BlackBerry Workspaces app for Android

User Guide

10.0

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What is BlackBerry Workspaces for Android?

The BlackBerry Workspaces app for Android lets you securely store, edit, annotate, send, and collaborate on your files with others, directly from your device. Files opened in the app are controlled and protected at all times, ensuring that your organization's data remains safe.

BlackBerry Workspaces allows you to do the following:

Feature	Description
View files	Open and view your BlackBerry Workspaces files and received files, including documents and media files.
Create files	Create new documents, presentations, and spreadsheets using Workspaces Editor. Take new photos and videos from within BlackBerry Workspaces for Android.
Upload files	Upload files opened in third-party applications, and upload files, photos, and videos from your device.
Annotate and Edit files	Add highlights, sticky notes, and free draw directly in the BlackBerry Workspaces app for Android. For comprehensive editing you can edit your files in Workspaces Editor.
Comment on files	Add, view, respond to, and mention other users in comments. You can view all comment threads in BlackBerry Workspaces app for Android.
View files offline	Securely download your files to your device to view them offline.
Read acknowledgement	Request and receive acknowledgement on shared or sent files, when files are read. Complete read acknowledgement on files shared with you by others.
Share files	Share existing, new, or uploaded items easily and securely with BlackBerry Workspaces.

Note: The available features, options, and menu items depend your organization's BlackBerry Workspaces configuration and your user permissions in each workspace. For more information about available features and permissions, contact your administrator.

Installation and authentication

Installing BlackBerry Workspaces app for Android

BlackBerry Workspaces app for Android is available in Google Play. Search for BlackBerry Workspaces and install the application. When updates are available, you are notified by Google Play, as with other apps.

Sign in

Sign in to BlackBerry Workspaces app for Android using the authentication method set by your organization. When you open the app, a sign-in window displays.

1. Do one of the following:
   - Swipe left to take the tour.
   - If you do not have an account, tap **Register** and follow the instructions.
   - If you already have an account, tap **Sign in**.
2. In the **Enter your email** area, enter your email address.
3. In the **Enter site URL** area, enter your site URL .

   Note: For many users the site URL is www.watchdox.com (watchdox.com is the cloud service URL). If your organization uses a virtual appliance to host the Workspaces service or your organization has its own dedicated subdomain on the BlackBerry Workspaces cloud, the URL is different (for example, [company-name].watchdox.com).
4. Tap **Sign in** to sign in using your organization's sign-in method.
5. Do one of the following:
   - If your organization is configured for sign in by email, see Signing in by email.
   - If your organization is configured for sign in by username and password, see Signing in by username and password.
   - If your organization is configured for another authentication method, follow the steps on screen to sign in.

Sign in by email

Follow these steps if your organization is configured for email authentication.

Before you begin: Follow the steps in Sign in. An email is sent to the email address you entered.

1. Open the email on your Android device, copy the verification code, and return to the sign-in window.
2. Enter the verification code.
   This completes the sign-in process and you are redirected to BlackBerry Workspaces app for Android.

After you finish: You can sign in to additional accounts. See Add accounts for more information.

Sign in by username and password

Follow these steps if your organization is configured for username and password.

Before you begin: Follow the steps in Sign in. The sign-in screen appears.

1. Enter your email and password.
2. Do one of the following:

- If you already have a BlackBerry Workspaces account, tap **Sign in**.

    Your sign in is validated, and BlackBerry Workspaces app for Android starts.
- If you do not have a BlackBerry Workspaces account, tap **Create account**. You are redirected to your device browser. Follow the on-screen instructions to create an account.

    This completes the sign-in process and you are redirected to BlackBerry Workspaces app for Android.

After you finish: You can sign in to additional accounts. See Add accounts for more information.

Sign out

1. On the workspace page, tap ≡.
2. Tap the down arrow next to your user name ▼, and tap **Sign out**.

Getting started

Manage your workspaces, folders, and files on your Android device.

View the home page

When you log in to the BlackBerry Workspaces app for Android, or when you tap ☰ > **Home**, the home page appears. The home page is organized into the following sections:

- **Pending read acknowledgement**: This section displays the files that users have sent you that are waiting for your read acknowledgement. (This section is only displayed if you have an organizational policy that enables it.)
- **Recent**: This section displays the last five files that you have interacted with.
- **Favorites**: This section displays the last five files, folders, or workspaces that you have marked as favorites.
- **Shared with me**: This section displays the last five files, folders, or workspaces that you have been shared with you.

To see all of the files in each section, you can click **Show more**.

Where available, you can tap ⋮ beside an item to view the menu of actions for the selected entity.

You can tap ☰ to access your recent locations, files saved for offline access, favorites, pending acknowledgements, received and sent files, notifications, permission requests, and settings.

Using Search

The **Search** feature in the top bar provides an easy way to locate workspaces, folders, and files that you have permission to access.

You can perform a generic search across all workspaces, folders, and files, or refine your search using one of the following categories:

Item	Description
Workspaces	Only returns workspaces.
Folders	Only returns folders.
Files	Only returns files.
By	When you type in a user's name, returns workspaces, folders, and files that the user has permission to view.
From	When you type in a user's name, returns received files from that user.
To	When you type in a user's name, returns sent files that you sent to that user.

Perform a search

1. From any location, tap 🔍 and begin typing your search term to search for the term in your current location, or select a more specific search parameter from the drop down list for your search, and then enter your search term.
2. In the search results, tap the item that you searched for. You can tap **See all results** to display the entire result list.
3. To open the action menu, tap ⋮ beside the item that you searched for.
4. Tap ← to return to the navigation view.

Sort your files on the home screen

1. Tap ≡.
2. Select either **Newest-Oldest**, or **Oldest-Newest.**

Sort your files in a workspace or folder

Within a workspace or folder, sort files by date or by name. Folders are listed before files.

1. In the action bar, tap ⋮ .
2. Select a sort option.

A-Z	Files are sorted in the following order.
	• Numbers
	• English
	• Non-English
Z-A	Files are sorted in the following order.
	• Non-English
	• English
	• Numbers
Newest - Oldest	Files are sorted by most recently added.
Oldest - Newest	Files are sorted by oldest files added.

Refresh the display

Refresh the workspaces or folders to sync your device with the BlackBerry Workspaces server.

To refresh, pull down on the workspaces page or folders page.

Browse your files

When you log into BlackBerry Workspaces app for Android, you can immediately access important files on the home screen in the **Pending read acknowledgement**, **Recent files**, and **Favorites** sections.

To access your workspaces, tap ≡ > **Workspaces**:

To browse for files, do any of the following:

- Tap a workspace or folder to open it and display its files.
- Tap ‹ to return to the parent folder.
- Tap ▼ to view breadcrumbs and tap an item in the breadcrumb list to go to that location.
- Tap a file to view/open it.

Access folder and file filters

BlackBerry Workspaces provides predefined filters so you can quickly access your recent locations, offline files, favorites and files pending acknowledgement.

1. To access the main access menu, do one of the following:

   - Swipe right from the middle-left edge of the screen.
   - Tap ≡.

2. Select one of the following filters:

Workspaces	Workspaces which you have permission to access
External repositories	If your organization works with external repositories, these can be accessed here
Recent Locations	Workspaces and folders where you recently uploaded or opened a file
Offline Access	Workspaces, folders, and files you designated for offline access
Favorites	Files you designated as favorites
Pending acknowledgement	Files sent to you requesting read acknowledgement
Received Files	Files sent to you
Sent Files	Files you sent
Notifications	Notifications that you have received
Permission requests	Requests for permission that you have received
Settings	App settings

Sending, sharing, and collaborating on files

You can send and share your files by:

- Sharing a file, folder, or workspace
- Sending a copy of a file from one of your workspaces, from your Received Files, or from another app
- Forwarding a file that you already sent to at least one other user
- Using multiple file selection to send multiple files to another user
- Commenting on a file and mentioning other users within the comment
- Sharing your annotations with individual users within the workspace
- Collaborating on a file with at least on other user

You can also manage permissions for sent files, revoke file access, and send a link for a file. For more information, see Managing member permissions.

Note: For recipients to view and receive the files you send and share with them, they must have an account on the Workspaces domain that you are using. If they do not, they will be prompted to create one when they try to access the file.

Share a workspace, folder, or file

1. To the right of a workspace, folder, or file, tap ⋮ > **Share workspace / folder / file**.
2. In the **Share with** area, select one of the following options:

Users	To manually add recipient email addresses, enter the email addresses of the intended recipients.
	To select contacts from your device's contact list, tap ⊕ and select the contacts that you want to share the file with. When you are finished, tap **Done**.
	Optionally, you can type a message in the **Message** box.
Existing group	Type a group in the **Add group** field or click ⊕ and select a group name. Only permitted groups display in the list when you start to type.
	To manually add recipient email addresses, enter the email addresses of the intended recipients in the **Add members** field. Note that adding a user to an existing group grants the new user access to all files the selected group is permitted to access.
	Optionally, you can type a message in the **Message** box.
New group	Type a group name. Optionally, add a group description, group members, and a group message.
Email domain	Type a domain name.

Active directory group	Type a group name.

3. To notify users that the workspace or folder has been shared, turn on **Notify members**.

4. Tap **Edit**.

5. In the **Role** area, tap ⋮ and select the desired role. For more information, see Roles.

6. In the **Permission** area, tap ⋮ and select the desired access level. For more information, see Permissions.

   Note: The **Advanced Rights Management** permissions set is available for BlackBerry Workspaces Enterprise ES Mode and BlackBerry Workspaces Enterprise ES (Restrict Full Access) Mode only. For more information, contact your administrator.

7. In the **Expiration** area, tap ⋮ and select the time when the file will no longer be accessible by members. Select a specific date, a time period from the list, or never. If you select **Specific date**, specify the date and time.

8. Optional: To ensure that workspace files appear with a watermark in all workspace viewers, turn on **Watermark**.

   Note: When watermarks are turned on and permissions are set to **Full access**, watermarks are displayed in Workspaces viewers on all files. When permissions are set to any of the **Download protected** permissions, and files are downloaded, watermarks only display on PDF files and do not display on Office files opened in their native applications. Watermarks are set according to organizational policy.

9. To allow permitted users to post and view comments in the file comments panel, turn on **Commenting**.

10. Tap **SHARE**.

Send a file, photo, or video from your device

1. Tap + > **Send Files, Photos or Videos**.
   Your device file selection browser opens.

2. Tap the file, photo, or video that you want to send.

3. In the **Enter names or emails** area, do one of the following:

   - To manually add recipient email addresses, enter the email addresses of the intended recipients. Use spaces to separate multiple email addresses.
   - To select contacts from your device's contact list, tap ⊕ and select the contacts that you want to share the file with.

4. If the **Manage Permissions** option is displayed, tap ⋮ and do any of the following to set the rest of the desired permissions:

   - To require recipients to sign in to view the file, turn on **Require recipients to sign in**.
   - To change the access permissions, tap ⋮ in the **Permissions** area and select the desired access level.
   - To add a read acknowledgement request to the file, turn on **Require read acknowledgement**.
   - To set a file expiration, when the file will no longer be accessible by the recipients, tap ⋮ in the **Expiration** area and select the desired time period. If you select **Specific date**, specify the date and time.
   - To set who can access the file link, tap ⋮ in the **Allow access to** area and select the desired group: **Recipients only**, **Anyone with recipients' domain**, or **Everyone**.
   - To specify whether the file is displayed to recipients with a watermark, turn the **Watermark** option on or off.

     Note: When watermarks are turned on and permissions are set to **Full access**, watermarks are displayed in Workspaces viewers on all files. When permissions are set to any of the **Download**

protected permissions, and files are downloaded, watermarks only display on PDF files and do not display on Office files opened in their native applications. Watermarks are set according to organizational policy.

- To allow permitted users to post and to view comments in the file comments panel, turn on **Commenting**.
- To allow users to collaborate on a document by uploading a new version, turn on **Allow upload of new versions**. For more information see Collaborating on files.
- To include annotations when sending the file (on files that contain annotations), turn on **Include annotations**.

5. Tap ← to return to the **Send a Copy** screen.
6. To send the file, photo, or video without notifying the recipient by email, turn off **Notify the recipient**.
7. Optional: In the **Subject** area, edit the email subject.
8. Optional: In the **Add a personal message** box, add a personal message.
9. Tap **Send**.
   Authorized recipients can view the file by tapping on the link in the received email.

   Note: If the **Send** button is not enabled, make sure that the email addresses that you entered are highlighted in gray. If they are not highlighted gray, tap inside the **Add a personal message** box.

Take and send a photo or video

1. Tap + > **Take Photos or Videos**.
2. Tap **Photo** or **Video**
   Your device camera opens.
3. Take the photo or video.

   Note: If you are an administrator in at least one workspace and have the ability to send files, you can select an action. If not, continue from step 5.

4. Tap **Send a Copy**.
5. Tap **Continue**.
6. In the **Enter names or emails** area, do one of the following:

   - To manually add recipient email addresses, enter the email addresses of the intended recipients.
   - To select contacts from your device's contact list, tap ⊕ and select the contacts that you want to share the file with.

7. If the **Manage Permissions** option is displayed, tap ⋮ and do any of the following to set the rest of the desired permissions:

   - To require recipients to sign in to view the file, turn on **Require recipients to sign in**.
   - To change the access permissions, tap ⋮ in the **Permissions** area and select the desired access level.
   - To add a read acknowledgement request to the file, turn on **Require read acknowledgement**.
   - To set a file expiration, when the file will no longer be accessible by the recipients, tap ⋮ in the **Expiration** area and select the desired time period. If you select **Specific date**, specify the date and time.
   - To set who can access the file link, tap ⋮ in the **Allow access to** area and select the desired group: **Recipients only**, **Anyone with recipients' domain**, or **Everyone**.
   - To specify whether the file is displayed to recipients with a watermark, turn the **Watermark** option on or off.

     Note: When watermarks are turned on and permissions are set to **Full access**, watermarks are displayed in Workspaces viewers on all files. When permissions are set to any of the **Download protected** permissions, and files are downloaded, watermarks only display on PDF files and do not display on Office files opened in their native applications. Watermarks are set according to organizational policy.

   - To allow permitted users to post and to view comments in the file comments panel, turn on **Commenting.**

- To allow users to collaborate on a document by uploading a new version of the document, turn on **Allow upload of new versions**. For more information see Collaborating on files.
- To include annotations when sending the file (on files that contain annotations), turn on **Include annotations**.

8. Tap ← to return to the **Send a Copy** screen.

9. To send the photo or video without notifying the recipient by email, turn off **Notify recipients**.

10. Optional: In the **Subject** area, edit the email subject.

11. Optional: In the **Add a personal message** box, add a personal message.

12. Tap **Send**.
    Authorized recipients can view the file by tapping on the link in the received email.

    Note: If the **Send** button is not enabled, make sure that the email addresses that you entered are highlighted in gray. If they are not highlighted gray, tap inside the **Add a personal message** box.

Send a copy of a file

Use the **Send a copy** action to create a new instance of a BlackBerry Workspaces file and send it to another user. Recipients receive a link to the file and it appears in the **Received files** area.

Note: The sender can only access this copy of the file from the **Sent files** area.

1. Tap ⋮ > **Send a Copy** to the right of the file you want to send.

2. In the **Enter names or emails** area, do one of the following:
   - To manually add recipient email addresses, enter the email addresses of the intended recipients.
   - To select contacts from your device's contact list, tap and select the contacts you want to share the file with.

3. If the **Manage Permissions** option is displayed, tap ⋮ and do any of the following to set the to set the rest of the desired permissions:
   - To require recipients to sign in to view the file, turn on **Require recipients to sign in**.
   - To change the access permissions, tap ⋮ in the **Permissions** area and select the desired access level.
   - To add a read acknowledgement request to the file, turn on **Require read acknowledgement**.
   - To set a file expiration, when the file will no longer be accessible by the recipients, tap ⋮ in the **Expiration** area, and select the desired time period. If you select **pecific date**, specify the date and time.
   - To set who can access the file link, tap ⋮ in the **Allow access to** area, and select the desired group: **Recipients only**, **Anyone with recipients' domain**, or **Everyone**.
   - To specify whether the file is displayed to recipients with a watermark turn the **Watermark** on or off.

     Note: When watermarks are turned on and permissions are set to **Full access**, watermarks are displayed in Workspaces viewers on all files. When permissions are set to any of the **Download protected** permissions, and files are downloaded, watermarks only display on PDF files and do not display on Office files opened in their native applications. Watermarks are set according to organizational policy.
   - To allow permitted users to post and to view comments in the file comments panel, turn on **Commenting**.
   - To allow to collaborate on a document by uploading a new version of the document, turn on **Allow upload of new versions**. For more information, see Collaborating on files.
   - To include annotations when sending the file (on files that contain annotations), turn on **Include annotations**.

4. Tap ← to return to the **Send a Copy** screen.

5. In the **Subject** area, edit the email subject.

6. In the **Add a personal message** box, add a personal message.

7. Tap **Send**.
   Authorized recipients can view the file by tapping on the link in the received email.

   Note: If the **Send** button is not enabled, make sure that the email addresses that you entered are highlighted in gray. If they are not highlighted gray, tap inside the **Add a personal message** box.

Send a file from another app

Send a copy of a file securely using BlackBerry Workspaces from other Android apps.

Note: The maximum file size that can be uploaded to BlackBerry Workspaces in this way is 50MB, depending on available device resources.

1. In the app that you are using to view the file, (for example, Adobe Reader), tap **Share** and then tap **Workspaces**.
   The Share file screen appears.

2. Tap **Send a Copy**.

3. Tap **Continue**.

4. In the **Enter name or emails** area, do one of the following:

   • To manually add recipient email addresses, enter the email addresses of the intended recipients.
   • To select contacts from your device's contact list, tap ⊕ and select the contacts you want to share the file with.

5. If the **Manage Permissions** option is displayed, tap ⋮ and do any of the following to set the rest of the desired permissions:

   • To require recipients to sign in to view the file, turn on **Require recipients to sign in**.
   • To change the access permissions, tap ⋮ in the **Permissions** area and select the desired access level.
   • To add a read acknowledgement request to the file, turn on **Require read acknowledgement**.
   • To set a file expiration, when the file will no longer be accessible by the recipients, tap ⋮ in the **Expiration** area and select the desired time period. If you select **Specific date**, specify the date and time.
   • To set who can access the file link, tap ⋮ in the **Allow access to** area and select the desired group: **Recipients only**, **Anyone with recipients' domain**, or **Everyone**.
   • To specify whether the file is displayed to recipients with a watermark, turn the **Watermark** option on or off.

     Note: When watermarks are turned on and permissions are set to **Full access**, watermarks are displayed in Workspaces viewers on all files. When permissions are set to any of the **Download protected** permissions, and files are downloaded, watermarks only display on PDF files and do not display on Office files opened in their native applications. Watermarks are set according to organizational policy.
   • To allow permitted users to post and to view comments in the file comments panel, turn on **Commenting**.
   • To collaborate on a document by uploading a new version of the document, turn on **Allow upload of new versions**. For more information see Collaborating on files.
   • To include annotations when sending the file (on files that contain annotations), turn on **Include annotations**.

6. Tap ← to return to the **Send a copy** screen.

7. To send the file without notifying the recipient by email, turn off **Notify recipients**.

8. In the **Subject** area, edit the email subject.

9. In the **Add a personal message** box, add a personal message.

10. Tap **Send** to send the file.
Authorized recipients can view the file by tapping on the link in the received email. The file is also uploaded to the BlackBerry Workspaces server. You can view the file in the **Sent Files** area of BlackBerry Workspaces app for Android.

Note: If the **Send** button is not enabled, make sure that the email addresses that you entered are highlighted in gray. If they are not highlighted gray, tap inside the **Add a personal message** box.

Add recipients to a sent file

Share a sent file with additional recipients.

1. To access the main access menu, do one of the following:

   - Swipe right from the middle-left edge of the screen.
   - Tap ≡.

2. Tap ⋮ > **Add Recipients** to the right of the file you want to share with new recipients.

3. In the **Enter names or emails** area, do one of the following:

   - To manually add recipient email addresses, enter the email addresses of the intended recipients. Use spaces to separate multiple email addresses.
   - To select contacts from your device's contact list, tap ⊕ and select the contacts that you want to share the file with.

4. If the **Manage Permissions** option is displayed, tap ⋮ and do any of the following to set the rest of the desired permissions:

   - To require recipients to sign in to view the file, turn on **Require recipients to sign in**.
   - To change the access permissions, tap ⋮ in the **Permissions** area, and select the desired access level.
   - To add a read acknowledgement request to the file, turn on **Require read acknowledgement**.
   - To set a file expiration, when the file will no longer be accessible by the recipients, tap ⋮ in the **Expiration** area and select the desired time period. If you select **Specific date**, specify the date and time.
   - To set who can access the file, tap ⋮ in the **Allow access to** area, and select the desired group: **Recipients only**, **Anyone with recipients' domain**, or **Everyone**.
   - To specify whether the file is displayed to recipients with a watermark, turn the **Watermark** option on or off.

     Note: When watermarks are turned on and permissions are set to **Full access**, watermarks are displayed in Workspaces viewers on all files. When permissions are set to any of the **Download protected** permissions, and files are downloaded, watermarks only display on PDF files and do not display on Office files opened in their native applications. Watermarks are set according to organizational policy.
   - To allow permitted users to post and view comments in the file comments panel, turn on **Commenting**.
   - To allow users to collaborate on a document by uploading a new version of the document, turn on **Allow upload of new versions**. For more information see Collaborating on files.
   - To allow annotations when sending the file (on files that contain annotations), turn on **Include annotations**.

5. Tap ← to return to the **Add recipients** screen.

6. Optional: In the **Subject** area, edit the email subject.

7. Optional: In the **Add a personal message** box, add a personal message.

8. Tap **Send**.
Authorized recipients can view the file by tapping on the link in the received email.

Note: If the **Send** button is not enabled, make sure that the email addresses that you entered are highlighted in grey. If they are not highlighted grey, tap inside the **Add a personal message** box.

Share multiple files

Select and share multiple files from the same location.

1. From the content list of any workspace or folder, tap the file icon of each file that you want to share.
    The icon of each file you tap will switch to ✔ to show it is selected.
2. Tap ≡.
3. Tap **Share link**.
4. Select an app to continue.

Collaborating on files

You can collaborate on files that you share and send through BlackBerry Workspaces.

To enable collaboration on a file, turn on Allow upload of new versions when you share the file with others. Recipients who are granted the necessary permissions can then edit the file and share the new version with all recipients.

You can turn on Commenting to allow recipients to discuss the file in the comments panel.

You can collaborate on the file in the following ways:

*   Add recipients to the sent file, which expands the group of people who can work on the file.
*   Send a copy of a file through BlackBerry Workspaces to create a separate version of the file for collaboration with a different user or group.
*   To monitor file activities, open Track activies for the file (see Track file activities).

After you send the file, you and the file recipients can collaborate on the file in the following ways:

*   Comment on the file to discuss it, and mention other users in comments to trigger email notifications.
*   Annotate and edit the file online.
*   Download the file and make changes locally, then attach and protect the file in a reply to the original message. The changes are saved to BlackBerry Workspaces.
*   Upload a new version of a file of the file. A recipient uploads a new version from the **Received Files** filter. A sender uploads a new version from the **Sent Files** filter.

Manage collaboration on a sent file

Allow or block uploads of new versions of sent files.

1. Swipe right from the workspace, folder, or file view and tap **Sent Files**.
2. Tap ⋮ beside the file.
3. Do one of the following:

    *   To turn on collaboration, tap **Allow Upload of New Versions**.
    *   To turn off collaboration, tap **Block Upload of New Versions**.

Upload a new version of a file

Upload a new version of a file that was shared with you in collaboration mode, or any sent file located under the Sent files filter.

1. Tap ⋮ beside the file.
2. Tap **Upload new version**.
3. Tap on the file that you want to upload as a new version.
   Your default device file manager will open.
4. To notify recipients, select **Notify recipients**.
5. In the **Subject** area, edit the email subject.
6. In the **Add a personal message box**, add a personal message.
7. Tap **Upload**.

Manage versions

Files with multiple versions that were shared in collaboration mode are displayed with the number of existing versions (for example, ⊙ 4). You can open and view previous versions and can set a previous version as the current version.

1. Beside the file, tap ⋮ > **Previous versions**.
2. To view a previous version, select the version that you want to view and tap **View**.
3. To set a previous version as the current version, select the version and tap **Set as current**.

Manage access for a sent file

Before you begin: Manage permissions for files that you have shared.

1. In Sent files, tap ⋮ beside the file.
2. Tap **Manage Access**.
3. Tap ⋮ beside the person or group that you want to manage permissions for, and tap **Manage Permissions**.
4. To change the access permissions, tap ⋮ in the **Permissions** area and select the an access level.
5. To set the time when the file will no longer be accessible by the recipients, tap ⋮ in the **Expiration** area, and select an expiration date. If you select **Specific date**, specify the date and time.
6. To specify whether the file is displayed to recipients with a watermark, turn the **Watermark** option on or off.

   Note: When watermarks are turned on and permissions are set to **Full access**, watermarks are displayed in Workspaces viewers on all files. When permissions are set to any of the **Download protected** permissions, and files are downloaded, watermarks appear only on PDF files and do not display on Office files opened in their native applications. Watermarks are set according to organizational policy.

7. Optional: To allow permitted users to post and to view comments in the file comments panel, turn on **Commenting**.
   The comment feature is set by organizational policy.
8. When you are done, tap ← to return to the **Manage Access** screen.

Revoke access to a sent file

Before you begin: Manage permissions for files that you have shared.

1. In Sent items, tap ⋮ beside the file.
2. Tap **Manage Access**.
3. Tap ⋮ beside the user or group that you want to manage permissions for.
4. Tap **Revoke access**.
5. When you are done, tap ←.

After you finish: To restore access, see Manage access for a sent file.

Working with files

Using the file menu bar

The bar at the top of the screen displays menus and options that you can select when you view files.

The following options are available:

Tap this:	To:
🔍	Search text within your file. (This option is not available on image files.)
↝	Annotate your file.
💬	Tap to add, reply to, edit or delete comments.
⋮	Open this menu to access the following file actions (available options vary depending on file type, page count, annotations made, organizational policy, permissions, and so on): • Go to a specific page • Save file for offline access • Add file to Favorites • Send a copy of the file • Switch to single page or continuous view • Share annotations • View annotation bookmarks • Share a link to the file • Edit the Office file in Workspaces Editor • Open the file in a third-party application

Tip: Tap the center of the screen to show or hide the file menu bar.

Uploading and creating files

Upload a file, photo, or video from your device

1. Tap ＋ > **Upload Files, Photos, or Videos**.
2. Browse to the file, photo, or video that you want to upload
3. Select a file, photo, or video. To select multiple objects, tap and hold the first object, then tap each subsequent object.
4. Optional: Browse to the location where you want to store the file, photo, or video.
5. To notify workspace members of the upload, turn on **Notify the members of this workspace**.
6. Tap **Upload**.
    The file is uploaded. This may take a few moments.

Create a new document, spreadsheet, or presentation

1. Tap +.
2. Select a new file to create.
   - **New Document**
   - **New Spreadsheet**
   - **New Presentation**
3. Author your file.
4. After you finish authoring your file, tap ⋮ > **Save**.
5. Type a name for the file.
6. Select an action for the new file.

Task	Steps
Upload	a. Tap **Upload** > **Create** . b. Browse to the location where you want to save the file. c. If you would like to notify the members of the workspace that a new file has been added, turn on **Notify the members of this workspace**. d. Tap **Create**.

Task	Steps

Send a Copy
 	
Note: After you send a file, it is available under **Sent files**.
	a. Tap **Send a Copy** > **Create** .
	b. In the **Enter names or emails** area, do one of the following:
	
	  • To manually add recipient email addresses, enter the email addresses of the intended recipients. Use spaces to separate multiple email addresses.
	  • To select contacts from your device's contact list, tap ⊕ and select the contacts that you want to share the file with.
	
	c. If the **Manage Permissions** option is displayed, tap ⋮ and do any of the following to set the desired permissions:
	
	  • To require recipients to sign in to view the file, turn on **Require recipients to sign in**.
	  • To change the access permissions, tap ⋮ in the **Permissions** area and select the desired access level.
	  • To add a read acknowledgment request to the file, turn on **Require read acknowledgment**.
	  • To set a file expiration, when the file will no longer be accessible by the recipients, tap ⋮ in the **Expiration** area and select the desired time period. If you select **Specific date**, specify the date and time.
	  • To set who can access the file link, tap ⋮ in the **Allow access to** area and select the desired group: **Recipients only**, **Anyone with recipients' domain**, or **Everyone**.
	  • To specify whether the file is displayed to recipients with a watermark, turn the **Watermark** option on or off.
	
	    Note: When watermarks are turned on and permissions are set to **Full access**, watermarks are displayed in Workspaces viewers on all files. When permissions are set to any of the **Download protected** permissions, and files are downloaded, watermarks only display on PDF files and do not display on Office files opened in their native applications. Watermarks are set according to organizational policy.
	  • To allow permitted users to post and to view comments in the file comments panel, turn on **Commenting**.
	  • To allow users to upload a new version of the document to collaborate on, turn on **Allow upload of new versions**. For more information, see Collaborating on files
	  • To include annotations when sending the file (on files that contain annotations), turn on **Include annotations**.
	
	d. Tap ← to return to the **Send to recipients** screen.
	e. To send the file without notifying the recipient by email, turn off **Notify the recipient**.
	f. In the **Subject** area, edit the email subject.
	g. In the **Add a personal message box**, add a personal message.

Take and upload a photo or video

1. Tap + > **Take Photo or Video**.

2. Tap **Photo** or **Video**.

3. Take a photo or video as usual.

4. Tap **Upload.**
5. Tap **Continue**.
6. Navigate to the destination where you want to upload the photo or video.
7. Optional: To send a notification to workspace members that you uploaded a file, turn on **Notify the members of this workspace**.
8. Tap **Upload**.

Opening and viewing files

Open and view a file in BlackBerry Workspaces app for Android

1. Navigate to and tap the file that you want to open.
2. To scroll through the file or zoom in or out, use the standard touch gestures for your device.
3. To switch between viewing modes, tap ⋮ and select **Switch to single page view** or **Switch to Continuous View**.
4. To close the file and return to the list of workspaces and folders, tap ←.

   For more information about working in the file, see .

Opening shared files

You can open files shared with you using BlackBerry Workspaces. Files may be shared using email or you can find them in Received Files.

Opening a file in BlackBerry Workspaces can depend on the organization that the file originates from:

- If the file was shared from the organization that you are currently signed in to, you can tap the shared link to the file in the email, and it opens within Workspaces app for Android.
- If the file was shared from an organization other than the one that you are currently signed in to, you are prompted to sign in to or to switch to the organization site URL where the file you are opening is located. If you do not have a BlackBerry Workspaces account with that organization, you can create an account.

   Note: If you switch between organizations to view a file, your workspaces and sent and received files switch to the files in the organization that you are signed in to. For more information, see Switch accounts.
- If the shared file was forwarded to you, you may need to request permissions to access the file. Follow the instructions on the screen to request permission.

Note: If a file was shared with **Permissions** set to **Spotlight view**, you are only permitted to open the file in the BlackBerry Workspaces Web Application.

Open a shared file

To open a shared file, do one of the following:

- In **Received Files**, tap the file.
- In an email, tap the link to the shared file.

Open a file in a third-party application

To open a file in a third-party application, you must have permission to download the file.

1. Beside the file, tap ⋮ > **Open with**.
2. Select an app to open the file.

If you only have one app on your device that can open the file, the file automatically opens in that app.

Upload or send a file from another app

Import a file into a workspace from other Android apps.

Note: The maximum file size that can be uploaded to BlackBerry Workspaces in this way is 50MB, depending on available system resources.

1. In the app where you have the file open, for example, Adobe Reader, tap **Share** and then tap **Workspaces**.
2. Do one of the following:
   - Upload the file to a workspace from another app
   - Send a file by email from another app

Upload the file to a workspace from another app

1. In the app that you are using to view the file, for example, Adobe Reader, tap **Share** and then tap **Workspaces**. The **Share** screen appears.
2. In the **Share** screen, select **Upload** and then tap **Continue**.
3. Navigate to the workspace or folder that you want to upload the file to. You can create a new workspace or folder to store the file in if you tap + in an existing workspace.
4. To notify workspace members, turn on **Notify the members of this workspace**.
5. Tap **Upload**.
   The file is uploaded to the selected location. This may take a few moments.

Send a file by email from another app

Share files opened in third party applications securely via BlackBerry Workspaces.

1. In the app that you are using to view the file, for example, Adobe Reader, tap **Share** and then tap **Workspaces**. The Share file screen appears.
2. Tap **Send a Copy**.
3. Tap **Continue**.
4. In the **Enter name or emails** area, do one of the following:
   - To manually add recipient email addresses, enter the email addresses of the intended recipients.
   - To select contacts from your device's contact list, tap ⊕ and select the contacts you want to share the file with.
5. If the **Manage Permissions** option is displayed, tap ⋮ in the **Permissions** area and do any of the following to set rest of the desired permissions:
   - To require recipients to sign in to view the file, turn on **Require recipients to sign in**
   - To change the access permissions, tap ⋮ in the **Permissions** area and select the desired access level.
   - To set a file expiration, when the file will no longer be accessible by the recipients, tap ⋮ in the **Expiration** area and select the desired time period. If you select **Specific date**, specify the date and time.
   - To set who can access the file, tap ⋮ in the **Allow access to** area and select the desired group: **Recipients only Anyone within recipient's domain**, or **Everyone**
   - To specify whether the file is displayed to recipients with a watermark, turn the **Watermark** option on or off.

Note: When watermarks are turned on and permissions are set to **Full access**, watermarks are displayed in Workspaces viewers on all files. When permissions are set to any of the **Download protected** permissions, and files are downloaded, watermarks only display on PDF files and do not display on Office files opened in their native applications. Watermarks are set according to organizational policy.

- To allow permitted users to post and to view comments in the file comments panel, turn on, turn on **Commenting**
- Turn **Allow upload of new versions** on to enable collaboration. See Collaborating on files for more details.

6. Tap ← to return to the Send file screen.

7. In the **Subject** area, edit the email subject.

8. In the **Add a personal message** box, add a personal message.

9. Tap **Send**.
   The file is uploaded to the BlackBerry Workspaces server and an email containing a link to the file is sent. In the BlackBerry Workspaces app for Android, the file is located in your **Sent Files**.

Play media files

You can play media files (mp3, mp4, and mv4) directly in the BlackBerry Workspaces app for Android.

1. In the workspace or folder, browse to and tap a file to play it.

2. To pause playback, tap ⏸.

3. To resume playback, tap ▶.

4. To skip forwards or backwards, tap ⏭ and ⏮.

5. To change your location within the file, move the slider.

Editing files with Office Online

You can edit Microsoft Office files (.docx, .xlsx, .pptx) from the BlackBerry Workspaces app using Microsoft Office Online if your organization enabled it for Workspaces. You must have the appropriate permissions to edit the file.

Beside the file that you want to edit, tap ⋮ > **Edit**. Your changes are automatically saved. When you are done, tap the back button on your device.

Working with comments

You can have a discussion about a file in the comments area. You can mention people in your comments and can reply to comments that others make. Access the comments from the file list or from within the file.

Discussion comments are different from annotation comments. Sticky notes and similar annotation comments are made directly onto a file, and are not automatically visible to file collaborators. For more information see Annotating files.

Note: The ability to comment on files is enabled by organizational policy; contact your organization administrator for more information.

To view comments:

- Tap on any file to open it.
- Tap 💬.
- The comments pane of the file is displayed.

Create a comment

1. Tap a file to open it.
2. Tap ▤.
3. Enter your comment.
4. To mention someone in the comment, type @ and enter a specific email address or username.
5. Tap **Post**.

    Your comment is posted. If you mention someone in a comment using the @, they are notified by email.

After you finish:

If the person you mentioned does not have the necessary permissions to comment on the file, the workspace administrator receives an email notifying them that you are requesting permissions on their behalf.

If you are a workspace administrator the "Add permissions" message appears:

• Tap **Give permissions** to give access and commenting permissions for the file.

Reply to a comment

1. In a file, tap ▤ .
2. Below the comment that you want to reply to, tap **Reply** and enter your reply.
3. To mention someone in the comment, type @ and enter a specific email address or username.
4. Tap **Reply**.
    Your comment is posted. If you mentioned someone using the @ in a comment, they are notified by email.

After you finish: If the person you mentioned does not have the necessary permissions to comment on the file, the workspace administrator receives an email notifying them that you are requesting permissions on their behalf.

If you are a workspace administrator the "Add permissions" message appears:

• Tap **Give permissions** to give access and commenting permissions for the file.

Edit a comment

If you are the user that originally posted a comment, you are able to edit the comment after posting it.

1. Tap the desired file to open it.
2. Tap ▤ to open the comments panel.
3. Beside the comment that you want to edit, tap ⋮ > **Edit**.
4. Edit your comment and tap **Save**.

Anyone that is mentioned in the comment will receive a notification of your edit when the update is submitted.

Delete a comment

If you are the administrator in a workspace where a comment was posted, or if you are the user that originally posted a comment, you can delete comments.

1. Tap a file to open it.
2. Tap ▤ to open the comments panel.
3. Beside the comment you want to delete, tap ⋮ > **Delete**.
4. Tap **Delete**.

Request permission to comment

You can request commenting permissions on files that you already have access to.

Note: The ability to comment on files is enabled by organizational policy. Contact your organization administrator for more information.

1. From the content list, tap ⋮ beside the file.
2. Tap **Comments**.
3. When the **Request permission** message appears, tap **Request now**.

Your permission request is sent to the file owner or administrator.

Share your comments

When adding comments, if you mention another user by first typing @ and then typing their email address or username, they receive an email that notifies them of your mention and that contains a link to the file containing the comment.

The ability to add file comments is dependent on your organizational policy. For more information, contact your organization administrator.

1. Beside the file, tap ⋮ > **Comments**
2. To mention someone within a comment, type @ and enter an email address or username.
3. When you are finished, tap **Post**.
   Authorized recipients can view the comments by tapping on the link in the received email. If you mentioned a user or email address that does not have comment permissions on the file, but has access rights on the file, they are prompted to request comment permissions when they tap the link received in the email.

Annotating files

You can add colorful markups, text highlights, or sticky note comments to any file, and you can remove or edit your annotations at any time. Annotations are stored separately from the file, and are only made visible to file collaborators if you choose to share them.

When viewing a file, tap ▨ to access the annotation toolbar.

Use the drawing markup tool

1. From an open file, tap ▨.
2. Tap ✐ in the annotations toolbar.
3. Select the drawing markup tool color, size, and opacity.
4. Use your finger like a pen to draw on your file.
5. When you finish editing the file, tap ✓.

Use the line drawing tool

1. From an open file, tap ▨.
2. Tap ◢ in the annotations toolbar.
3. Tap where you want to place one end of the line, and drag your finger across the screen to the place where you want the line to end.
4. Do any of the following:

- To move one end of the line, tap the line to highlight it, then tap ✥. Tap and hold one of the end points of the line and drag it to the place in the file where you want the line to end.
- To move the entire line, tap the line to highlight it, then tap ✥. Tap and hold the line and drag it to another place in the file.
- To change the line color, width, opacity, or end point shape, tap the line to highlight it, then tap on one of the options.

5. When you finish editing the file, tap ✓.

Highlight text

1. From an open file, tap ◪.
2. Tap ✐.
3. Select the highlighter color.
4. Use your finger to highlight text.
5. When you finish editing the file, tap ✓.

Add comments to a file in a sticky note

1. In a file, tap ◪ beside the file name.
2. Tap ▤.
3. Select a sticky note color.
4. Tap the location on the file where you want to add the sticky note.
5. Type the text that you want to add to the sticky note.
6. When you finish editing the sticky note, tap ✓.
7. When you finish editing the file, tap ✓.

View annotations

You can view the annotations that you made on a file, or that others shared with you.

1. From an open file, tap ⋮ > **Annotation Bookmarks**

   You can see annotations from other users if they have shared them with you.
2. To select which user's annotations to view, tap ❯ beside one of the choices in the list.
3. Tap any item in the list to go to its location in the file.
4. Optionally, tap on a sticky note to open it.

Erase drawings, highlights, and annotations

Use the eraser to delete your drawing markups, lines, and highlights.

1. From an open file, tap ◪.
2. Tap ◆ to select the eraser.
3. Tap the drawing, line, or highlight that you want to delete.

Edit annotations

Edit, move, or delete annotations.

1. To edit a mark up or line drawing, tap the line drawing and do one of the following:

- To change the color, select the desired color.
- To change the thickness or opacity, select the desired setting.
- To move the drawing, tap ✛, drag it to the desired location and tap **DONE**.
- To delete the drawing, tap 🗑.

2. To edit highlighted text, tap the highlight and do one of the following:

   - To change the color, select the desired color.
   - To delete the highlight, tap 🗑.

3. To edit a sticky note, do one of the following:

   - To change the color, tap the note and select the desired color.
   - To edit the text, tap the note and edit the text.
   - To move the sticky note, drag it to the desired location.
   - To delete the sticky note, tap the note and then tap 🗑.

Share your annotations

When you share annotations with other users, the recipients receive an email that contains a link to the annotated file.

The option to share your annotations is only visible for annotated files.

Note: If you want to share your file with users who are not part of the workspace, either send a copy of the file (see Sending a copy of your file), or share the workspace (see Sharing a workspace) to add the user to the workspace and share your file with them.

1. Tap ⋮ beside the file, then tap **Share annotations**.
2. In the **Enter name or emails** area, do one of the following:

   - To manually add recipient email addresses, enter the email addresses of the intended recipients.
   - To select contacts from your device's contact list, tap ⊕ and select the contacts you want to share the file with.
3. Optional: In the **Subject** area, edit the email subject.
4. Optional: In the **Add a personal message** box, add a personal message.
5. Tap **SHARE** to share the file.
   Authorized recipients can view the file by tapping on the link in the received email. If a recipient does not have permission to access the file, they are prompted to request access permissions when they tap the link received in the email.

Search within files

Search for text within files

1. To search for specific text in a file, tap 🔍 and type the text that you want to search for.
2. Tap **Go**.
   The file viewer will display the first page that contains an instance of the text that you are searching for, with the text highlighted in yellow.
3. Use the up and down arrows on the search tool bar to navigate between instances of the text in the file.
4. Tap ✕ to close the search bar.

Locking and unlocking files

Lock a file to prevent other users from uploading a new version for 24 hours. This feature is enabled by organizational policy.

You can lock a file if you are a workspace administrator, contributor, or a user who has permission to update the file.

If another user is working in the file when you lock it, they receive a notification in the open file. If they save the file after you lock it, their file version saves as a conflicted copy.

By default, files unlock after 24 hours. Files can be unlocked at any time by the person who locked the file or by a workspace administrator. When the file lock expires or a workspace administrator unlocks the file, the user that initially locked the file receives an email notification.

If your BlackBerry Workspaces account is deleted from your organization, your locked files are automatically unlocked.

Note: Only the locking action locks a file. Opening or editing a file does not lock the file.

Lock a file

* Do one of the following:

    * Next to the file that you want to lock, tap ⋮ and turn on **Lock**.
    * In an open file, tap ⋮ > **Lock**.

    The file is locked for 24 hours. During that time it can only be unlocked by you or by a workspace administrator. When the 24 hours expires, the lock is automatically removed.

    Note: Locked files are marked with 🔒.

Unlock a file

Locked files are marked with 🔒.

You can unlock a file:

* If you locked the file.
* If you are a workspace administrator.

* Do one of the following:

    * Beside the file that you want to unlock, tap ⋮ and turn off **Lock**.
    * In an open file, tap ⋮ and clear the **Lock** checkbox.

Track file activities

File owners and workspace administrators can access the file activity log.

1. Tap ⋮ next to file for which you want to track activities.
2. Tap **Track Activities**.
3. Tap an entry to see more details.

Acknowledge reading a file

If read acknowledgements are enabled in your organizations's environment, users can request read acknowledgement for files that they send to you or for all files in a workspace that they share with you. When you acknowledge that you have read a file, the user receives a notification.

Before you begin: You can access all the files that require your read acknowledgement from the main access menu under **Pending acknowledgement**. You can also access each file from the workspace or folder where it is stored. Files pending acknowledgement are displayed with .

1. Open a file that is pending read acknowledgement.
2. At the bottom of the file, tap **Tap here to acknowledge you have read the file**.

Your acknowledgement is registered. To learn more, see Read acknowledgement.

Managing workspaces, folders, and files

You can manage workspaces, folders, and files from your device.

Create a workspace

1. Tap **+** > **Add Workspace**.
2. In the **Enter workspace name** area, enter the name for the workspace.
3. Optional: In the **Enter workspace description** area, enter a description for the workspace.
4. Optional: In the **Add administrators' email addresses** area, enter the email addresses of users that you want to add as workspace administrators.
5. If your organizational policy allows it, turn **Read Acknowledgement Required** on or off.
6. Optional: If your organizational policy and registration allows it, turn **Enforce offline access** on.
   If you select this option, only workspace administrators can remove it
7. Tap **Create**.

Create a workspace on an external repository

1. Tap **+** > **Add Workspace**.
2. In the **Enter workspace name** area, enter the name for the workspace.
3. Optional: In the **Enter workspace description** area, enter a description for the workspace.
4. In the **Path** box, enter the repository path.

   The path value determines the root level of the repository. It must begin with the same **Allowed path** as set by the Organization Administrator when the connector was configured.

   For example: Where the Organization Administrator set the allowed path to `\\fileshare\`, the following paths are valid:
   - `\\fileshare\`
   - `\\fileshare\folderA\folderB`
5. For SharePoint and CIFS workspaces, in the **Domain** box, enter the repository domain.
6. In the **User name** and **Password** boxes, enter your access credentials for the external repository.
7. Tap **Create**.

Working with an iManage repository

Before you begin: Your BlackBerry Workspaces administrator must configure a connection to your organization's iManage Cloud repository before you can access your iManage files.

1. Tap ≡.
2. Tap **iManage Work**.
3. Enter your username and password.
4. Tap **Sign In**.

After you finish: After you sign in to your iManage repository, you can perform the following actions:

- **Matters (Mapped workspaces)**: Share workspaces securely. Your My matters list will display with an iManage icon. When you tap on the Matters folders, they will become workspaces that you can share automatically.

- **Folders**: Share links to a folder, rename a folder, and delete a folder.
- **File**: Send a copy of a file, share a file, share a link to a file, rename a file, delete a file, track activities on a file, access files when offline, and manage access to files. In every iManage workspace, files that have been shared with you display in a "Shared with me" folder.
  Note: When you disconnect from an iManage repository, permissions for all users that were given through workspaces are removed. After you disconnect, the iManage workspaces, folders, and files are displayed with an iManage icon to differentiate them from workspaces. When you reconnect to the iManage repository, you can provide new permissions.

Working with a Dropbox repository

You can manage your Dropbox repository from the BlackBerry Workspaces app if your administrator allows it. When you disconnect from your Dropbox repository, your Dropbox content no longer displays and user permissions are removed.

1. Tap ☰.
2. Tap **Dropbox**.
3. Tap **Sign in**.
4. Enter the email address and password for your Dropbox account.
5. Tap **Sign in**.
6. To allow BlackBerry Workspaces to access the files and folders in your Dropbox, click **Allow**.

Access Dropbox folders that are shared with you

When a Dropbox user shares a Dropbox folder with you, you must accept an invitation to access the files in that folder from the BlackBerry Workspaces app.

Before you begin: Sign in to your Dropbox account from the BlackBerry Workspaces app.

1. In the BlackBerry Workspaces app, click ☰.
2. Click **Dropbox**.
3. Tap the invitation that you want to accept.
4. Tap **Accept** to confirm.

Create a folder

1. Browse to the location where you want to add a new folder.
2. Tap + > **Add Folder** .
3. In the **Enter folder name** area, enter the name for the folder.
4. Tap **Create**.

Rename a workspace, folder, or file

1. Tap ⋮ to the right of the workspace, file, or folder that you want to rename.
2. Tap **Rename**.
3. Enter the desired name, and tap **Rename**.

Share the link to a workspace, folder, or file

When you share the link for an item, recipients with sufficient permissions can access the item's link.

To share the link to a workspace, folder, or file:

1. Tap ⋮ next to the desired item.
2. Tap **Share link**.
3. Select a method for sharing the link, and share the link according to the method you chose.

Send a message

Send a message to users that have access to a workspace, folder, or file.

1. Tap ⋮ beside the workspace, file, or folder.
2. Tap **Message**.
3. In the **Add group or member** area, do one of the following:
   - To manually add recipient email addresses, enter the email addresses of the intended recipients.
   - To select contacts from your device's contact list, tap ⊕ and select the contacts that you want to share the file with. When you are finished, tap **Done**.
4. In the **Subject** area, enter the email subject.
5. In the **Message** box, enter a personal message.
6. Tap **Send**.

Mark a workspace, folder, or file as a favorite

Mark an item as a favorite to highlight files of importance to you. Workspaces, folders and files that you choose to mark as favorites are displayed with the ⭐ icon and appear on your favorites page. You can access your favorites page from the main access menu, and you can access your five most recently added favorites from the home screen.

In the content area, do one of the following:

- Tap ⋮ beside the file that you want to mark as favorite and turn on **Add to Favorites**.
- Tap and hold a file that you want to select and tap on subsequent files to select them as well. Tap ≡ and turn on **Add to Favorites**.

The files are marked as favorite and added to your favorites page.

Move a folder or file

Move folders or files to another location within the same workspace.

1. Tap the folder or file icon of the item that you want to move. When successfully selected, the item icon will change to ✓ .
2. Tap ≡.
3. Tap **Move**.
4. Browse to the location where you want to move the folder or file, and tap **Move**.
    Depending on the size of the folder or file you selected, the procedure may take a several minutes.

Select multiple files and folders

You can select multiple files and folders at a time to perform an action on multiple items at once.

Note: You cannot select workspaces.

1. Within a workspace list, tap ⋮ on the toolbar.
2. Tap **Select** or **Select all** from the drop down list.
3. If you chose **Select** tap the folder or file icons of each item that you want to select. Folder and file icons change to ✓ when they are selected.
4. Tap ≡ to view the actions that you can perform on the selected files. Depending on the type of items you selected, actions can include **Send a copy**, **Share link**, **Access offline**, **Add to favorites**, **Move**, and **Delete**.

View workspace or folder information

View information about a workspace or folder, including creation date, the total number of files, and your permissions in the workspace or folder, based on your role.

1. Tap ⋮ beside the item that you want to view information for.
2. Tap ⓘ.

View recent locations

View a list of file locations, such as workspaces and folders, that you visited recently. You can manage the list of recent search locations, search for a particular location, and jump to a location.

1. Tap ≡.
2. Tap **Recent Locations**.
3. Tap a location to jump to it.
4. To search for a listed location, tap 🔍 in the action bar.
5. To clear the list of recent locations, in the action bar, tap ⋮ > **Clear Recent**.

Managing access

Workspace administrators can manage access to workspaces, folders, and files.

If you are a workspace administrator, you can add users as members in any of the following ways:

- As individuals
- As an Active Directory group
- As a group that you create by adding individuals
- As an email domain (this gives access to anyone within the email domain)

You can set each member's role and permission level to determine how they can access files in the workspace or folder. For example, you can grant them permission to download and print a file.

You can also give members the position of Group Manager, enabling them to add other members to a group without giving them the rights to change or modify other permissions.

For more information on the meaning of user roles and permissions, including customized access to folders and files, see User roles and permissions.

Manage access to workspaces, folders, and files

You can give users access to a workspace, folder, or file. You can give access to individuals, Active Directory groups, new groups, or email domains. Giving a user or group access to an item makes them a member of that workspace, folder, or file.

1. Beside the workspace, folder, or file that you want to give access to, tap ⋮ > **Manage Access**.
2. Tap +.
3. To add users or groups, perform one of the following tasks:

Task	Steps
Group	a. Tap **Group**. b. In the **Enter group name** field, enter a name for the group you are adding. c. In the **Enter email addresses or distribution lists** area, add group members. d. Add email addresses in the **Add group managers** area to grant specific members permission to add or remove group members.
Users	a. Tap **Users**. b. Enter email addresses of users you want to add. c. Select or add members to the **Add group managers** to grant specific members permission to add or remove group members.
Email domain	a. Tap **Email domain**. b. Enter the domain name. For example, **domain.com**
Active Directory group	a. Tap **Active Directory group**. b. Enter the Active Directory group name.

4. To add members and set permissions without notifying members, turn off **Notify members**.

5. To change the member's role, tap ⋮ in the **Role** area and select one of the following:
   - **Visitors**
   - **Contributors**

6. To change the access permissions, tap ⋮ in the **Permissions** area and select the desired access level.

7. To set a file expiration, when the file will no longer be accessible by the recipients, tap ⋮ in the **Expiration** area and select the desired time period. If you select **Specific date**, specify the date and time.

8. To specify whether the file is displayed to recipients with a watermark, turn the **Watermark** option on or off.

   Note: When watermarks are turned on and permissions are set to **Full access**, watermarks are displayed in Workspaces viewers on all files. When permissions are set to any of the **Download protected** permissions, and files are downloaded, watermarks only display on PDF files and do not display on Office files opened in their native applications. Watermarks are set according to organizational policy.

9. To allow permitted users to post and to view comments in the file comments panel, turn on **Commenting**.

10. Tap **Apply**.

    For more information see Permissions.

    Note: The **Advanced Rights Management** permissions set is available for BlackBerry Workspaces Enterprise ES Mode and BlackBerry Workspaces Enterprise ES (Restrict Full Access) Mode only. For more information, contact your organization administrator.

View group members

1. Tap ⋮ > **Manage Access** beside a workspace, folder, or file whose group members you want to view.

2. To view the members of a group, tap the group name or tap ⋮ > **View members** .

3. To switch between viewing the group members that are permitted to access the item and the members that are not permitted to access the item, tap ⋮ in the toolbar and tap **Members with no Access** or **Permitted members only**.

Delete members

Delete groups, individual users, or email domains to remove their access to a workspace, folder, or file.

1. Tap ⋮ beside a workspace, folder, or file.

2. Tap **Manage Access**.

3. Tap ⋮ beside the individual, group, or domain that you want to delete.

4. Tap **Delete**.

5. In the confirmation message that appears, tap **Delete**.

The user or user group is removed from the workspace and their access to the workspace is revoked.

Managing member permissions

BlackBerry Workspaces app for Android allows you to respond to permission requests on a file, edit permissions for workspaces, folders, or files, revoke or restore access, change a group name or description, and add or remove group members.

Manage permissions requests for workspaces, folders, or files

Review and take action on permissions requests for your files, folders, and workspaces by other users.

Note: Options available may vary depending on the nature of the request and the location of the requested file.

1. To access a permission request, do one of the following:

   - Tap a permission request notification.
   - Tap ☰ > **Permission requests**.

2. Do one of the following:

   - Tap **Approve**
   - Tap **Deny**

3. If you tap **Approve,** choose one of the following options:

Option	Steps
Tap **Add user to this <workspace, folder, or file> only**	Do any of the following: • To change the member's role, tap ⋮ in the **Roles** area and select **Visitors** or **Contributors**. • To change the access permissions, tap ⋮ in the **Permissions** area and select the desired access level. • To set a file expiration, when the file will no longer be accessible by the recipients, tap ⋮ in the **Expiration** area and select the desired time period. If you select **Specific date**, specify the date and time. • To specify whether the file is displayed to recipients with a watermark, turn the **Watermark** option on or off. **Note:** When watermarks are turned on and permissions are set to **Full access**, watermarks are displayed in Workspaces viewers on all files. When permissions are set to any of the **Download protected** permissions, and files are downloaded, watermarks only display on PDF files and do not display on Office files opened in their native applications. Watermarks are set according to organizational policy. • To allow permitted users to post and to view comments in the file comments panel, turn on **Commenting**.
Tap **Add user to an existing group with access to all its files**	a. Tap **Select group**. b. Tap a group name.

For more information on permissions, see User roles and permissions. For more information about groups, see Working with groups.

The permission request is completed. If you approved the request, the user is notified. If you denied the request, no notification is sent.

Edit access to a workspace, folder, or file

1. Tap ⋮ beside the workspace, folder, or file for which you want to edit member access.
2. Tap **Manage Access**.
3. Beside the individual, group, or domain that you want to edit, tap ⋮ > **Manage Permissions**.
4. To add members and set permissions without notifying members, turn off **Notify members**.
5. To change the member's role, tap ⋮ in the **Role** area and select one of the following:

    - **Visitors**
    - **Contributors**

6. To change the access permissions, tap ⋮ in the **Permissions** area and select the desired access level.
7. To set a file expiration, when the file will no longer be accessible by the recipients, tap ⋮ in the **Expiration** area and select the desired time period. If you select **Specific date**, specify the date and time.
8. To specify whether the file is displayed to recipients with a watermark, turn the **Watermark** option on or off.

    Note: When watermarks are turned on and permissions are set to **Full access**, watermarks are displayed in Workspaces viewers on all files. When permissions are set to any of the **Download protected** permissions, and files are downloaded, watermarks only display on PDF files and do not display on Office files opened in their native applications. Watermarks are set according to organizational policy.

9. To allow permitted users to post and to view comments in the file comments panel, turn on **Commenting**.
10. Tap **Apply**.

    For more information see Permissions.

    Note: The **Advanced Rights Management** permissions set is available for BlackBerry Workspaces Enterprise ES Mode and BlackBerry Workspaces Enterprise ES (Restrict Full Access) Mode only. For more information, contact your organization administrator.

Revoke access

Revoke access to workspaces, folders, or files for any workspace user.

1. Tap ⋮ beside the workspace, folder, or file that you want to revoke user access to.
2. Tap **Manage Access**.
3. Beside the member or group whose access you want to revoke, tap ⋮ > **Revoke access**.
4. In the confirmation message, tap **Revoke**.
    The member can no longer access the selected item, however they remain an item member and access can be restored later if desired.

Restore access

Restore access to workspaces, folders, or files for any workspace user.

1. Beside the workspace, folder, or file that you want to restore a member's access to, tap ⋮ .
2. Tap **Manage Access**.
3. To view all item members that do not currently have access, tap ⋮ > **Members with no access**.
4. Beside the member that you want to restore access for, tap ⋮ > **Manage permissions**.
5. To add members and set permissions without notifying members, turn off **Notify members**.

6. To change the member's role, tap ⋮ in the **Role** area and select one of the following:

   - **Visitors**
   - **Contributors**

7. To change the access permissions, tap ⋮ in the **Permissions** area and select the desired access level.

8. To set a file expiration, when the file will no longer be accessible by the recipients, tap ⋮ in the **Expiration** area and select the desired time period. If you select **Specific date**, specify the date and time.

9. To specify whether the file is displayed to recipients with a watermark, turn the **Watermark** option on or off.

   Note: When watermarks are turned on and permissions are set to **Full access**, watermarks are displayed in Workspaces viewers on all files. When permissions are set to any of the **Download protected** permissions, and files are downloaded, watermarks only display on PDF files and do not display on Office files opened in their native applications. Watermarks are set according to organizational policy.

10. To allow permitted users to post and to view comments in the file comments panel, turn on **Commenting**.

11. Tap **Apply**.

12. In the confirmation message, tap **Change Permissions**.

    For more information see Permissions.

    Note: The **Advanced Rights Management** permissions set is available for BlackBerry Workspaces Enterprise ES Mode and BlackBerry Workspaces Enterprise ES (Restrict Full Access) Mode only. For more information, contact your organization administrator.

Working with groups

View and search for group members, add and remove group members, add or remove group managers, and rename groups.

Search for groups and members

Search for groups or members within groups.

1. Tap ⋮ beside the workspace, folder, or file that you want to search in.

2. Tap **Manage Access**.

3. Beside the workspace name, tap 🔍.

4. In the **Search groups and members** field, enter the name of the user you want to locate. If you search for a member, the search results that are groups display how many members of the group match your search.

5. Tap the search result you want to see. In a group, the member names that matched your search are displayed.

View group members

1. Tap ⋮ beside the workspace, folder, or file that you want to view group members in.

2. Tap **Manage Access**.

3. Next to the group that you want to view, tap ⋮ > **View Members**.

The group's members are displayed. From this screen, you can also add members and group managers to the group.

Assign group manager

Assign the group manager role to enable a group member to add and remove people from the workspace group. Group managers appear at the top of the list of members and are marked with the settings icon.

Note: Group managers cannot manage group permissions, which are managed by workspace administrators.

1. In the workspace, folder or file, tap ⋮ > **Manage Access**.
2. Select the group and tap ⋮ > **View members**.
3. Select the group member that you want to make group manager and tap ⋮ > **Set as Group Manager**.

Remove group manager

Remove a user from the group manager role.

1. Tap ⋮ > **Manage Access** beside a workspace, folder, or file .
2. Select a group and tap ⋮ > **View members** .
3. Select the group member that you want to remove from group managers and tap ⋮ > **Set as Group Manager** to turn the setting off.
   The user is removed as a group manager but remains a member of the group. To delete the user from the group, see Remove a user from a group.

Add a user to a group

1. Tap ⋮ beside the workspace, folder, or file that is shared with a group that you want to add members to.
2. Tap **Manage Access**.
3. Beside the group that you want to add members or managers to, tap ⋮ > **Add member** .
4. Do one of the following:
   - To add a member to the group, in the **Enter email addresses or distribution lists** area, type the user's email address, or tap ⊕ to add them from your contact list.
   - To add a member as a group manager, in the **Add group managers** area, type the user's email address, or tap ⊕ to add them from your contact list.
5. Tap **Add**.

   New group members and group managers are not notified that they were added to the group or given additional permissions.

Remove a user from a group

1. Tap ⋮ beside the workspace, folder, or file that you want to remove group members from.
2. Tap **Manage Access**.
3. Beside the group that you want to edit, tap ⋮ > **View members** .
4. Beside the group member that you want to delete, tap ⋮ > **Delete**.
5. In the confirmation message that appears, tap **Delete**.

Rename a group

1. Tap ⋮ beside the workspace, folder, or file that the group has access to.
2. Tap **Permissions**.
3. Beside the group that you want to rename, tap ⋮ > **Rename group**.
4. Type a new name for the group. Tap **RENAME**.

Message members

Send a message to permitted groups or individual members.

Note: You cannot send a message to an email domain.

1. Tap ⋮ beside the item name to message members in a specific workspace, folder, or file.
2. Tap **Manage Access**.
3. Tap ⋮ > **Message** beside the workspace member or group that you want to message.
4. In the **Subject** area, type a subject for the email
5. In the **Message** box, type a personal message
6. Tap **Send**.

Restore inheritance

Folders and files that have broken inheritance (different permissions) from their parent workspace or folder are displayed with 📁.

Restoring inheritance restores the permissions held by the parent workspace or folder.

For more information on inheritance, see Customizing access to folders or files.

1. Tap ⋮ > **Manage Access** beside the folder or file for which you want to restore inheritance,
2. In the **This folder/file does not inherit role/permissions** message, tap **Inherit now**.
3. Optional: If you are restoring inheritance to a folder, select at least one folder.
    - Select **This folder only** to apply the permissions to this folder only.
    - Select **This folder and all its subfolders and files** to apply the permissions to the folder and all its subfolders, including those with broken inheritance.
4. If a confirmation message appears, tap **Inherit**.

   The selected item inherits the access roles and permissions of the parent entity.

   If you selected **This folder and all its subfolders and files**, the inherited permissions are applied to all sub-folders or files that inherit permissions from the folder for which you are restoring inheritance. Restoring inheritance to a folder does not restore inheritance to any subfolders and files within that folder that have broken inheritance with it.

Managing notifications

You can receive notifications about the latest activity on your files including file shares, file comments with mentions, file read acknowledgement requests, and file lock status. You can interact with and organize your notifications in various ways, including viewing notifications, filtering notifications, and marking notifications as read.

View notifications

1. In the toolbar, tap ≡.
2. Tap **Notifications**.
   The number of unread notifications is displayed beside the **Notifications** menu item.

Filter notifications

1. Tap **Notifications**.
2. In the upper right-hand corner, tap ⋮.
3. Tap **Filter by**.
4. Select one of the following filters:

   - All
   - Read
   - Unread
   - Shared with me
   - Comments
   - Permission requests

Mark notifications as read or unread

1. In the toolbar, tap ≡.
2. Tap **Notifications**.
3. Do one of the following:

   - Tap **Select**. Tap the notifications that you want to mark as read.
   - Tap **Select all**.
4. Tap ≡.
5. Tap **Mark as read/unread**.

Delete notifications

1. In the toolbar, tap ≡.
2. Tap **Notifications**.
3. Do one of the following:

- Tap **Select**. Tap the notifications that you want to delete.
- Tap **Select all**.

4. Tap ≡.

5. Tap **Delete**.

Manage comments

1. In the toolbar, tap ≡.
2. Tap **Notifications**.
3. Tap the notification for the comment that you want to view or reply to.
4. Do one of the following:

   - Tap **Reply**. Enter a message in the **Reply** field and tap **Reply**.
   - Tap **View**. You are taken to the file in the file viewer. Tap 🗨 to access the comments pane and navigate to the comment you were mentioned in.

Manage permission requests

1. Tap ≡ > **Notifications**.
2. Tap the notification that you want to manage a permission request for.
3. Tap **Approve**.
4. Do one of the following:

   - Tap **Approve**
   - Tap **Deny**
5. If you tap **Approve,** choose one of the following options:

Option	Steps
Tap **Add user to this <workspace, folder, or file> only**	In the **Permissions** area, do any of the following: • To change the access permissions, tap ⋮ in the **Permissions** area and select the desired access level. • To set a file expiration, when the file will no longer be accessible by the recipients, tap ⋮ in the **Expiration** area and select the desired time period. If you select **Specific date**, specify the date and time. • To specify whether the file is displayed to recipients with a watermark, turn the **Watermark** option on or off. **Note:** When watermarks are turned on and permissions are set to **Full access**, watermarks are displayed in Workspaces viewers on all files. When permissions are set to any of the **Download protected** permissions, and files are downloaded, watermarks only display on PDF files and do not display on Office files opened in their native applications. Watermarks are set according to organizational policy. • To allow permitted users to post and to view comments in the file comments panel, turn on **Commenting**.
Tap **Add user to an existing group with access to all its files**	a. Tap **Select group**. b. Tap a group name.

For more information on permissions, see User roles and permissions. For more information about groups, see Working with groups.

The permission request is completed. If you approved the request, the user is notified. If you denied the request, no notification is sent.

Configure the notifications that you want to receive

1. In the toolbar, tap ≡.
2. Tap **Settings**.
3. Select one or more of the following settings:
   - Mentions
   - Comments
   - Items shared with me
   - Edits shared with me
   - Requests for access

Other notification types

The following are additional notifications that you might receive.

Notification type	User action	Results
Manage workspace shared with you	Open	Opens the workspace
Manage folder shared with you	Open	Opens the folder
Manage file shared with you	View	Opens the file in the file viewer
Manage notifications for a Quick send file (these types of files are sent as a copy)	View	Opens the file in the file viewer
Manage notifications for multiple files	Go	Opens the files in the received files section of the BlackBerry Workspaces Web Application
A new version of a file was uploaded	View	Opens the file in the file viewer A notification is sent to the user that originally uploaded the file and to all users that have updated the file.
Manage shared annotated files	View	Opens the file in the Workspaces Viewer with annotations displayed
Manage file read acknowledgement	View	Opens the file in the file viewer
A new version of a file was uploaded with read acknowledgement	View	Opens the file in the file viewer
Manage unlocked files	Lock again	Locks the file

Working offline

You can save your folders or files to your Android device so that you can access them offline. Files saved for offline access are downloaded to your device and stored securely in a protected cache.

Depending on your organization's policy, workspace owners can enforce that all files save offline for all workspace members as they create theworkspace. Requiring files to be saved offline makes sure that the files are always available to every member of the workspace.

Save for offline access

Save workspaces, folders, and files for offline access.

- Locate the item that you want to save for offline access and do one of the following:
  - Swipe left on the item.
  - Tap ⋮ beside the item and turn on **Access Offline**.

Enforce offline access in a workspace

As a workspace owner, you can enforce offline access on a workspace for all members of the workspace. This feature is only available to registered organizations.

Offline access can be enforced on a workspace only when you Create a workspace.

The workspace will be enforced with offline access to all members that you add to the workspace.

Pause automatic offline saving

Pause the download of any files that are being saved for offline access to save system resources.

1. Swipe down from the top of your device screen to access the Android notification menu.
2. Locate the Workspaces **Save for offline** item and tap **Pause Download**.
3. To resume the download, tap **Resume Download**.

Remove files saved for offline access

You can remove individual downloaded files or remove all downloaded files from the protected cache on your Android device.

 To delete files, do one of the following.

Delete one file	Tap ⋮ beside the file or folder that you want to delete from offline access and turn off **Access Offline**.
Delete all files	Tap ☰ > ⚙ > **Clear files saved for offline** .

Access files and folders saved for offline work

You can access items that you saved for offline access.

To view the files and folders that you saved for offline access, tap ☰ > **Offline Access** .

Managing your settings

To open the **Settings** dialog, tap ≡ > ✿ .

Add accounts

If you have more than one BlackBerry Workspaces account, you can add each account and switch between them as needed. Each account must be for a different Workspaces server (for example, example1.watchdox.com and example2.watchdox.com).

Note: This setting is accessed directly from the main access menu.

1. In the toolbar, tap ≡.
2. Tap the account name.
3. Tap **Add Account**.
4. Enter the credentials for the Workspaces account that you want to add and tap **Sign In**.
   You are signed in to the account you added.

After you finish: To switch between your accounts, see Switch accounts.

Switch accounts

If you have signed into more than one BlackBerry Workspaces account, you can switch between your different accounts.

1. Tap ≡.
2. Tap the name of the account that you are currently signed into.
3. Tap the account that you want to access.
   The main screen appears for the selected account.

Set a storage limit

Set the amount of device memory that can be used for downloaded files.

1. In the toolbar, tap ≡ > ✿ .
2. In the **Set Storage Limit** area, move the slider to the storage limit that you want to set.

   Note: If the allocated device memory becomes full while files are downloading, the download stops.

Limit file transfer to Wi-Fi

Restrict syncing to only when connected to Wi-Fi in order to conserve your cellular data.

1. In the toolbar, tap ≡ > ✿ .
2. Turn **Sync files only over Wi-Fi** on or off.

Set an app lock

Set a password that must be entered each time BlackBerry Workspaces app for Android is opened on your device.

Note: If your organization configured this setting for all users, you cannot change this setting.

1. In the toolbar, tap ≡ > ⚙ .
2. Turn on **App lock**.
3. Enter and confirm a password.

Change your app lock password

1. In the toolbar, tap ≡ > ⚙ .
2. Tap **Change lock code**.
3. Enter your current lock code.
4. Enter and confirm your new lock code.

Manage notifications

Get notifications about the latest activity on your files including file shares, file comments with mentions, file read acknowledgement requests and receipts, and file lock status.

Note: Notification settings are system wide and cannot be set for individual item types.

1. In the toolbar, tap ≡ > ⚙ .
2. Turn **Show Notifications** on or off depending on your preferences and select the types of notifications that you want to receive.
3. Turn **Vibrate** on or off depending on your preferences.
4. Turn **Sound** on or off and set your ringtone.

Access help or contact support

Access the BlackBerry support portal and open the list of new features in the Workspaces app for Androidto learn more about

app.

1. In the toolbar, tap ≡ > ⚙ .
2. Do one of the following:
   - To access the support portal, scroll down to **Support** and tap **Help**.
   - To contact support, scroll down to **Support** and tap **Contact Support**.
   - To access the version updates, scroll down to **About** and tap **New in this version**.

Read the privacy policy

You can open the BlackBerry Workspaces app for Android privacy policy on your device or download it as a PDF.

1. In the toolbar, tap ≡ > ⚙ .
2. Tap **Privacy Policy**.

Read the terms of service

You can download the BlackBerry Workspaces app for Android terms of service as a PDF.

1. In the toolbar, tap ≡ > ⚙ .
2. Tap **Terms of Service**.

User roles and permissions

User roles and permissions are set for each workspace member and for recipients of shared files.

Workspace members

Workspace members can be added individually and assigned a role and permission set, or organized into groups with a group role and permission set. Members can access all workspace folders and files unless your organization's BlackBerry Workspaces administrator specifies otherwise. Members are workspace-specific and their defined permissions in one workspace does not grant them access to other workspaces or their folders and files.

Roles

Use roles to determine user management capabilities within a workspace or folder. Define roles when you create a workspace, and change or remove roles later by editing access.

There are three standard roles with predefined capabilities. Organizations that are configured for creating custom roles can offer additional roles with unique capabilities.

The standard roles are described here:

Administrators

Workspace administrators have full control over the workspace and its folders and files (upload, download, move, delete, and so on). Administrators can also manage workspace groups and users. By default, the workspace creator is added to the Administrators group.

Contributors

Contributors perform the following actions:
- Folder level: Add and delete folders, move files across folders, and move and rename folders.
- File level: Upload, move, rename, and remove files.

Visitors

Visitors can access workspace files depending on their permissions. Visitors cannot upload files to workspaces. Default file permissions for visitors are set by your organization administrator.

Permissions

Use permissions to define user access rights for workspace files. A number of permission sets are available, depending on what has been set by your organization BlackBerry Workspaces administrator, and according to your organization's defined enterprise mode.

Available permission sets

Full access

Users with full access permissions can perform all actions in BlackBerry Workspaces.

Advanced rights management

The **Advanced Rights Management** (Download protected) permission sets are available for BlackBerry Workspaces Enterprise ES Mode and BlackBerry Workspaces Enterprise ES (Restrict Full Access) Mode only.

The following table details the available permissions for each advanced rights management permission level.

	Download Full access	Download Protected	View online	Copy	Edit	Print	Programmatic access
Download protected, edit, copy & print	-	Yes	Yes	Yes	Yes	Yes	-
Download protected, edit & print	-	Yes	Yes	-	Yes	Yes	-
Download protected & edit	-	Yes	Yes	-	Yes	-	-
Download protected & print	-	Yes	Yes	-	-	Yes	-
Download protected	-	Yes	Yes	-	-	-	-

Online only

	Download Full access	Download Protected	View online	Copy	Edit	Print	Programmatic access
View & print	-	-	Yes	-	-	Yes	-
View	-	-	Yes	-	-	-	-

Spotlight view	-	-	Spotlight view only (blurred outside of subject area to block over the shoulder viewing)	-	-	-	-
No access	-	-	-	-	-	-	-

Customizing access to folders or files

Entities (individuals, groups, or members of an email domain) can access workspace folders and files, based on the permissions you selected.

Permissions can be adjusted by applying different permission levels. When adding new entities, you can also select if you want to give them access to all workspace folders and subfolders or to add them only to the selected item and any subitems that inherit permissions.

If you choose to allow only certain entities to access a certain folder or file, this creates broken inheritance with the parent workspace or folder, and the item icon is marked with a broken chain; .

If you choose to only give permissions to a folder and subitems that inherit permissions, this will break inheritance for the folder, and for all child items as well. All subfolders or files under that folder, will inherit the permissions set for that folder.

If you choose to give permissions to a folder and all subitems, this will override broken inheritance for the folder all subfolders and child items.

Collaboration and recipient sign in

Collaboration and recipient sign in are set when sharing files.

Collaboration

Use BlackBerry Workspaces to easily and seemlessly collaborate with others on shared files.

Collaborate by adding additional members to a workspace or folder; providing access to your original files, sending a copy of your file to others, or by sharing sent files with additional users.

As a workspace administrator or workspace group manager, add group members to a workspace giving members the ability to directly access and collaborate on the files in the workspace.

Send a copy of files to others, allowing your recipients to collaborate with one another and upload new versions. File versions are useful when you want to collaborate with multiple other users on the same file, enabling everyone to share their new versions with all recipients. When sending a copy of a file to others, the original file remains in the workspace, while a new copy of the file is created and sent. The sent file (the copy) and all of its collaboration and version history can be found in your Sent files area.

Another way to enable collaboration on files is to add additional recipients to a previously sent file. Adding additional recipients to a sent file means that you are expanding the group of members who can work on the sent file.

In your Received and Sent files area, files where upload of new versions is allowed are marked with 😃. When you or any of your recipients upload a new version, files are marked with ⬤. From here, you can view a list of versions, and, from BlackBerry Workspaces app for iOS and Android platforms, you can also switch the current version to another version. In the web application, access the **File activities** tab to see an overview of activities performed on the file by members of a collaboration group.

When a recipient uploads a new version, the file versions icon is updated to reflect the new version, and the file appears in your Received files list. In addition, any member in the group, that uploads a new version can decide whether or not to send a notification. When selected, a notification is sent to the mail client of all of the other recipients in the group.

To turn off collaboration on a file where it was previously enabled, use the **Turn off collaboration** option 👤 on the file action menu.

Requiring recipient sign in

Organizations that enable users to share files without requiring recipient sign in (simple sharing) can choose whether or not to give users the option to require their recipients to sign in to access sent and forwarded files. If your organization has simple sharing enabled and has given you the option to choose whether or not your recipients are required to sign in, the **Require recipients to sign in** check box is displayed when sending a copy of a file.

Select the **Require recipients to sign in** checkbox to require recipients to sign in to BlackBerry Workspaces to access the file. When the checkbox is selected, the **Manage permissions** link is displayed. Access **Manage permissions** to set the recipient access permissions to the file.

Clear the **Require recipients to sign in** checkbox to waive the need for recipients to access the file without signing in.

When cleared, users are sent a link giving them access to the original version of the sent file. They can download the file and there is no tracking or restrictions on their use of the file. In this case, access to the file is tracked by BlackBerry Workspaces by the user's email when the user is authenticated to BlackBerry Workspaces, or under the alias "anonymous" if the user is not authenticated.

Once the file has been shared without requiring recipient sign in, you cannot change the recipient permissions to the file. Should you need to revoke recipient access to the file, you must delete the file from your sent items.

Note: Shared annotations cannot be viewed by recipients unless you select the **Require recipients to sign in** checkbox when sending the file.

Read acknowledgement

Requiring read acknowledgement on files enables you to track and verify who has read a file.

Place the requirement on all files in a workspace, and when sending a copy of a file. The process requires anyone with access to the file to acknowledge reading the file.

File recipients can browse all files requiring their read acknowledgement via their pending read acknowledgement page. Each file requiring read acknowledgement is also marked with a acknowledgement required icon within workspace or folder views.

In the case of a sent file, the sender receives notification that the file has been acknowledged. In the case of a workspace, the workspace administrators receive the notification.

The **Read acknowledgement required** toggle option is displayed only when creating new workspaces in organizations where the feature is enabled according to policy, and applies to all files added to the workspace.

BlackBerry Workspaces security

BlackBerry Workspaces employs many advanced security features to ensure that your files are only accessed by those to whom you or your organization has granted permission.

Key storage

Files downloaded to the iOS device from the BlackBerry Workspaces server are encrypted using AES-256, with a unique key for each file.

The decryption key for the file is sent to the application separately from the file, as part of a file 'license' that includes all the access permissions for the file. This license is encrypted by the user's passcode.

File storage

When files are downloaded from the BlackBerry Workspaces server for viewing, they are cached in a secure cache on your device that is accessible only by BlackBerry Workspaces app for iOS. This cache is not synced or backed up by iTunes or iCloud. Furthermore, the file is stored in this cache in encrypted form. The keys to decrypt the file are stored separately and are themselves stored in encrypted format.

Encryption

Files are encrypted using AES-256 (256 bit) and are downloaded to the iOS device encrypted. A unique encryption key is generated for each file. This minimizes any security risk if a decryption key is somehow obtained. The decryption key (the file 'license') is encrypted by the user's public key and downloaded from the server to the iOS device in encrypted form. Keys for downloaded files are cached in the iOS device in encrypted form, in an area that is not backed up or synced by iOS, iCloud, or iTunes.

The file is decrypted in BlackBerry Workspaces app for iOS at the time the file is viewed; there is no clear text version of the file stored even in a temporary area. Further, for large files, the file is decrypted and displayed in blocks.

Data wipe

The private cache region used by the BlackBerry Workspaces app for iOS to store or cache files can be wiped on command by the organization administrator through the BlackBerry Workspaces administration console. Furthermore, BlackBerry Workspaces app for iOS automatically wipes this cache if the user enters an incorrect passcode 10 times in succession.

File transfer

Files and keys are always sent between the BlackBerry Workspaces servers and the iOS devices in encrypted form and over an HTTPS (SSL) connection.

The connection between the application and the server uses the BlackBerry Workspaces RESTful API. This API requires that the device authenticate itself to the server before any requests are sent. If the authentication is

successful, the device is given a unique secure session ID token (SSID) that must be sent with all subsequent requests.

App lock

BlackBerry Workspaces app for iOS uses a 4-digit app lock code to unlock the application when first activated. The lock code can also be mandated (as a file permission) in order to open and view specific files, or if the application is idle for longer than 10 minutes.

Private cache

The application uses a private cache area to store files and licenses. This area is not accessible to other applications or iOS and is not backed up or synced by iTunes or iCloud.

Jailbreak detection

BlackBerry Workspaces app for iOS does not open if it detects that the device has been jailbroken (software unlocked). The cache is wiped of all files and any signed-in users are signed out.

Authentication

The application authenticates to the BlackBerry Workspaces server using either an email address or username password. In the case of email-based authentication, the server generates a deviceID value and sends a URL back to the device in an email addressed to the address it was given. The device uses this URL to authenticate the deviceID with the server and stores the deviceID in the application's secure container. This deviceID is used to request a unique secure session ID token (SSID) from the server; this token is used to authenticate the application to the server on each subsequent action.

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Published in Canada