminder. From the list that is displayed, check when you want the reminder to be sent.
- Tap **Show As** to set your Presence while you are attending the event.
- Turn on **Private** to restrict attendance to only invitees.
- Tap the **Notes** field to provide additional information.

#### 4. Tap **Add**.


The event is added to your calendar and the invitations are sent to the invitees. When an invitee accepts an invitation, the icon for that invitee turns green in the Participants section.

## Edit a calendar event

To edit a scheduled event for which you are the organizer:

1. In the Calendar app, tap the event to open it, tap in the top right of the screen and select and **Edit Event**.
2. If this is a recurring event, tap **Edit This Event** to modify a single occurrence or **Edit The Series** to modify all occurrences.
3. Tap any field to change its contents.
4. Tap the date fields to specify a new start or end date.
5. Tap **Save**.




## Delete a calendar event


1. In the Calendar app, tap the event to open it.
2. Tap .
3. Tap **Delete Event**.
4. If the event is one of a series, tap **Delete this event only** or **Delete entire series**.

## Add a shared calendar

You can add up to ten shared calendars on your device. You can view the added calendars and the details of calendar events. If you are assigned the Editor role, you can respond to invitations on the calendar for Exchange 2013 and 2016, but not for Exchange 2010; tap on a grayed-out calendar entry to accept/tentative/decline (not supported between Exchange versions). You will receive email invites for shared calendars, but you cannot accept/tentative/decline them in email. You can add/edit/delete calendar events. If you are assigned the Reviewer role, you can view shared calendars but not change them.

To add a shared calendar:

1. In the BlackBerry Dynamics Launcher, tap .
2. On the BlackBerry Work Settings page, tap .
3. Tap **Shared Calendars**.
4. Tap .


5. In the **Shared Calendars** window, enter email addresses to display available calendars. You can only add calendars from the same Microsoft Exchange Server.
6. To display a shared calendar, in the **Work Calendar** view, tap . The shared calendars you have chosen are listed on the page that is displayed. Tap the check box beside the calendars you want to display.

## Importing an .ics file and adding it to the calendar

BlackBerry Work can open an .ics file from an email message or calendar invite and save it to your calendar. If the .ics file that you are adding contains an attachment, the attachment is not saved.

1. Tap on the .ics file to open it.
2. Do one of the following:
  - If the .ics file is for a single event, a preview window displays. Click **Add**.
  - If the .ics file is for a series of events, a window displays that tells you about the number of events in the series. Click **Add**.

## Attach a calendar event to an email message




1. Tap on the calendar event.
2. Tap .
3. Tap **Attach ICS to New Email**. A new email message opens, and the calendar event is attached.

A new email message opens, and the calendar event is attached.

# Managing your documents





BlackBerry Work Docs delivers the app-level encryption and data protection you need to safely share documents and other content, combined with the app-to-app interoperability you demand to get your work done. Combining security with flexibility, BlackBerry Work Docs makes it easy to access, edit, save, share, protect, and send documents without putting corporate data at risk.

## Open BlackBerry Work Docs

1. Tap  > . Docs opens in the area last visited.
2. To access your different Docs sources, tap .
3. Tap a source to access its current contents. Current source options can include the following:
  - **Local Docs:** Files stored in your device's secure container
  - **Pick from Gallery:** Photos and images from the native Gallery on your device
  - **Take a picture:** A picture taken with your device camera and stored locally
  - **File Share:** Files in a secure enterprise file share to which you have been granted access
  - **SharePoint/BOX/other repositories:** Files available from enterprise SharePoint, Box, or other document repository sites to which you have been granted access
  - **Recent Locations:** Files and folders that you have used recently
  - **Offline Files:** Files from a shared folder that you added to this folder to work on offline. Protected files cannot be marked offline.
  - **Bookmarks:** Files that you bookmarked
  - **Pending Uploads:** Files you imported and/or worked on offline that are waiting to be uploaded to a File Share or SharePoint site

## Access Docs repositories

BlackBerry Work provides a container on your mobile device called **Local Docs** that you can use to securely store your enterprise documents separately from other apps and directories on the device. Your local docs will typically originate as file attachments in a BlackBerry Work email, files transferred from a File Share, Microsoft SharePoint, or Box site, or photographs imported from your native Photos repository or taken with your device camera. The Local Docs repository on your device will initially be empty after BlackBerry Work activation. For information about adding folders and files to your repositories, see [Create a new folder](#) for guidance on adding folders and files to your repositories.

1. Tap **Docs** in the BlackBerry Dynamics Launcher to access the Docs app.
2. Tap  **Docs** menu.
3. Tap **Local Docs**, **File Share**, **SharePoint**, **Box**, or another repository that your administrator has made available.
4. Tap a folder or file to open it.
5. To select multiple files, tap  and tap the empty circle beside the individual files. If you want to select all the files, tap the empty circle at the top of the list. Tap  to deselect the item(s).
6. To perform an action on the selected files, tap  at the bottom of the screen.

# Managing online repositories

An online repository can be either a collection of files and folders on an enterprise server or network attached storage (NAS) that is available to all authorized users, or an enterprise Microsoft SharePoint or Box site available to authorized users. Your BlackBerry Work administrator configures your root access to file shares and any that apply to your mobile account, although within the access permitted, you can define additional sources by specifying a network path and giving it a new data source name. The same is true of additional SharePoint and Box sites as long as you are an authorized user of the site you attempt to define as a new data source.

For file access issues and to request additional permissions, contact your BlackBerry Work administrator or your IT department.

Access to your enterprise SharePoint and Box sites gives you even more channels for near-instant mobile collaboration with your enterprise team members. Heavily used by organizations large and small for on-demand file sharing and updating, SharePoint and Box are web application frameworks developed that integrate intranet, content management, and document management onto a holistic platform.






SharePoint and Box are cloud solutions that tie all your users' computers and mobile devices together and allow them all to communicate and synchronize their efforts. The basic goal is to make it possible for an organization with a hundred or even a thousand employees spread all over the region or the world to work together with the same level of agility and coordination as a company with ten people working out of a single office.

You access and manage your SharePoint and Box data sources in the same way as your enterprise file shares. However, with SharePoint and Box, if you have been granted the corresponding permissions, you can check-in and check-out files. For guidance on the fundamentals of multi-author sharing, consult your SharePoint or Box documentation.

## Browse repositories

The **Local Docs** repository on your device will be empty after BlackBerry Work activation. See [Create a new folder](#) for guidance on adding folders and files to your repositories.

You can access your 20 recently accessed folders in the **Recent Locations** repository.

1. In the BlackBerry Dynamics Launcher, open **Docs**.
2. In the Docs app, tap  and tap the repository that you want to open.
3. Tap  to view your permissions in the file share. Note: You won't see  next to folders or files in Local Docs because, depending on restrictions imposed more broadly by the applicable BlackBerry Control policy set, you have access to them. Contact your administrator for details.
4. Tap a folder to open it. If you are prompted to provide your log-in credentials for a Box folder, enter the email address provided to you by your administrator to access the files in that folder.
5. At the top of the screen, tap the parent to display its position in the hierarchical tree.
6. Tap a higher level in the tree to move up to that level.
7. To select one or more files:
  - a) Tap .
  - b) Tap the empty circle beside a file to select it.
  - c) Tap  at the bottom of the screen.
  - d) Tap one of the following actions: In case of files in shared folders you have the following additional options: View online, Create PDF (from .docx and .pptx), Add to Offline Files

- **Save**
  - **Add to Bookmarks**
  - **Open In**
  - **Mail**
  - **Delete**
  - **Duplicate**
  - **Paste a copy**
  - **Compress file(s) to zip**
- a) For files in shared folders tap one of the following actions:
- **View online**
  - **Create PDF (from .docx and .pptx)**
  - **Add to Offline Files**

## View, edit, print, move, and share files



To view a file, open it for editing in a compatible app on the device or Microsoft Office Web Apps, move or share it:

1. In the BlackBerry Dynamics Launcher, open **Docs**.
2. In the Docs app, browse to the repository containing the file you want to access.
3. Tap the file to open it. Depending on its size, it may take a moment to download.
4. Perform any of the following actions:
  - View the file's Properties
  - Open a .pdf file in Presentation View
  - Rename - only offline files
  - Save to Docs
  - Add to Bookmarks (folders)
  - Mail the item
  - Mail Link (SharePoint and Box) to the item
  - Delete
  - Print (requires Breezy to be installed upon your device)
  - Open In...
5. In case of files in shared folders you have the following additional options:
  - View online (.docx and .pptx) in Microsoft Office Web Apps (for OWA-compatible files)
  - Create PDF (from .docx and .pptx)
  - Add to Offline Files
6. Tap the desired option.

For information on using PDF **Presentation View**, see [View .pdf files in PDF presentation view](#). For the Mail Link option in Box, you specify who will have access to the link when you mail it: people in your organization, people in the folder, or people with the link. Those who receive the link can open it on the desktop, in BlackBerry Work, or in BlackBerry Access.

## Create a new folder

1. In the BlackBerry Dynamics Launcher, open **Docs**.




2. In the Docs app, tap  in the upper right of the screen.
3. Tap **Add Folder**.
4. Enter a name and tap **OK**.
5. Repeat to add more folders at the same level.
6. To add a subfolder to an existing folder, navigate to the parent folder and tap  at the top of the screen.
7. Tap **Add Folder**
8. Enter a name and tap **OK**.

## Search folders




When you navigate to a folder or move an email message to a folder, a search bar displays which allows you to quickly navigate to the folder that you want to use.

1. Navigate to a folder or move an email message to a folder. A search field displays.
2. Inside the search field, type at least 3 characters. A list of folders displays.
3. Tap the folder that you want to use.


## Move a file

1. In the BlackBerry Dynamics Launcher, open **Docs**.
2. In the Docs app, tap  at the top of the screen and then select the files that you want to move by tapping the  icon next to them.
3. Navigate to a destination in **Local Docs**, **File Share**, **SharePoint**, or **Box**.
4. Tap  at the bottom of the screen.
5. Tap **Move**.






## Delete a file

1. In the BlackBerry Dynamics Launcher, open **Docs**.
2. In the Docs app, tap  at the top of the page and then select the files that you want to delete by tapping the  icon next to them.
3. Tap  at the bottom of the screen.
4. Tap **Delete** and confirm or cancel.

## Protect files and attachments


You can protect unprotected email and calendar attachments, Microsoft Office files that you saved in your Local Docs folder, and Microsoft Office files that you are previewing to a server location. You can protect multiple files in a secure enterprise File Share and from enterprise SharePoint, Box, and CMIS repository sites. Protecting multiple files in zipped files and in your Local Docs folder is not supported. Protected files are displayed with  for easy identification below the file. If you do not see an option to protect the file or attachment, your administrator has not enabled this feature for you.




1. Complete one of the following tasks:


Description	Steps
Protect an attachment received in an email message or calendar event	<ol style="list-style-type: none"> <li>In a received email message or calendar event, tap the .</li> <li>Tap a file to open it in preview mode.</li> <li>Tap  &gt; <b>Save As Protected</b>.</li> </ol>
Protect a saved Microsoft Office file	<ol style="list-style-type: none"> <li>Open BlackBerry Work Docs and navigate to the file or files that you want to protect.</li> <li>Complete one of the following <ul style="list-style-type: none"> <li>To protect a single file, tap the file to preview it.</li> <li>To protect multiple files, tap the  and then tap  next to your choices.</li> </ul> </li> <li>Tap  &gt; <b>Protect</b>. Protected files cannot be set to offline.</li> </ol>

- Select a protection option.
- Tap **Continue**.
- Navigate to a folder on the server to save the file. Protected files cannot be saved to the Local Docs folder on your device.


## Create a bookmark

Adding a file to Bookmarks does not physically move the file; it creates a pointer to the file in its existing location. Bookmarked items are tagged with  for easy identification.


- In the BlackBerry Dynamics Launcher, open **Docs**.
- In the Docs app, tap  beside the file that you want to bookmark.
- Tap  in bottom of the screen and tap **Add to Bookmarks**.
- Tap  > **Bookmarks** to see that your selection is now listed in **Bookmarks**.

In an open file, you can tap  at the top of the screen and select **Add to Bookmarks**.





## Delete a bookmark


- In the BlackBerry Dynamics Launcher, open **Docs**.
- In the Docs app, open the file or select the folder and tap .
- Tap **Remove from Bookmarks** .. The file or folder is not deleted.

## Work with offline files

Your offline files repository contains a copy of FileShare and SharePoint files you want to be able to work on even when you can't connect to the Internet. Offline files are tagged with  for easy identification.

- In the BlackBerry Dynamics Launcher, open **Docs**.

2. To add files to your Offline Files repository, in the Docs app tap  at the top of the screen and then tap the  icon beside the files.
3. Tap  at the bottom of the screen and tap **Add to Offline Files**. Protected files cannot be added to the Offline Files repository.
4. To remove a file from Offline Files tap the file's adjacent  and tap **Remove from Offline**. The copy is deleted. The latest online version of the file is unaffected.

In an open file, you can tap  at the top of the screen and select **Add to Offline Files**.

## About pending uploads

Pending uploads are files that you have created or changed offline or checked out from a SharePoint or Box repository to edit. The list is maintained to remind you to upload them to the corresponding repository when you come back online.

Your administrator sets the time limit on pending uploads before they are automatically uploaded and cleared from the list the next time you connect to the Internet. Contact your administrator to find out what the duration is. If the files are uploading when the connection to the network is lost, the upload resumes when the connection is restored. If your administrator doesn't set a time limit and the file upload is manually paused when the network connection is lost, you must manually continue the file upload after the connection is restored. BEMS 2.12 or later is required for uploads to resume. If uploads restart instead of resume, contact your administrator to confirm the version of BEMS being used with your account.


Remember that no one else will see your revisions and feedback until you upload the revised file to the shared repository.

## Add a new data source

Depending on your Docs permissions, when your BlackBerry Work administrator is unavailable to assist, you can add new FileShare, SharePoint, Box, and other sites directly from your device if you have already been granted access to the share or site.

**Before you begin:** Verify that you have the following information for the FileShare or SharePoint data source:

- File share: The path to the file on your organization's intranet
- SharePoint: The fully qualified URL of the SharePoint site. If a secure connection is enabled, the protocol is https://. Otherwise, the protocol is http://.

1. In the BlackBerry Dynamics Launcher, open **Docs**.
2. Tap  > **Add New Source**.
3. Tap **File Share, SharePoint, or Box**.
4. Enter a **Name** for the new source. You should verify the data source path from a browser on a computer to confirm that connectivity is available.
5. Enter the **Path**.
6. Tap **Save**.

If the path is verified and a connection is made, then the new source will now be listed in BlackBerry Work Docs under either File Share, SharePoint, or Box by the name you have given it. Note that Box, unlike SharePoint and File Share, requires you to authenticate with your Box password (your username is prepopulated) the first time that you use the repository. Box does not support check in or check out in this release.



## Add a repository using the Docs Self-Service web console

Users can log in to a BEMS-Docs Self-Service Web Console from a browser on their work computer or laptop to add user-defined File Share, Box, and SharePoint repositories. The self-service console is included in your BEMS installation and automatically configured with the Docs service in the BEMS Dashboard. The URL can be one of the following web addresses. Contact your BEMS or BlackBerry Work administrator for the URL in your environment.

- If you are configured for single sign-on, navigate to `https://<bems_server_fqdn>:<port>/docsconsole-ss`
  - If you are configured to provide a username and password, navigate to `https://<bems_server_fqdn>:<port>/docsconsole`
1. In a browser on your computer, enter the URL for the BEMS self-service console.
  2. Log in using your Microsoft Active Directory credentials.
  3. Click **Add Repository** to define a new data source.
  4. Enter a **Display Name**. The name will be displayed in repository lists in the console and on your devices.
  5. Enter a **Storage Type**, either **FileShare**, **SharePoint**, or **Box**.
  6. Enter the **Path** using the format indicated by the example.
  7. Click **Save**.






To remove a repository, tap  beside it.

## View .pdf files in PDF presentation view

The presentation view for .pdf files works with downloaded .pdf attachments, as well as with .pdf files in your **Local Docs** and online repositories. For more information about BlackBerry Work Docs and working with repositories, see [Managing your documents](#).

You can run your presentation directly from your mobile device and connect to a projector or TV with an Apple HDMI adapter.

To use PDF Presentation View:

1. Open a .pdf attachment in an email:
  - a) In the open message containing the attachment, tap the paperclip adjacent to the date-time in the **Subject** line. The number of attachments included in the email is shown next to the paperclip.
  - b) In the list of attachments, tap the one that you want to download and save.
  - c) When the item indicates "Downloaded", tap it again to open it.
2. Tap  in the top of the screen and tap **Presentation View**. A presentation toolbar is displayed at the top of the screen.
  - Tap  to start a rehearsal timer.
  - Tap  to transfer control to a remote control, when available.
  - Tap  to list page thumbnails in multiple rows.
  - Tap  to list your slide transition options:
    - **Fade**
    - **Flip**
    - **Page**
    - **No Animation**

3. Tap  to exit **Presentation View**

# Adding a shared mailbox to BlackBerry Work

If you have been added as a delegate to a Microsoft Exchange user's mailbox, or you have been granted access to a Shared mailbox, you can add that mailbox to BlackBerry Work and access that shared mailbox from BlackBerry Work.

You can add a maximum of two shared mailboxes. As a delegate, you can do the following:

- Read, edit, send, and delete email messages in the shared mailbox
- Decrypt, create, send, and save S/MIME encrypted messages in the draft folder
- Receive notifications when new email messages are received in the shared mailbox (Requires BlackBerry Enterprise Mobility Server version 2.10)

## Add a shared mailbox to BlackBerry Work

**Before you begin:** Before you can add a mailbox that has been shared with you to BlackBerry Work, the person that wants to assign you as their delegate, must complete the following tasks:




- [Set up Microsoft Outlook to allow someone else to manage your mail and calendar.](#)

Alternatively, your Microsoft Exchange administrator can also grant you access to the BlackBerry Work user's mailbox or a shared mailbox using the Exchange Control Panel (ECP) or Exchange Admin Console (EAC) or Exchange Management Shell. For more information on using the ECP or EAC, see <https://docs.microsoft.com/en-us/exchange/collaboration/shared-mailboxes/shared-mailboxes?view=exchserver-2016> and <https://docs.microsoft.com/en-us/exchange/recipients/mailbox-permissions?view=exchserver-2016>

The amount of control that you have over the shared mailbox depends on the permissions that are granted. The following are the permission levels:

- Reviewer: You can read items in your folders.
- Author: You can read and create items, and change and delete items that the mailbox owner creates. For example, as a delegate, you can create task requests and meeting requests directly in your Task or Calendar folder and then send the item on behalf of the mailbox owner.
- Editor: You can do everything that an Author has permission to do and additionally can change and delete the items that you created.

After you add the shared mailbox, two weeks of email messages are synchronized to BlackBerry Work from the mailbox.


1. Tap  > .
2. Tap **Mail**.
3. In the **Accounts** section, tap **Shared Mailboxes**.
4. Tap .
5. In the **Mail Account Information** field, type the email address of the owner of the shared mailbox that you want to add.
6. When BlackBerry Work locates the account in the GAL, tap the account to add it.
7. Tap **Done**.

## Turn on notifications for a shared mailbox

You can receive notifications of new email messages for any mailboxes that have been shared with you.

**Before you begin:** Before you can turn on notifications for a shared mailbox in BlackBerry Work, you must complete the following tasks:

- [Add a shared mailbox to BlackBerry Work](#)


1. In the BlackBerry Dynamics Launcher, tap .
2. In the Notifications & Sounds section, tap **Mail**.
3. In the **Other Email** section, slide the **Shared mailboxes notifications** option to ON.

**Note:** To receive notifications for shared mailboxes, BEMS 2.10 or later is required. If you do not see this option, contact your administrator to confirm the version of BEMS being used with your account.

# Change your theme

On devices that are running iOS 13, you can change the theme for BlackBerry Dynamics apps using the iPhone device settings. For instructions, see the iOS 13 documentation. For more information about supported operating systems, [see the Mobile/Desktop OS and Enterprise Applications compatibility matrix](#).

# Change BlackBerry Work for iOS settings

1. In the BlackBerry Dynamics Launcher, tap .
2. To change general settings, complete one of the following tasks:

General Settings	Steps
View the version number and license agreement.	Tap <b>About</b> .
Change your password or turn on or turn off Touch ID. (Touch ID must be installed on your device and allowed by your administrator.)	Tap <b>Change Password</b> .
Edit your account information.	Tap <b>Account</b> .

3. To change Application settings, complete one of the following tasks:

Application Settings	Steps
View or change your Mail settings.	<p>Tap <b>Mail</b> and view change any of the following:</p> <ul style="list-style-type: none"> <li>• Tap <b>Shared Mailboxes</b> to add a mailbox that has been shared with you. For more information on shared mailboxes, see <a href="#">Adding a shared mailbox in BlackBerry Work</a>.</li> <li>• <b>Badge Count</b> sets the message status type—<b>Unread Mail</b> or <b>New Mail</b>—that is shown in the BlackBerry Work badge count on the iOS desktop.</li> <li>• <b>Conversation View</b> lists email messages by common subject.</li> <li>• <b>User tag when editing adds your username in brackets at the start of any inline edits in reply email.</b></li> <li>• <b>Signature</b> changes how you sign your outgoing email messages.</li> <li>• <b>Default Classification</b> changes the default classification for your compose Email screen to the setting of your choice, <b>if your administrator has enabled this feature</b> (otherwise this setting is not displayed). If the administrator sets a default, it takes precedence over your default.</li> <li>• <b>Default Caveat</b> changes the default caveat for your compose Email screen to the setting of your choice, <b>if your administrator has enabled this feature</b> (otherwise this setting is not displayed). If the administrator sets a default, it takes precedence over your default.</li> <li>• <b>Auto Advance</b> chooses which screen to display after you delete: <b>New Mail</b> or <b>Mail List</b>.</li> <li>• <b>Show Avatar</b> enables/disables display of a contact's photo or initials, if a photo is unavailable.</li> <li>• <b>Use Custom Fonts</b> enables you to choose font size, style, and color for new mail and replies and forwarded mail.</li> <li>• <b>Auto BCC</b> changes whether you want to auto BCC yourself when you send messages.</li> <li>• <b>Compose Font Selection</b> specifies the default font to use when composing an email.</li> <li>• <b>Reply Font Selection</b> specifies the default font to use when replying to an email.</li> <li>• <b>Sync</b> to change the synchronization interval between your device and office desktop. You can select a sync window of 1 or 3 days, 1 or 2 weeks, or 1 month back. You also have the option of No Sync Limit.</li> <li>• <b>Download Entire Message</b> to view messages offline. If this setting is turned off, only the header and 20KB (default) of a message are downloaded. Your administrator may adjust the default download size. Note that turning on this setting increases data and battery consumption.</li> <li>• <b>Empty "Deleted Items" folder</b> to permanently remove deleted messages.</li> </ul>

Application Settings	Steps
View/change your Calendar settings.	<p>Tap <b>Calendar</b></p> <ul style="list-style-type: none"> <li>• Under <b>Calendar Accounts</b>, tap <b>My Calendars</b> to choose a high color for appointments and birthdays on your personal calendars. Tap <b>Shared Calendars</b> to do the same for your shared calendars</li> <li>• Under <b>Conferencing</b>, tap <b>Conference details</b> to configure default conference settings and so that you can quickly add them when creating new events.</li> <li>• Under <b>Passcode</b>, slide the switch to turn on Use "Locations" numbers, which allows use of the number and passcode specified in the Location field of the meeting as the default numbers to use to call in.</li> <li>• Under <b>Week View</b> you can select to display a seven-day or five-day week (the five-day week omits Saturday and Sunday), the starting day of the week, and you can choose to show long events as all-day events.</li> <li>• Under <b>Start Week On</b>, choose the first day of the week on the displayed calendars, or choose "Device System Settings" to use the Calendar settings you have specified in your iOS settings.</li> <li>• Under <b>Tasks</b>, slide the switch to turn on Preview Tasks in Calendar, if you have BlackBerry Tasks installed.</li> <li>• Under <b>Events</b>, slide the switch to turn on Show Long Events as All Day. Events lasting 24 hours or longer will be displayed as all-day events.</li> <li>• </li> </ul>
View/change your Contacts settings.	<p>Tap <b>Contacts</b>.</p> <ul style="list-style-type: none"> <li>• <b>Sync to Device</b> – Enables/disables synchronization of your contacts to the "BlackBerry" group in native contacts on the device. Your IT administrator may not allow all fields to sync.</li> <li>• <b>Contact List Sort Order</b> – Lets you set the sort order of names in your contacts to either <b>Last, First</b> or <b>First, Last</b>.</li> <li>• <b>Contact List Display Order</b> – Lets you set the display order of names in your contacts to either <b>Last, First</b> or <b>First, Last</b>.</li> <li>• <b>Sync Contact Groups</b> - Syncs any contact groups you have created in Outlook. This may impact data usage and sync performance.</li> </ul>



Application Settings	Steps
View/change your Docs settings.	<p>Tap <b>Docs</b>.</p> <ul style="list-style-type: none"> <li>• <b>Recent Files Cache</b> - Slide the switch for Auto Cache Size Adjustment to cause recent files cache size to be automatically adjusted using no more than 30% of the free device space. The cache size and current free space is displayed in this window. Tap Clear Recent Files Cache to clear the cache.</li> <li>• <b>Quick Save Location</b> - Choose a quick-save location to save email or calendar attachments to a Docs folder in the background. In order to take Office Online actions directly for an attachment, select your quick-save location in a valid server-based folder.</li> <li>• <b>Cellular Data</b> - Slide the switch for Use Cell Data to turn off cell data, restricting automatic uploads and updates of offline files to Wi-Fi only.</li> </ul>
Set the intensity of the Launcher.	Tap <b>Launcher</b> .

#### 4. To change Tools settings

Tools	Steps
Turn on an automatic reply to incoming messages while you're away.	<p>Tap <b>Out of Office</b>.</p> <ol style="list-style-type: none"> <li>Slide the <b>Out of Office</b> switch to ON.</li> <li>Slide the <b>Time Period</b> switch to ON to set when this auto-reply <b>Starts</b> and when it <b>Ends</b>.</li> <li>Tap inside the message block create/edit your out-of-office reply.</li> <li>Turn on <b>Outside my company</b> to set a different reply to incoming messages from outside your organization, then tap either <b>Contacts Only</b> to only respond to senders in your Contacts or tap <b>Anyone</b>, if you wish to make no distinction.</li> <li>Tap in the optional message block for external replies to create/edit a message to external senders, or press to display the clipboard menu and paste in copied text.</li> </ol>

Tools	Steps
Turn on Battery Saver.	<p>Battery Saver reduces power consumption by disabling some app features. When it is turned on, the Download Entire Message Content, Show Avatar, Sync Contact Groups, and Show Presence switches are unavailable.</p> <ol style="list-style-type: none"> <li>Tap <b>Battery Saver</b>.</li> <li>Tap <b>Sync Mode</b> and select <b>Auto-Sync</b> or <b>Manual Sync</b>. If you select Manual Sync, synchronization occurs only when you log in or out or when you manually request synchronization.</li> <li>To turn off the Download Entire Message Content setting, turn off the <b>Download Entire Message Content</b> switch.</li> <li>To turn off the Show Avatar setting, turn off the <b>Show Avatar</b> switch.</li> <li>To turn off the Sync Contact Group setting, turn off the <b>Sync Contact Group</b> switch.</li> <li>To turn off the Show Presence setting, turn off the <b>Show Presence</b> switch.</li> </ol>

# About BlackBerry Work Permissions

Your device will prompt you for permission if you attempt to do the following from BlackBerry Work:

- Send a photo as an attachment
- Record a video and send it as an attachment
- Sync your BlackBerry Work contacts with your native contacts

The device will also prompt you for permission to receive badge-count updates, email and other notifications the first time that you launch BlackBerry Work after installation.

You can later revoke the permissions for camera, microphone (video), contacts, and notifications in your device settings.

# Open a SecureMail attachment

Voltage SecureMail is an email protection service that provides email encryption. With each secure email, there is an HTML attachment named `message_zdm.html` that furnishes access to the Zero Download Messenger (ZDM). The encrypted body of the original message as well as any attachments to the original email are contained within this attachment.

You can use the Open in feature in BlackBerry Work to access your SecureMail app to authenticate and view any secure email and attachments sent via ZDM on your mobile device.

The following are the prerequisites to use SecureMail with BlackBerry Work:

- The Voltage SecureMail app must be installed on your device
- SecureMail app must be whitelisted in BlackBerry Control by your administrator. Contact your administrator to verify that SecureMail is whitelisted if you have difficulty accessing the app from BlackBerry Work.

To open and view a SecureMail message in BlackBerry Work:

1. Open the message.
2. Download and open the attachment called `message_zdm.html`. You are switched over to the SecureMail app to sign in to the HPE SecureMail Cloud.

# Data storage and aging

Personal information and email on your iOS device is stored indefinitely, with the following limitations and exceptions:


- The storage limit for BlackBerry Work data (mail, calendar, and contacts) depends on available memory on your device. In controlled test environments, as many as 5,000 emails and 3,000 contacts were successfully synchronized with the user's Microsoft Outlook account.
- In initially synchronizing your Calendar, the timeframe is set to the past month plus one year into the future. There is no practical limit on the size of your Calendar. However, depending on the device, performance will degrade with a very large set of data.
- Email, Contact, and Calendar data is stored in a database, except for the body and attachments to emails, which are stored in an external flat file
- Because Contacts data is stored in the database, there is no practical limit on the number of contacts. But, again, very large data sets will tend to degrade performance, especially on older devices.
- There is no cache for attachments and therefore no limit on the size of an attachment.
- BlackBerry Work synchronizes the entire body of emails without limitations on size, although synching and attachment downloads will fail when the device runs out of storage space.

Old data is not purged automatically; you must purge old data manually by permanently deleting it.

If your device ever runs out of space for new contacts, you must delete existing contacts to make room for the new ones. Be sure to do this from the device, not from your desktop business account. To preserve contacts before deleting them from the device, use the Export feature on your desktop or laptop. Note that you must first export the data from your business account and your desktop or laptop before deleting it from your mobile device.

# Choose battery saving options

Battery saving mode reduces power consumption by disabling some app features. When it is turned on, the Download Entire Message Content, Show Avatar, Sync Contact Groups, and Show Presence options are overwritten by the Battery Optimization Settings.

1. To use the Battery Saver feature, in the BlackBerry Dynamics Launcher, tap .
2. Tap **Tools**.
3. To turn on the battery saver, slide the **Battery Saver** option to On.
4. In the **Sync Mode** setting select **Auto-sync** for continuous sync or **Manual Sync** for synchronization to occur only when you log in or out or when you manually request synchronization.
5. To stop the download of entire messages, turn off the **Download Entire Message Content** switch.
6. To turn off avatars, turn off the **Show Avatar** switch.
7. To turn off the synchronization of contacts, turn off the **Sync Contact Groups** switch.
8. To turn off the **Show Presence** setting, turn off the **Show Presence** switch.

# Using RSA Soft-Token Authentication

If your organization has implemented multifactor authentication for BlackBerry Work, then after activating BlackBerry Work on your device, make sure that the following is provided by your IT administrator:

If your organization has implemented multifactor authentication for BlackBerry Work, then after activating BlackBerry Work on your device, make sure that the following is provided by your IT administrator:

- Two-factor authentication app needed to access your network or resources. This application varies for each organization and will have its own unique set of instructions and conditions.
- Email message from your administrator with a link for an RSA token.

To use two-factor authentication:

1. Read the email from your administrator that contains the compressed token format (CTF) URL.
2. In the email, tap the link provided.
3. When you are prompted to set a PIN for RSA authentication, BlackBerry Access will display your RSA token code. This token is timed to expire after the number of seconds displayed.
4. Tap the button on the left to copy the code or the button on the right to display the next token code if you feel you do not have sufficient time to paste the code into your authentication application.
5. Paste the copied token into your authentication application.
6. After setup in BlackBerry Access, the Launcher shows a Soft token icon that you can use to configure your Token Settings. Consult your IT administrator for information about the authentication application that your organization uses.

# Exchange ActiveSync search limits

For **ActiveSync search command**, Mailbox (email search): 100 limit. Search will return the top 100 entries. It also returns the total match. You can then refine your filter to get the relevant data into the top 100 entries. GAL search (to find contacts/recipients in GAL): up to 15 entries.

For **Compose Email recipient search**, less than 3 chars: Combine data from Local Contacts DB + data from GCSCRecipient table in DB. More than 3 chars: Use GAL Search (see above).



# Keyboard shortcuts

BlackBerry Work supports Bluetooth keyboard shortcuts and navigation. By pressing a combination of keys, you can do things that normally require multiple screen taps. To use a keyboard shortcut, hold down one or more modifier key while pressing the last key of the shortcut. For example, to use the shortcut Command-C (copy), hold down Command, press C, then release both keys.

Global shortcuts	Description
Command 1	Switch to Mail
Command 2	Switch to Calendar
Command 3	Switch to Documents
Command 4	Switch to Contacts
Command 5	Show settings
Command N	Create new mail
Command -N	Create new event
Command L	Show or hide the BlackBerry Dynamics Launcher

Mail list shortcuts	Description
Command - F	Toggle search
Command - M	Show multiselect
Command - R	Refresh mail list
Command - F	Change folder
Shift - Tab	Switch focus to email detail
Command - Up arrow	Show Previous Mail ↑
Command - Down arrow	Show next mail ↓

Email detail shortcuts	Description
Command R	Reply
Command - R	Reply all
Command J	Forward
Command U	Mark as read or unread

Email detail shortcuts	Description
Command F	Flag or unflag
Command T	Toggle fullscreen
Shift - Tab	Switch focus to email detail
Command - Up arrow	Show Previous Mail ↑
Command - Down arrow	Show next mail ↓




Multiselect Email List shortcuts	Description
Command - Up arrow	Jump to previous mail
Command - Down arrow	Jump to next mail
Command - Return	Select or deselect mail
Command -	Delete mail
Command M	Move mail
Command -M	Exit multiselect

Folder list shortcuts	Description
Command - Up arrow	Jump to previous folder
Command - Down arrow	Jump to next folder
Command - Return	Select cell
Command - Right arrow	Toggle cell (fold or unfold list)
Command - Left arrow	Cancel

Event compose view shortcuts	Description
Command -Up arrow	Jump to previous cell
Command -Down arrow	Jump to next cell
Command -Up arrow -D	Send email
Command -Up arrow -C	Cancel email
Command - Right arrow	Move cursor to the end of the line

Event compose view shortcuts	Description
Command - Left arrow	Move cursor to the beginning of the line
Command - Return	Select cell
Command Shift -Down arrow	Toggle dropdown menu

# Frequently Asked Questions



FAQ	Answer
How do I change BlackBerry Work settings?	Tap  >  .
Why aren't my email messages synchronizing?	<p>There is probably an issue with your connection to your mail server.</p> <p>If the issue persists after 1 hour, contact your administrator. Administrators can contact the BlackBerry Support Team if they require assistance to diagnose the underlying issue.</p>
I'm getting too many email notifications. I can't distinguish between calendar reminders and new email alerts.	See <a href="#">Managing your notifications and alerts</a> .
Why am I being prompted for my BlackBerry Work password so often?	<p>Your administrator controls this behavior using a password timeout policy. System events may also cause the password to be required even when the timeout has not elapsed.</p> <p>When you stop using BlackBerry Work, Notes, or Tasks, password unlock is required in as few as 5 minutes. Additionally, the password is required on a "cold start". For example, after you restart a device or when you force quit the app and launch it again.</p>
The blue circle with the BlackBerry logo is blocking an area on my screen. How can I move it?	The <b>Launcher</b> can be moved by pressing and holding it.
How do I access my calendar and contacts?	Tap  and then tap <b>Calendar</b> or <b>Contacts</b> .
How do I create an out of office message?	See <a href="#">Create an automatic out of office reply</a> .
How do I create a signature?	See <a href="#">Change your signature</a> .
Why can't I copy or paste content from BlackBerry Work?	Your administrator may have restricted this behavior for security reasons.
Why can't I use the camera in BlackBerry Work?	Your administrator may have restricted this behavior for security reasons.
Why can't I use dictation in BlackBerry Work?	Your administrator may have restricted this behavior for security reasons.
How do I change the number of email messages that are synchronizing to BlackBerry Work?	<p>This is managed in the BlackBerry Work settings.</p> <p>See <a href="#">Change your settings</a>.</p>

FAQ	Answer
How do I change to conversation view	This is managed in the BlackBerry Work settings. See <a href="#">Change your settings</a> .
How do I change the font size in BlackBerry Work?	By default, BlackBerry Work uses the system font settings. Here's how to adjust.  <ol style="list-style-type: none"> <li>1. Open the <b>Settings</b> app</li> <li>2. Tap <b>Display &amp; Brightness</b></li> <li>3. Tap <b>Text size</b></li> <li>4. Adjust the font size slider.</li> </ol> <p>You can also set a custom font for composing or replying to email messages. This is managed in the BlackBerry Work settings.</p> <p>See <a href="#">Change your settings</a>.</p>
How do I turn off the avatars in my email list?	This is managed in the BlackBerry Work settings. See <a href="#">Change your settings</a> .
Why am I getting the message that "[Your device's browser] / [Safari] has been blocked by your IT administrator. Install BlackBerry Access to continue" when I tap a link in a BlackBerry Work email message?	Your administrator may have restricted this behavior for security reasons. In many cases, your administrator will allow BlackBerry Access to be used for links in an email. Contact your administrator for more information on how to install BlackBerry Access.
How can I synchronize tasks?	You must install BlackBerry Tasks. Contact your administrator for more information.
How can I synchronize notes?	You must install BlackBerry Notes. Contact your administrator for more information.

# 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 **Support** 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.



## 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.

## Resynchronize BlackBerry Work with your mail server

If you are experiencing synchronization issues between BlackBerry Work and your mail server, you can resynchronize without having to reactivate BlackBerry Work.

**Note:** This will reset all settings and data. All documents and data will be deleted.

1. Tap .

2. Tap .
  3. Tap **Reset Application Data**.
  4. Tap **OK**.
  5. Reopen BlackBerry Work and enter your password.
  6. Enter the password for your mail account.
  7. Tap **Next**.
- BlackBerry Work will now resynchronize with your mail server.

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

BlackBerry UK Limited  
Ground Floor, The Pearce Building, West Street,  
Maidenhead, Berkshire SL6 1RL  
United Kingdom

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