



# **BlackBerry Workspaces app for iOS**

## **User Guide**

9.0



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# Introduction

The BlackBerry Workspaces app for iOS enables you to securely access, share, work and collaborate with your files while on the go. Files that you open in the BlackBerry Workspaces app for iOS are controlled and protected at all times, ensuring that your organization's data remains safe.

## VIEW

Open and view documents and media files in your workspaces and sent and received files.

## CREATE

Create new documents, presentations, and spreadsheets using BlackBerry Workspaces Editor. Take new photos and videos from within the app.

## UPLOAD

Upload files opened in third-party applications as well as photos and video from your device.

## EDIT

Add highlights, sticky notes, free draw and annotate in your files directly in BlackBerry Workspaces app for iOS. For comprehensive editing, you can edit your files in BlackBerry Workspaces Editor.

## VIEW OFFLINE

Securely download your files to your device to view them offline.

## COMMENT

Add, view, respond to and tag other users in comments with file access. For comprehensive comment tracking, you can view all comment threads in BlackBerry Workspaces. For comprehensive editing, you can edit your files in BlackBerry Workspaces Editor.

## READ ACKNOWLEDGEMENT

Request and receive acknowledgement on shared or sent files, when files are read. Complete read acknowledgment requests on files shared with you by others.

## SHARE

Share existing, new, or uploaded items easily and securely with BlackBerry Workspaces.

**Note:** The available features, options, and menu items can depend on your organization's BlackBerry Workspaces configuration and your user permissions per workspace. For any questions, consult your organization administrator.

# Installation and authentication

## Installing BlackBerry Workspaces app for iOS

You can install BlackBerry Workspaces app for iOS from the Apple App Store. Search for BlackBerry Workspaces and install the app. After it is installed, the App Store notifies you when an updated version is available.

## Sign in

Sign in to BlackBerry Workspaces using the authentication method set by your organization. When you open the app, a sign-in screen is displayed.

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

**Note:** For many users this is [www.watchdox.com](http://www.watchdox.com) ([watchdox.com](http://watchdox.com) is the cloud service URL). If your organization uses a virtual appliance to host the BlackBerry Workspaces service or your organization has its own dedicated subdomain on the BlackBerry Workspaces cloud, the URL will be different (for example, [\[company-name\].watchdox.com](http://[company-name].watchdox.com)).
5. Tap **Sign in**.
6. 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 supplied.

1. Open the email on your iOS device, copy the verification code, and return to the sign-in screen.
2. Enter the verification code.

This completes the sign-in process and you are redirected to the BlackBerry Workspaces app for iOS. If desired, you can sign in to additional accounts. See [Adding accounts](#) for more information.

### Sign in with a username and password

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

**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 iOS 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 iOS.

If desired, you can sign in to additional accounts. See [Adding accounts](#) for more information.

## Sign out

1. Tap  >  to access **Settings**.
2. Tap **Sign out**.  
A confirmation message appears.
3. Do one of the following:
  - If you are signed into one account, tap **Sign out**.
  - If you are signed into more than one account, tap **Sign out from current account** to sign out from the current account only, or **Sign out from all accounts** to sign out from all of your accounts.

**Note:** Signing out of the BlackBerry Workspaces app for iOS erases all of your user-associated data on your device. Files marked for offline viewing are also erased. Any unsaved changes in your files will be lost unless you save the edits before signing out.


# Getting started

## Introducing BlackBerry Workspaces app for iOS

When you log in to the BlackBerry Workspaces app for iOS the **Workspaces** page appears. Only the workspaces, folders, and files that you have permission to access are displayed.

**Note:** If you do not have a workspace role, the app opens on **Received Files**.

Tap  next to an item where available to display the menu of actions for the selected entity.

Tap  or swipe right anywhere in the workspaces, folders or file lists to access the left pane. From the left pane, access your settings, recent locations, files saved for offline access, favorites, pending acknowledgements, permission requests, and received and sent files.


## Using the home screen icon

You can press and hold the BlackBerry Workspaces icon on the home screen to quickly access you favorites, recent locations, received files, and sent files.

1. Press and hold the Workspaces icon on the home screen.
2. Select the menu item that you want to view.

## Sort your files

Sort your workspaces, folders, and files by name or by modification date. Folders are listed before files in the results.

1. Swipe down and tap the current sort setting or tap  in the action bar.
2. Tap a sort option.

### A-Z

Items are sorted in the following ascending order:

- Numbers
- Alphabetically, English
- Alphabetically, non-English

### Z-A

Items are sorted in the following descending order:

- Alphabetically, non-English
- Alphabetically, English
- Numbers

### Newest - oldest

Items are sorted by newest modified

### Oldest - newest

Items are sorted by oldest modified




## Browse your files

When you log into BlackBerry Workspaces app for iOS, all workspaces that you have permission to access are displayed on the home screen.

To browse for files:

- Tap a workspace or folder to open it and display its files.
- Tap < to return to the parent folder.
- Tap the folder name in the top bar to view breadcrumb navigation. Tap an item in the breadcrumb list to go to that location.
- Tap a file to view/open it.

## Search for workspaces, folders, and files


1. From any location, tap  and type your search term. As you type in the search field, the top 5 results display.
2. If you want to view all search results, tap **Search**.  
A list of matching workspaces, folders, and files is displayed. Tap  and choose from the Sort, Select, or Select all options.
3. Select a result from the list.
4. Tap  next to the desired item to access the action menu.
5. Tap outside of the action menu to return to the search results.
6. To clear the search and return to the main screen, tap **Cancel**.

## Refresh the display

- Pull down on the page to resync the page you are on.
- Pull down on the workspaces page to resync the workspaces.

## Access folder and file filters

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

1. Tap .
2. Select the filter you want to access.

### Workspaces

List of all workspaces which you can access.

### External repositories

If your organization works with external repositories, these workspaces can be accessed here.

### Recent Locations

Recent workspaces and folders where you uploaded or opened a file

### Offline Access

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.

# Sending and sharing

Use BlackBerry Workspaces app for iOS to send and share files, folders and workspaces. If your organization has enabled a mobile users sharing policy, you can share workspace files from BlackBerry Workspaces app for iOS. Members are workspace-specific and their defined permissions in one workspace do not grant them access to other workspaces or their folders and files.

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 of the folders and files in a workspace unless your BlackBerry workspaces administrator specifies otherwise.

Sent and shared recipients receive a link and notifications by email.

Your organization's policies determine who you can share with.

## Share a workspace, folder or file

1. Next to the desired workspace or folder, tap > **Share Workspace** or **Share Folder**.
2. In the **Share with** area, select an option.
3. Depending on which option you selected in step 2, you will have different settings to configure. Do one of the following:

### **Users > Add members**

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.

Note that your Organization administrator has set the sharing permissions but you can edit the permissions if needed. For more information about the permissions that you can set, see step 4.

### **Group > Existing group**

Type a group in the **Select 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 To Selected Group** 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.

Note that your Organization administrator has set the sharing permissions but you can edit the

permissions if needed. For more information about the permissions that you can set, see step 4.

#### Group > New group

Type a group name and add group members. Optionally, add a group description.

Note that your Organization administrator has set the sharing permissions but you can edit the permissions if needed. For more information about the permissions that you can set, see step 4.

#### Email domain > Domain name

Type a domain name.

Note that your Organization administrator has set the sharing permissions but you can edit the permissions if needed. For more information about the permissions that you can set, see step 4.

4. In the **Sharing permissions** area, you can perform the following tasks:
  - Select a **Role** to determine user management capabilities within a workspace or folder. When done, tap < to go back.
  - Select a **Permission** set. When done, tap < to go back to the previous screen.
  - Select an **Expiration** time when members can no longer access the workspace or folder. You can select a specific date, a time period from the list, or never. If you select **Specific date**, choose the date and time, and then tap < to go back to the previous screen.
  - In the **Watermark** area, toggle the switch to the on position to enable PDF files to display with a watermark.
  - In the **Commenting** area, toggle the switch to the on position to enable recipients to comment on files and view the comments of other users in the workspace.
5. Tap **Share**.

## Send a copy of a file

**Before you begin:** If you have "Full access" permissions for a file, you can send a secure copy of the file to others.

1. Navigate to a file in a workspace, your **Sent files** area, or your **Received files** area.
2. Tap **⋮ > Send a Copy**
3. In the **ADD RECIPIENTS** area, do one of the following:
  - To manually add recipient email addresses, enter the email address(es) of the intended recipient(s).
  - To select contacts from your device's contact list, tap **+** and select the contact(s) you want to share the file with.When finished, tap **Done**.
4. In the **PERMISSIONS** area, tap **>** next to **Manage permissions**.
5. If the **Require recipients to sign in** slider is displayed, do one of the following:
  - To ensure that recipients sign in to access the file, set the slider to **ON**.
  - To allow recipients to access the file without signing in, set the slider to **OFF**.

This option is enabled by organizational policy. See [Requiring recipient sign in](#) for more information.

**Note:** If this option is not displayed, recipients need to sign in to access the file.

6. Next to the current permissions, tap > and select the desired access level. When done, tap < to return to the previous screen.  
**Note:** For more information about permissions, see [Available permission sets](#).
7. To add a read file acknowledgement request to the file, toggle the **Require read acknowledgement** option to on.  
**Note:** For more information about Read File Acknowledgement, see [Acknowledge a file](#).
8. To set the time 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**, choose the date and time, and then tap < to return to the previous screen.
9. To set access for the file link, tap > in the **Allow access to** area, and select **Recipients only, Anyone within recipients' domain**, or **Everyone**. When done, tap < to return to the previous screen.
10. To ensure that the file is displayed to recipients with a watermark, in the **WATERMARK** area, toggle the **Watermark** setting to **On**.  
**Note:** Watermarks are set according to organizational policy. When permissions are set to **Full access**, watermarks are only displayed on PDF files. When permissions are set to any of the **Download protected** permissions, watermarks are not displayed on Office files.
11. In the **COLLABORATION** area, set the slider to **ON** to allow recipients to upload new versions.
12. To send the file with annotations if they exist, in the **ANNOTATIONS** area, set the slider to **ON**.
13. To enable commenting on the file to permitted members, in the **COMMENTS** area, set the slider to **ON**.
14. Tap < to return to Send a copy.
15. If you want to notify the recipients that you are sending a file, set the **Notify recipients** slider to **ON**.
16. If desired, change the email subject in the **SUBJECT** area.
17. If desired, add a personal message in the **Message** box.
18. Tap **Send** to send the file.  
Authorized recipients can view the file by tapping on the link in the received email.

## Send a photo or video

1. In the navigation pane, tap + > **Send Photos or Videos**.
2. Browse to the desired location, and select the photo(s) and video(s) that you want to send.
3. Tap **Select**.
4. In the **ADD RECIPIENTS** area, do one of the following:
  - Enter the recipients' email addresses.
  - To select contacts from your device's contact list, tap ⊕ and select the contact(s) you want to share the file with.

When finished, tap **Done**.
5. In the **PERMISSIONS** area, tap > next to **Manage permissions**. For more information see [Permissions](#).
6. If the **Require recipients to sign in** slider is displayed, do one of the following:
  - To ensure that recipients sign in to access the file, set the slider to **ON**.
  - To allow recipients to access the file without signing in, set the slider to **OFF**.

This option is enabled by organizational policy. See [Requiring recipient sign in](#) for more information.

**Note:** If this option is not displayed, recipients need to sign in to access the file.



7. Next to the current permissions, tap > and select the desired access level. When done, tap < to return to the previous screen.  
**Note:** For more information about permissions, see [Available permission sets](#).
8. To add a read acknowledgement request to an image file, toggle the **Require read acknowledgement** option to on.  
**Note:** Read acknowledgement is not available on video files. For more information about Read File Acknowledgement, see [Acknowledge a file](#).
9. To set the time when the file is no longer be accessible by the recipients, tap > in the **EXPIRATION** area, and select the desired time period. If you select **Specific date**, choose the date and time, and then tap < to return to the previous screen.
10. To set access for the file link, tap > in the **ALLOW ACCESS TO** area, and select **Recipients only, Anyone within recipients' domain**, or **Everyone**. When done, tap < to return to the previous screen.
11. To ensure that the file is displayed to recipients with a watermark, in the **WATERMARK** area, toggle the **Watermark** setting to **On**.  
**Note:** Watermarks are set according to organizational policy. When permissions are set to **Full access**, watermarks are only displayed on PDF files. When permissions are set to any of the **Download protected** permissions, watermarks are not displayed on Office files.
12. In the **COLLABORATION** area, set the slider to **ON** to allow recipients to upload new versions.
13. Tap < to return to Send a Copy.
14. If you want to notify the recipients that you are sending a file, set the **Notify recipients** slider to **ON**.
15. If desired, change the email subject in the **SUBJECT** area.
16. If desired, add a personal message in the **MESSAGE** box.
17. Tap **Send** to send the file(s).

## Send a file from another app

Send a file via BlackBerry Workspaces from other iOS apps.

**Note:** The maximum file size that can be sent via BlackBerry Workspaces in this way is 40MB for iPhone and 70MB for iPad, depending on available system resources.

After the file has been sent, you can view, annotate, and reshare it just like any other file, and it is synced across all your BlackBerry Workspaces applications. The file inherits the default permissions for each group in the workspace.

1. In the app where you have the file open, for example, Adobe Reader, tap **Open in...** or tap the share symbol (typically ).
2. Tap **Send file to recipients** to securely share the file via BlackBerry Workspaces.  
The file is uploaded to the BlackBerry Workspaces server and an email containing a link to the file is opened.
3. In the **ADD RECIPIENTS** area, do one of the following:
  - To manually add recipient email addresses, enter the email address(es) of the intended recipient(s).
  - To select contacts from your device's contact list, tap  and select the contact(s) you want to share the file with.
 When finished, tap **Done**.
4. In the **PERMISSIONS** area, tap > next to **Manage permissions**.



5. If the **Require recipients to sign in** slider is displayed, do one of the following:
  - To ensure that recipients sign in to access the file, set the slider to **ON**.
  - To allow recipients to access the file without signing in, set the slider to **OFF**.

This option is enabled by organizational policy. See [Requiring recipient sign in](#) for more information.

**Note:** If this option is not displayed, recipients need to sign in to access the file.
6. Next to the current permissions, tap **>** and select the desired access level. When done, tap **<** to return to the previous screen.
 

**Note:** For more information about permissions, see [Available permission sets](#).
7. Next to the current permissions, tap **<** and select the desired access level. When done, tap **<** to return to the previous screen.
 

**Note:** For more information about permissions, see [Available permission sets](#).
8. To set the time when the file is no longer be accessible by the recipients, tap **>** in the **EXPIRATION** area, and select the desired time period. If you select **Specific date**, choose the date and time, and then tap **<** to return to the previous screen.
9. To set access to the file link, tap **>** in the **ALLOW ACCESS TO** area, and select **Recipients only**, **Anyone within recipients' domain**, or **Everyone**. When done, tap **<** to return to the previous screen.
10. To ensure that the file is displayed to recipients with a watermark, in the **WATERMARK** area, toggle the **Watermark** setting to **On**.
 

**Note:** Watermarks are set according to organizational policy. When permissions are set to **Full access**, watermarks are only displayed on PDF files. When permissions are set to any of the **Download protected** permissions, watermarks are not displayed on Office files.
11. In the **COLLABORATION** area, set the slider to **ON** to allow recipients to upload new versions.
12. Tap **<** to return to Send a copy.
13. If you want to notify the recipients that you are sending a file, set the **Notify recipients** slider to **ON**.
14. If desired, change the email subject.
15. If desired, add a personal message in the **MESSAGE** box.
16. Tap **Send** to send the file.
 

The file sent and you can locate it in your Sent Files.

## Take and send a photo or video

1. In the navigation pane, tap **+ > Take Photo or Video**.  
Your device camera opens.
2. Take a photo or video as usual.
3. Do one of the following:
  - Tap **Retake** to redo the shot.
  - Tap **Use Photo/Video** to use the photo or video.
4. Tap **Send photo/video** to securely share the file by email via BlackBerry Workspaces.
5. In the **ADD RECIPIENTS** area, do one of the following:
  - To manually add recipient email addresses, enter the email address(es) of the intended recipient(s).
  - To select contacts from your device's contact list, tap **+** and select the contact(s) you want to share the file with.

When finished, tap **Done**.

6. In the **PERMISSIONS** area, tap > next to **Manage permissions**. For more information see [Permissions](#).

7. If the **Require recipients to sign in** slider is displayed, do one of the following:

- To ensure that recipients sign in to access the file, set the slider to **ON**.
- To allow recipients to access the file without signing in, set the slider to **OFF**.

This option is enabled by organizational policy. See [Requiring recipient sign in](#) for more information.

**Note:** If this option is not displayed, recipients need to sign in to access the file.

8. Next to the current permissions, tap > and select the desired access level. When done, tap < to return to the previous screen.

**Note:** For more information about permissions, see [Available permission sets](#).

9. To add a read acknowledgement request to an image file, toggle the **Require read acknowledgement** option to on.

**Note:** Read acknowledgement is not available on video files. For more information about Read File Acknowledgement, see [Acknowledge a file](#).

10. To set the time when the file is no longer be accessible by the recipients, tap > in the **EXPIRATION** area, and select the desired time period. If you select **Specific date**, choose the date and time, and then tap < to return to the previous screen.

11. To set who can access the file, tap > in the **ALLOW ACCESS TO** area, and select **Recipients only, Anyone within recipients' domain**, or **Everyone**. When done, tap < to return to the previous screen.

12. To ensure that the file is displayed to recipients with a watermark, in the **WATERMARK** area, toggle the **Watermark** setting to **On**.

**Note:** Watermarks are set according to organizational policy. When permissions are set to **Full access**, watermarks are only displayed on PDF files. When permissions are set to any of the **Download protected** permissions, watermarks are not displayed on Office files.

13. In the **COLLABORATION** area, set the slider to **ON** to allow recipients to upload new versions.

14. Tap < to return to Send a copy.

15. If you want to notify the recipients that you are sending a file, set the **Notify recipients** slider to **ON**.

16. If desired, change the email subject in the **SUBJECT** area.

17. If desired, add a personal message in the **MESSAGE** box.

18. Tap **Send** to send the file.

## Add recipients to a sent file

1. Tap ≡ > **Sent Files** to access your sent files.

2. Next to the desired file, tap ⋮ > **Add Recipients**.

3. In the **ADD RECIPIENTS** area, do one of the following:

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

When finished, tap **Done**.

4. In the **PERMISSIONS** area, tap > next to **Manage permissions**.

5. If the **Require recipients to sign in** slider is displayed, do one of the following:

- To ensure that recipients sign in to access the file, set the slider to **ON**.
- To allow recipients to access the file without signing in, set the slider to **OFF**.

This option is enabled by organizational policy. See [Requiring recipient sign in](#) for more information.

**Note:** If this option is not displayed, recipients need to sign in to access the file.

6. Next to the current permissions, tap **>** and select the desired access level. When done, tap **<** to return to the previous screen.

**Note:** For more information about permissions, see [Available permission sets](#).

7. To set the time when the file is no longer be accessible by the recipients, tap **>** in the **EXPIRATION** area, and select the desired time period. If you select **Specific date**, choose the date and time, and then tap **<** to return to the previous screen.
8. To set who can access the file, tap **>** in the **ALLOW ACCESS TO** area, and select **Recipients only, Anyone within recipients' domain**, or **Everyone**. When done, tap **<** to return to the previous screen.
9. To ensure that the file is displayed to recipients with a watermark, in the **WATERMARK** area, toggle the **Watermark** setting to **On**.




**Note:** Watermarks are set according to organizational policy. When permissions are set to **Full access**, watermarks are only displayed on PDF files. When permissions are set to any of the **Download protected** permissions, watermarks are not displayed on Office files.

10. To send the file with annotations if they exist, in the **ANNOTATIONS** area, set the slider to **ON**.
11. Tap **<** to return to Add Recipients.
12. To enable commenting on the file to the new recipients, set the slider in the **COMMENTS** area to **ON**.
 

**Note:** The ability to comment is per recipient. Enabling comments for a new file recipient will not enable them for previous file recipients. If previous recipients had comments enabled and you wish to remove the ability to comment for the new recipient, set the slider in the **COMMENTS** area to **OFF**.
13. If you want to notify the recipients that you are sending a file, set the **Notify recipients** slider to **ON**.
14. If desired, change the email subject.
15. If desired, add a personal message in the **MESSAGE** box.
16. Tap **Send** to send the file. Authorized recipients can view the file by tapping on the link in the received email.

## 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 you wish to share.
2. The icon of each file you tap will switch to  to show it is selected.
3. Tap .
4. Tap **Send a copy**.
5. In the **ADD RECIPIENTS** area, do one of the following:
  - To manually add recipient email addresses, enter the email address(es) of the intended recipient(s).
  - To select contacts from your device's contact list, tap  and select the contact(s) you want to share the file with.

When finished, tap **Done**.
6. In the **PERMISSIONS** area, tap **>** next to **Manage permissions**.
7. If the **Require recipients to sign in** slider is displayed, do one of the following:

- To ensure that recipients sign in to access the files, set the slider to **ON**.
- To allow recipients to access the files without signing in, set the slider to **OFF**.

This option is enabled by organizational policy. See [Requiring recipient sign in](#) for more information.

**Note:** If this option is not displayed, recipients need to sign in to access the files.

8. Next to the current permissions, tap **>** and select the desired access level. When done, tap **<** to return to the previous screen.

**Note:** For more information about permissions, see [Available permission sets](#).

9. To add a read file acknowledgement request to the files, toggle the **Require read acknowledgement** option to on.

**Note:** For more information about Read File Acknowledgement, see [Acknowledge a file](#).

10. To set the time when the file is no longer be accessible by the recipients, tap **>** in the **EXPIRATION** area, and select the desired time period. If you select **Specific date**, choose the date and time, and then tap **<** to return to the previous screen.

11. To set access for the file link, tap **>** in the **ALLOW ACCESS TO** area, and select **Recipients only, Anyone within recipients' domain**, or **Everyone**. When done, tap **<** to return to the previous screen.

12. To ensure that the file is displayed to recipients with a watermark, in the **WATERMARK** area, toggle the **Watermark** setting to **On**.

**Note:** Watermarks are set according to organizational policy. When permissions are set to **Full access**, watermarks are only displayed on PDF files. When permissions are set to any of the **Download protected** permissions, watermarks are not displayed on Office files.

13. In the **COLLABORATION** area, set the slider to **ON** to allow recipients to upload new versions.

14. To send the files with annotations if they exist, in the **ANNOTATIONS** area, set the slider to **ON**.

15. To enable commenting on the files to permitted members, in the **COMMENTS** area, set the slider to **ON**.

16. Tap **<** to return to Send a copy.

17. If you want to notify the recipients that you are sending files, set the **Notify recipients** slider to **ON**.

18. If desired, change the email subject in the **SUBJECT** area.

19. If desired, add a personal message in the **MESSAGE** box.

20. Tap **Send** to send the link to the copies of the files.

Authorized recipients can view the files by tapping on the link in the received email.

## Manage access to a sent file

Manage permissions for files you have shared.

1. Tap **☰ > Sent Files** to access your sent files.
2. Next to the desired file, tap **⋮ > Manage Access**.
3. Tap the name of the person or group that you want to manage permissions for.
4. To change the access permissions, tap **>** in the **PERMISSIONS** area, and select the desired access level. When done, tap **<** to return to the previous screen.

**Note:** For more information about permissions, see [Available permission sets](#).

**Tip:** To revoke access, set the permissions to **No access**.

5. To set the time when the file is no longer be accessible by the recipients, tap > in the **EXPIRATION** area, and select the desired time period. If you select **Specific date**, choose the date and time, and then tap < to return to the previous screen.
6. To ensure that the file is displayed to recipients with a watermark, in the **WATERMARK** area, toggle the **Watermark** setting to **On**.  
**Note:** Watermarks are set according to organizational policy. When permissions are set to **Full access**, watermarks are only displayed on PDF files. When permissions are set to any of the **Download protected** permissions, watermarks are not displayed on Office files.
7. To enable commenting on the file, set the slider in the **COMMENTS** area to **ON**.
8. Tap **Done**.

## Manage collaboration

Collaboration mode is when recipients have the ability to upload new versions of a shared file.

Manage collaboration for a file, even when if it was initially sent without collaboration enabled. Upload a new version yourself, and to allow or block recipients from uploading new versions.

Files shared with collaboration are marked with 🗨️.

For more information, see [Collaboration](#).

1. Tap ☰ > **Sent Files** to access your sent files.
2. To enable collaboration, next to the desired file, tap ⋮ > **Allow upload of new versions**.
3. To disable collaboration, next to the desired file, tap ⋮ > **Block upload of new versions**.
4. To upload a new version, next to the desired file, tap ⋮ > **Edit**, and edit and save the file.

# Working with files

Work with files in BlackBerry Workspaces app for iOS including opening, creating, editing, annotating, commenting, acknowledging, and locking files, play media files, and track file activities.

When you open a file in BlackBerry Workspaces app for iOS, you can access the file menu bar, search within the file, switch the file view and jump to bookmarked sections. You can also annotate and comment on the file.

## See also:

For more information on opening and creating files, see [Opening and creating files](#).

For information on opening files in third party applications, see [Open a file in a third-party application](#).

For more information on editing files, see [Editing files with BlackBerry Workspaces Editor](#).

For more information on comments, see [Working with comments](#).

For more information on read acknowledgement, see [Acknowledge a file](#).

For more information on annotations, see [Annotate files](#).




For more information on tracking files, see [Track file activities](#).

## Accessing the file menu bar

- Tap a file to open it in BlackBerry Workspaces app for iOS.

When the file opens, you can use standard iOS touch gestures, such as pinch, zoom, and drag to navigate the file. The slider on the right side shows your position in the file. Tap on the slider to quickly navigate to any page in the file.

The menu bar at the top of the file displays menu options that you can select while viewing the file.

- Tap  to search. See [Search within files](#).
- Tap  to annotate the file. See [Annotate files](#).
- Tap  for more actions:
  - **Access Offline:** see [Save files for offline access](#).
  - **Add to Favorites:** see [Access folder and file filters](#)
  - **Send a Copy:** see [Send a copy of a file](#).
  - **Share Annotations:** see [Share annotations](#).
  - **View Annotation Bookmarks:** see [Jump to an annotation bookmark](#).
  - **Lock File:** see [Locking and unlocking files](#).
  - **Copy Link:** see [Copy the link to a workspace, folder, or file](#).
  - **Switch View :** See [Switch file view](#)
  - **Edit** the file in BlackBerry Workspaces Editor: see [Editing files with BlackBerry Workspaces Editor](#).
  - **Open in** a third party application: see [Open a file in a third-party application](#).

## Opening and creating files

### Open a file in BlackBerry Workspaces app for iOS

1. In the relevant workspace or folder, browse to and tap a file to open and view it.

The file opens in the BlackBerry Workspaces viewer.

**Note:** Files that have been set to be viewed in Spotlight mode can be viewed online via the BlackBerry Workspaces Web Application only.

2. For files that cannot be opened in the BlackBerry Workspaces viewer, tap **Open in** and select the application you want to use to open the file.

### Open a file in a third-party application

**Before you begin:** For files where you have the full access permissions, you can choose to open the file in a third party application.

1. Do one of the following:
  - Next to the desired file, tap **⋮** > **Open In**.
  - Tap the file to open it, and then tap **⋮** > **Open In**.

You are offered a choice of apps on your device that can open the file.

2. Select the desired app.  
The file opens in the selected app.

### Open a shared file

Open files shared with you via BlackBerry Workspaces. Shared files can be opened by accessing the link in the notification email. Shared files also appear in your Received Files.

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

- If the file was shared from the organization to which you are currently signed in to, you can tap the shared link to the file in the email, and it opens within BlackBerry Workspaces app for iOS.
- If the file was shared from an organization other than the one to which you are currently signed in, you are prompted to sign in or switch to the organization 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. Tap **Create account** on the sign in screen.

**Note:** If you need to switch organizations to view a file, the switch means that your workspaces and sent and received files are switched to those of the second account. 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 on-screen prompts to do so.

**Note:** If a file was shared with **Permissions** set to **Spotlight view**, you can only view the file using BlackBerry Workspaces Web Application.

To open a shared file:

- Do one of the following:
  - On your device, tap the link to the shared file in the email.
  - In Received Files, tap the file.

The file opens in BlackBerry Workspaces app for iOS.

### Create a new document, spreadsheet, or presentation

1. In the navigation pane, tap **+**, and tap **New Document**, **New Spreadsheet**, or **New Presentation**, as desired.
2. In the **Enter name** area, enter a name for the new file.
3. (Optional) To change the location of the file.
  - a) In the **Select location** area, tap **>**.

- b) Browse to the desired location.
  - c) (Optional) To add a new folder, tap **Add Folder**, enter a folder name, and tap **Create**.
  - d) Tap **Select**.
4. To notify other members of the workspace of the upload, set the **Notify members** slider to **ON**.
  5. Tap **Create**.  
The BlackBerry Workspaces Editor opens.
  6. Author your file, as desired.
  7. When you have finished, tap **Save**.
  8. To exit the BlackBerry Workspaces Editor, tap **<**.  
Your file is saved and synced.

### Take and upload a photo or video

1. In the navigation pane, tap **+ > Take Photo or Video**.  
Your device camera opens.
2. Take a photo or video as usual.
3. Do one of the following:
  - Tap **Retake** to redo the shot.
  - Tap **Use Photo/Video** to use the photo or video.
4. Tap **Upload photo/video >**.
5. In the **Select Upload Location** area, tap the current location, and browse to the desired location.
6. (Optional) To add a new folder, tap **Add Folder**, enter a folder name, and tap **Create**.
7. Tap **Select**.
8. To notify other members of the workspace of the upload, set the **Notify members** slider to **ON**.
9. Tap **Upload**.

### Upload existing photos or videos

1. In the navigation pane, tap **+ > Upload Photos or Videos**.
2. Browse to the desired location, and select the photo(s) and video(s) that you want to upload.
3. Tap **Select**.
4. (Optional) To change the upload location:
  - a) In the **SELECT UPLOAD LOCATION** area, tap **>**.
  - b) Browse to the desired location.
  - c) (Optional) To add a new folder, tap **Add Folder**, enter a folder name, and tap **Create**.
  - d) Tap **Select**.
5. To notify other members of the workspace of the upload, set the **Notify members** slider to **ON**.
6. Tap **Upload**.

### Switch file view

Display files in continuous or single page view, directly in BlackBerry Workspaces app for iOS.


**Before you begin:** By default, presentations display in single page view, other file types in continuous page view. The last view mode used is saved automatically and applied when opening new files of the same file type.

1. In the relevant workspace or folder, browse to and tap a file to open it.
2. Tap **⋮** and select **Switch to Single Page View** or **Switch to Continuous View** to change the current view mode.





## Jump to an annotation bookmark

Jump to a bookmarked section in a PDF file.

1. Tap  > **Annotation Bookmarks**.
2. Tap a bookmark to jump to that location in the file.

## Play media files

Play media (MP3, MP4, and MV4) files directly in BlackBerry Workspaces app for iOS.


1. In the relevant workspace or folder, browse to and tap a file to open and view it.  
The media file plays.
2. Do any of the following:
  - To pause playback, tap .
  - To resume playback, tap .
  - To change the location within the file, move the slider.

## Upload a file from another app

Upload a file to BlackBerry Workspaces from other iOS apps.


**Note:** The maximum file size that can be uploaded to BlackBerry Workspaces in this way is 40MB for iPhone and 70MB for iPad, depending on available system resources.

After the file has uploaded, you can view, annotate, and share it just like any other file, and it is synced across all your BlackBerry Workspaces applications. The file inherits the default permissions for each group in the workspace.

1. In the app where you have the file open, for example, Adobe Reader or Apple Safari, tap **Open in...** or tap the share symbol (typically ).
2. Tap **Copy to Workspaces**.
3. In the **UPLOAD TO WORKSPACE** area, tap **Select location**.
4. Browse to the desired location.
5. (Optional) To add a new folder, tap **Add Folder**, enter a folder name, and tap **Create**.
6. Tap **Select**.
7. To notify workspace members of the file's addition to the workspace, set the **Notify members** slider to **ON**.
8. Tap **Upload**.  
A notification indicating that the file was uploaded appears. If you added a folder, the folder is created. If you chose to notify the workspace members, a notification is sent.

## 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 comment on a file to start a discussion about it. Mention people in your comments, and reply to comments others have made on the file. Comments can be accessed on files via the apps and online viewers.


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

To view comments:

- Tap to open any file in the BlackBerry Workspaces app for iOS.
- Tap .
- The comments pane of the file is displayed.

## Create a comment

**Before you begin:** Locate and select the item that you want to make comments on.

1. In the content list, locate the desired file.
2. Tap  next to the file.
3. Tap **Comments**.
4. If the file has an existing comment thread, tap **Reply** to add your comment to an existing thread, or create a new thread by tapping **Add new comment**.
5. Type @ and enter an email address or name to mention someone in the comment.
6. 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 the content list, locate the file that contains the comment you want to reply to.
2. Tap the file to open it.
3. Tap  to access the comments pane.
4. Below the comment that you want to reply to, Tap on the **Reply** box and enter your reply.
5. Tap @ and enter an email address or user name to mention someone.
6. Tap **Reply**.

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


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.

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

## Request permission to comment

You can request commenting permissions on files 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  next to the file you wish to request commenting permissions on.
2. Tap **Comments**.
3. When the **You have no permission to comment** message appears, tap the **Request permission to comment** link.

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

## Edit a comment



If you are the workspace administrator in a workspace where a comment was posted, or if you are the user that originally posted the comment, you are able to edit the comment after posting it.

1. In the content list, locate the file containing the comments you wish to edit.
2. Tap the file to open it.
3. Tap  to open the comments panel.
4. Next to the comment you want to edit, tap  **Edit**.
5. Edit your comment and then tap **Update**.

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


## Delete a comment

If you are the workspace administrator in a workspace where a comment was posted, or if you are the user that originally posted a comment, you are able to delete the comment after posting it.


1. In the content list, locate the file containing the comments you wish to delete.
2. Tap the file to open it.
3. Tap  to open the comments panel.
4. Next to the comment you want to delete, tap  **Delete**.
5. Confirm the deletion by tapping **Delete**.

## Annotate files

Mark up any file with colored markers, text highlights, or sticky notes anywhere in the file. Annotations are stored separately from the file and can be shared along with the file. Remove or modify your annotations at any time.

1. Tap a file to open it in BlackBerry Workspaces app for iOS.
2. Tap  to open the annotation menu bar.  
The annotation menu bar offers the drawing markup, highlighter, eraser, and sticky note tools.

### Use the drawing markup tool

1. Tap to select a marker to draw freely within the file. By default, the last-used color, thickness, and transparency are selected.
2. Use your finger as you would a pen to draw on your file.
3. To customize the drawing tool (change color, opacity, stroke), tap  again.




4. Do one of the following:

- To change the marker color, select the desired color.
- To change the marker tip size, select the desired tip size.
- To change the transparency of the marker, select the desired transparency.



The tool changes according to your selection. To change another attribute, repeat this step.

5. To change the color of the drawing, or the thickness or transparency of the line after drawing, tap it and change the tool attributes as desired.
6. To move the drawing to another part of the screen, tap it and drag it to the desired location.
7. To delete the drawing immediately after drawing, tap **X**.
8. When done, tap **✓** to save. The drawing is saved:
  - When you tap **✓**.
  - When you change the annotation tool and make another annotation.
  - When you close the file.
9. To select the drawing after saving, first tap **X** to close the annotation menu bar. You can then tap the drawing and edit the drawing color, thickness, or transparency, as described above.
10. To delete the drawing, tap it and then tap **Delete**.

### Use the line drawing tool

1. In a file in the BlackBerry Workspaces viewer, tap  in the annotations toolbar.
2. In the file, tap where you want to place an anchor point, and drag your finger across the screen to draw a line. Before you add the line, you can tap  and select the line color, width, transparency, or anchor point shape.
3. To move one end of the line, tap the line, then tap and hold on one of the anchor points and move it to the place in the file where you want the line to end. Tap Done.
4. To move the entire line, tap the line, then tap, hold, and drag the line to the place in the file where you want the line to end. Tap Done.
5. To change the line color, width, transparency, or anchor point shape, tap  and tap one of the options.
6. When you finish editing the file, tap **✓**.




### Highlight your files

1. Tap  to select the text highlighter. By default, the last-used color is selected.
2. Use your finger as you would a pen to highlight text in your file.
3. To change the marker color, tap  again and select the desired color.



Once selected, the tool customization menu closes.

4. To change the color of the highlighted text, tap it, and in the pop-up box, tap the desired color.
5. To delete the highlight immediately after highlighting text, tap **X**.
6. When done, tap **✓** to save. The drawing is saved:
  - When you tap **✓**.
  - When you change the annotation tool and make another annotation.
  - When you close the file.
7. To select the highlighted text after saving, first tap **X** to close the annotation menu bar. You can then tap the highlight and edit the color or delete the highlight, as described above.
8. To delete the highlight, tap it and then tap **Delete**.

## Add a sticky note to a file

1. Tap , and tap the location on the file where you want to add the sticky note. By default, the last-used color is used.
2. Tap  again to select a color.
3. Use the on-screen keyboard to enter your comment.
4. If desired, tap a different color to change the sticky note color.
5. Tap  to save and close the note.
6. To edit the note, tap the note again and edit as desired.



## Review annotations

1. Tap  to review your annotations to a file or others' annotations that were shared with you.
2. Tap one of the choices in the list to select which annotations to view.
3. Tap  for a list of the pages with annotations.
4. Tap any item in the list to go to the page.  
You can see annotations from other users if they have shared them with you.
5. Tap to open sticky notes and view comments.

## Share annotations


Annotations you make on your file can only be seen by you, unless you share them with others.

If sharing annotations on files in your sent or received items, recipients will receive a link to a copy of the file. If sharing from a workspace, recipients will receive a link to the workspace file.


1. Locate the file.
2. Tap  > **Share Annotations**
3. In the **ADD RECIPIENTS** area, do one of the following:
  - To add all permitted workspace members, tap .
  - To add individual members, start entering the desired email addresses and then tap the member in the list.
4. If desired, change the email subject in the **SUBJECT** area.
5. If desired, add a personal message in the **MESSAGE** box.
6. Tap **Share**.

## Erase drawings, highlights, and annotations

Use the eraser to delete your drawing markup, highlighting, and sticky notes.

1. Tap  to select the eraser.
2. Tap the drawing, highlight, or sticky note you want to delete.  
The annotation is deleted.

## Search within files

1. Tap  to open a search bar.
2. Enter text to search for.

## 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 you want to lock, tap , and toggle **Lock** to the on position.
  - When working on an Office file in BlackBerry Workspaces Editor, tap  > **Lock**.

The file is locked for 24 hours, and during that time can only be unlocked by yourself or a workspace administrator. After that time, the lock is automatically removed.

### 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:
  - Next to the file you want to unlock, tap , and toggle **Lock** to the off position.
  - When working on an Office file in BlackBerry Workspaces Editor, tap  and clear the **Lock** checkbox.

## Manage file versions

View a list of file versions in your received and sent files, open a previous version, and set the current version.



Files with multiple versions are marked with .

1. Locate the desired file in your **Received files** or **Sent files** list.
2. Tap  > **Previous Versions**.
3. To view a previous version, tap the desired version in the list and then tap **View**.
4. To set a previous version as current, tap the desired version in the list and then tap **Set as Current**.

## Select multiple files


You can select more than one file or folder at a time and perform bulk actions.

**Note:** You cannot select workspaces.


1. In a workspace, tap  on the action bar.
2. Select the files or folders for your action by tapping next to each file or folder.
3. At the bottom of the screen, tap  to choose an action to perform on the selected items.

## Track file activities

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

1. Next to the desired file, tap  > **Track Activities**.
2. Tap an entry to see more information.

## Add a file to favorites

1. Tap  to the right of the file that you want to add to Favorites.
2. Toggle **Add to Favorites** to the on position.

## Acknowledge a file

Depending on organizational policy, a read acknowledgement request can be implemented on files in a workspace, or on files sent via BlackBerry Workspaces. Read acknowledgement requires the file recipient to complete a read file confirmation process when the file has been read and notifies the initiator when the process is complete.


**Before you begin:** All files across your workspaces that require read acknowledgement are accessible from the access menu, **Pending acknowledgement** area. Each file that requires your read acknowledgement is marked with



1. Tap and open a file pending read acknowledgement using any BlackBerry Workspaces viewer.
2. When opened, a **Read Acknowledgement Required** banner will be displayed at the top of the file.
3. Once you have scrolled to the end of the file, tap **Tap here to acknowledge you have read the file**. Notification of your acknowledgement is sent to the workspace administrator or file sender. To learn more, see [Read acknowledgement](#).

## View a map of places where users accessed a file

You can view a map of the places where users who accessed a file are located.

1. Tap  beside the file that you want to view the map for.
2. Tap **Track activities**.
3. Tap **Map View**.

# Managing workspaces, folders, and files

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

## Create a new workspace or folder

1. In the navigation pane, tap **+** > **Add Workspace** or **New Folder**.
2. In the **Enter name** area, enter the name for the workspace or folder.
3. If desired, in the **Enter description** area, enter a description for the workspace or folder.
4. If desired, in the **ADMINISTRATORS** area, enter the email addresses of people that you want to add as workspace administrators.
5. Tap **Create**.

## Create a workspace on an external repository

Transient workspaces can be created within your external repositories. This procedure describes how to create a new transient workspace on an external repository (such as SharePoint or CMIS) via BlackBerry Workspaces app for iOS. This action is only available for users with the **Workspace owner** role.

1. From the navigation pane, select an external repository and then tap **+** > **Add Workspace**.
2. In the **Enter name** area, enter the name for the workspace.
3. If desired, in the **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 or CMIS 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

Your BlackBerry Workspaces administrator must configure a connection to your organization's Dropbox repository before you can access your Dropbox files. When Dropbox content has been shared with you, a message is displayed on the device, and you must choose to accept the Dropbox content before you can manage it using BlackBerry Workspaces.

### Sign in to a Dropbox repository

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. If a "Before you connect this app" screen displays, click **Continue**.
7. To allow BlackBerry Workspaces to access the files and folders in your Dropbox, click **Allow**.


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

- **Workspaces:** Add workspaces to favorites, and rename them.
- **Folders:** Share, manage access to, rename, move, and delete folders
- **Files:** Comment, share, send a copy, copy link, save for offline access, manage access, track activities, edit, rename, move, and delete files

### 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.

## Sign out of a Dropbox repository


1. Tap .
2. Click **Disconnect**.

**After you finish:** When you disconnect from a Dropbox repository, your Dropbox content no longer displays, and user permissions are removed. This action will be reflected in all Workspaces mobile, desktop and web clients.



## Rename a workspace, folder, or file

1. Next to the desired workspace, folder, or file, tap  > **Rename**.
2. Delete the current name, enter the new name, and then tap **Done**.
3. Tap **Rename**.  
The name is changed.

## 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.

## Copy the link to a workspace, folder, or file

Copy the link to a workspace, folder, or file to share the link with others.

1. Next to the desired workspace, folder, or file, tap  > **Copy link**.  
A confirmation message appears.
2. Tap **OK**.
3. Paste the link into the desired outlet (e.g. email, chat, or SMS) to share the link.  
The link is sent to the recipient. Recipients can only access the item if they already have the necessary permissions.

## Move a folder or file

1. Next to the desired folder, or file, tap  > **Move**.
2. In the **SELECT LOCATION** area, tap .
3. Browse to the desired location.
4. (Optional) To add a new folder, tap , enter a folder name, and tap **Create**.


5. Tap **Select**.

6. Tap **Move**.

The workspace, folder, or file is moved.

## Delete a workspace, folder, or file

Your ability to delete a workspace, folder or file is based on your permission levels for that item.

1. Next to the desired workspace, folder, or file, tap  > **Delete**.

A confirmation message appears.

2. Tap **Delete**.

The item, including any sub-items, is deleted. Workspace items can be restored from the workspace Recycle bin by the workspace administrator using the BlackBerry Workspaces Web Application. Workspaces can only be restored by an organization administrator.

## View info


View more information about a workspace or folder, including creation date, and the total number of files. Your capabilities in the workspace or folder, based on your role, are also listed.

- Next to the desired workspace, folder, or file, tap  > .

## View recent locations


Access **Recent Locations** to view a list of workspaces, folders and files you visited. From here, you can manage the list, search for a particular item, and jump to the location and set offline access.



1. Do one of the following:

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

2. Tap **Recent Locations**.

3. Tap a listed location to jump to it.

4. To clear the listed recent locations, in the action bar, tap  > **Clear Recent**.

5. To select multiple files, tap , select the desired files, and then tap  at the bottom of the screen to apply offline access to all selections.

**Tip:** Select or search items in the list using the controls in the action bar.

# Managing access

Workspace administrators can manage access to workspaces, folders, and files. Group managers can also add and remove group members.

Add members in any of the following ways:

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

Set the members' role in the workspace or folder to define what members can do in the workspace/folder. For example, you can give them the ability to upload and share.

Set the members' permission level to define how they access files in the workspace/folder. For example, you can grant them permissions to download and print the file.

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

[User roles and permissions.](#)

## View workspace members

1. Next to the desired workspace, folder, or file, tap on the name or tap **>** **Manage Access**.
2. To toggle between the item's permitted members and all members that exist in the workspace, swipe down and tap **Permitted Only** or **Show all**.

## Add new members

Give access to a workspace, folder, or file by adding new groups, individuals, Active Directory groups, or an email domain to the entity.

1. Next to the desired workspace, folder, or file, tap **>** **Manage Access**.
2. Tap **+**.
3. In the **TYPE** area, tap **>**, and select the type of member you want to add: Workspaces group, users, Active Directory group, or email domain.
4. Tap **<** and do one of the following:
  - If you selected **Workspaces group**, enter a group name, and enter email addresses or distribution lists.
  - If you selected **Active Directory**, enter the Active Directory group name and a description.
  - If you selected **Users**, enter the email addresses of users you want to add.
  - If you selected **Email domain**, enter the domain name.
5. In the **ROLE** area, tap **>** and select the desired role. For more information, see [Roles](#).

### Note:

Roles can be assigned when giving access to a workspace or folder only.

If you set the role of an Active Directory group to Administrator, this role **cannot** be changed later. If you set the role of an Active Directory group to Contributor or Visitor, the role **cannot** be changed to Administrator at a later time.

6. Tap < to return to **Add new permissions**.
7. In the **PERMISSIONS** area, tap > and select the desired permissions set. For more information see [Permissions](#).
 

**Note:** The **Download protected** 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.
8. To set the time when the file is no longer be accessible by the recipients, tap > in the **EXPIRATION** area, and select the desired time period. If you select **Specific date**, choose the date and time, and then tap < to return to the previous screen.
9. Tap < to return to **Add new permissions**.
10. In the **WATERMARK** area, tap to toggle whether or not PDF files are displayed with a watermark.
 

**Note:** Watermarks are set according to organizational policy. When permissions are set to **Full access**, watermarks are only displayed on PDF files. When permissions are set to any of the **Download protected** permissions, watermarks are not displayed on Office files.
11. In the **APPLY TO** area, select **Folders that inherit permissions only** to give access to all items that inherit permissions, or **All folders** to give access to all subitems.
12. Tap < to return to Add new permissions.
13. Tap **Add**.

## Delete workspace members

Delete groups, individuals, or email domains to remove them from the workspace.

1. Next to the workspace, folder, or file for which you wish to view members and tap ⋮ > **Manage Access**.
2. Next to the workspace member, group, or domain that you want to delete, tap ⋮ > **Delete**.
3. In the confirmation message that appears, tap **Delete**.

The selected entity is removed from the workspace, and no longer has access to the workspace.

## Managing member permissions

BlackBerry Workspaces app for Mac allows you to edit permissions for workspace members, and revoke or restore access.

### Edit access

To edit access to a workspace, folder, or file:

1. Next to the desired workspace, folder, or file, tap ⋮ > **Manage Access**.
2. Next to the workspace member, group, or domain for which you wish to edit access, tap ⋮ > **Manage Permissions**.
3. In the **Role** area, tap > and select the desired role. For more information, see [Roles](#).

**Note:** If you set the role of an Active Directory group to Administrator, this role **cannot** be changed later. If you set the role of an Active Directory group to Contributor or Visitor, the role **cannot** be changed to Administrator at a later time.

4. Tap < to return to **Add new permissions**.

5. In the **Permissions** area, tap > and select the desired permissions set. For more information see [Permissions](#).

**Note:** The **Download protected** 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.

6. Tap < to return to **Add new permissions**.
7. To set the time when the file is no longer be accessible by the recipients, tap > in the **EXPIRATION** area, and select the desired time period. If you select **Specific date**, choose the date and time, and then tap < to return to the previous screen.
8. Tap < to return to **Add new permissions**.
9. In the **Watermark** area, tap to toggle whether or not PDF files are displayed with a watermark.

**Note:** Watermarks are set according to organizational policy. When permissions are set to **Full access**, watermarks are only displayed on PDF files. When permissions are set to any of the **Download protected** permissions, watermarks are not displayed on Office files.

10. Tap **Done**.  
The permission changes are saved.

## Revoke access

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

1. Next to the workspace, folder, or file, tap ⋮ > **Manage Access**.
2. Next to the user that you want to revoke access for, tap ⋮ > **Revoke Access**.
3. In the confirmation message, tap **Revoke**.  
The user can no longer access the item.

## Restore access

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

1. Next to the workspace, folder, or file, tap ⋮ > **Manage Access**.
2. To view all members that exist in the workspace, swipe down in the **Manage Access** panel, and tap **Permitted Only > Show all**.
3. Next to the entity that you wish to restore access for, tap ⋮ > **Manage Permissions**.
4. In the **Manage Permissions** area, tap > and select the desired permissions set. 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.



5. Tap < to return to **Manage Permissions**.
6. If desired, update the role, expiration, and watermark settings at this time.
7. Tap **Done**.
8. In the confirmation message, click **Change permissions**.  
Access is restored.

# Managing groups


View, add, and remove group members.

## 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. Next to the desired workspace, folder, or file, tap  > **Manage Access**.
2. Tap the group that you want to view.  
The group's members are displayed. From this screen, you can also add members to the group.

## Assign group manager




As a workspace administrator, you can set a group manager to give a group member the ability to add and remove people from the workspace group.

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



1. Next to the desired workspace, folder, or file, tap  > **Manage Access**.
2. Next to the desired group, tap  > **View Members**.
3. Next to the desired group member, tap .
4. Set the **Set as Group Manager** slider to **ON**.  
The selected member is promoted to group manager.

## Remove group manager

Remove the group manager position from a member to prevent them from adding or removing group members.

1. Next to the desired workspace, folder, or file, tap  > **Manage Access**.
2. Next to the desired group, tap  > **View Members**.
3. Next to the desired group member, tap .
4. Set the **Set as Group Manager** slider to **OFF**.  
The selected member is promoted to group manager.

## Add users to groups

1. Next to the desired workspace, folder, or file, tap  > **Manage Access**.
2. Tap the group that you want to add members to.  
The group's members are displayed.
3. Tap .
4. In the **ADD MEMBERS** area, enter the email addresses of users you want to add to the group.
5. Tap **Add**.

**Note:** Members do not receive notification that they have been added to the group.

## Remove users from groups

1. Next to the desired workspace, folder, or file, tap **⋮ > Manage Access**.
2. Tap the group that you want to edit.
3. Swipe left over the group member that you want to remove and tap **■**.

The member is removed from the group.

## Rename a group

1. Next to the desired workspace, folder, or file, tap **⋮ > Manage Access**.
2. Next to the group that you want to rename, tap **⋮ > Rename**.
3. Enter the new name for the group, and then tap **Rename**.  
The group is renamed.

## Restore inheritance

Folders and files that have broken inheritance (different permissions) from their parent workspace or folder are shown with the broken inheritance overlay:



Perform the steps described here to restore the permissions held by the parent workspace or folder.

For more information on inheritance, see [Customizing access to folders or files](#).

1. Click **⋮ > Manage Access**
2. In the **This folder/file does not inherit role/permissions** message, tap **Inherit now**.
3. If restoring inheritance to a folder, do one of the following:
  - 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.

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

If you selected **This folder and all 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. Any sub-folders or files that have broken inheritance are not affected by this change.


4. If restoring inheritance to a file, in the confirmation message, tap **Inherit**.




# Working offline

Save your folders or files on your iOS device to be able to access them even when offline. Files saved for offline are downloaded to your iOS device and stored securely in a protected cache.

## Save files for offline access

1. Next to the desired workspace, folder, or file, tap .
2. Next to **Access Offline**, set the slider to **ON**.

The item is saved for offline, and marked as pinned .

## Enforce offline access



As a workspace administrator, 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 during the workspace creation process.

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. Dependent on your organizational policies and settings, in the **Read Acknowledgement Required** toggle option, select to retain the default (on), or switch the option off.
6. Dependent on your organizational policies, in the **Enforce offline access** toggle option, switch the option on.
7. Tap **Create**.  
The workspace will be enforced with offline access to all members you added to the workspace. Members of the workspace will be unable to turn this setting off.


## Pause automatic offline saving

Pause any background downloading of files selected for offline viewing to save system resources.

1. Tap  >  to access **Settings**.
2. Tap **Pause automatic offline saving**.
3. To resume the download of files for offline viewing, tap **Resume automatic offline saving**.

## Clear a file saved for offline viewing



Clear a file that you've saved for offline viewing from the protected cache on your iOS device.

1. Next to the desired workspace, folder, or file, tap .
2. Next to **Access Offline**, set the slider to **OFF**.
3. In the confirmation message, tap **Remove**.

**Tip:** You can also locate the file via **Offline Access** in the left pane and clear the cache in the same way.

## Clear all files saved for offline viewing

View all files saved for offline in **Offline Access**, accessible from the left pane.

1. Tap  >  to access **Settings**.
2. Tap **Clear files saved for offline**.  
All downloaded files are deleted from the cache.

# Managing your settings

To access the **Settings** dialog, tap ☰ then ⚙️. Swipe up to see all options.

## Add accounts

If you have more than one BlackBerry Workspaces account, you can add each account in the **Settings** dialog and switch between them as needed.

**Note:** Accounts must be for different Workspaces servers (e.g., *blackberry.watchdox.com* and *someotherdomain.watchdox.com*).

1. Tap ☰ > ⚙️ to access **Settings**.
2. In the **Accounts** area, tap **Add account**.  
The sign in screen appears.
3. Enter the credentials for the BlackBerry Workspaces account you want to add, and tap **Sign in**.  
You are signed in to the account.
4. To switch between your accounts, see [Switching accounts](#).

## Switch accounts

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

1. Tap ☰ > ⚙️ to access **Settings**.
2. In the **Accounts** area, tap the account that you want to access.  
The main screen appears for the selected account.

## Set an app lock code

Set a 4-digit app lock code to protect access to BlackBerry Workspaces app for iOS.

1. Tap ☰ > ⚙️ to access **Settings**.
2. Slide the **App lock** slider to **ON** to use a lock code.
3. Enter a 4-digit lock code.
4. Repeat the 4-digit lock code to confirm.  
The app lock code is set. The lock code is required when accessing BlackBerry Workspaces app for iOS.
5. To remove the app lock code, slide the **App lock** slider to **OFF** (white), and enter the current lock code.


## Change your app lock code

1. Tap ☰ > ⚙️ to access **Settings**.
2. Tap **Change lock code**.
3. Enter your existing lock code.
4. Enter a new 4-digit lock code.

5. Repeat the lock code to confirm.  
The lock code is changed.

## Limit file transfer to Wi-Fi



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

1. In the toolbar, tap  >  to access **Settings**.
2. Toggle **Sync files only over Wi-Fi** to the desired position.

## 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. Toggle **Show Notifications** to the desired on/off position depending on your preferences.
3. Toggle **Vibrate** to the on/off position depending on your preferences.
4. Select **Sound** to choose your on/off setting and ringtone.

## Enable Touch ID or Face ID

You can use Touch ID or Face ID to unlock the BlackBerry Workspaces app.

1. Tap .
2. Turn on **Use Touch/Face ID**.



## Enable shake for privacy

When you enable the shake for privacy feature, you can shake your device which locks the app and helps to keep your data safe.

1. Tap .
2. Turn on **Shake for privacy**.



## Learn more

Access the BlackBerry Workspaces support portal and open the BlackBerry Workspaces app for iOS New in this version list, to learn more.

1. In the toolbar, tap  > .
2. Do one of the following:
  - To access the support portal, tap **Help**.
  - To access the version updates, tap **New in this version**.

## Contact Support

You can send a message directly to your dedicated organization support contact if you encounter any problems with the application.

1. Tap  >  to access **Settings**.
2. Tap **Support**.
3. Enter your message.
4. Tap **Send**.

# 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	-	-	-	-

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

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

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

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