



BlackBerry Work for Android

User Guide

2.20

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What is BlackBerry Work?

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

BlackBerry Work provides the following features:

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

Installing and activating the BlackBerry Work app

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

- [Install BlackBerry Work and activate using an access key](#): Choose this option if you have not installed the BlackBerry UEM Client on your device or if your administrator has not allowed the BlackBerry UEM Client to manage the activation of BlackBerry Dynamics apps.
- [Install BlackBerry Work and activate using the BlackBerry UEM Client](#): Choose this option if you have installed the BlackBerry UEM Client on your device and your administrator has allowed the BlackBerry UEM Client to manage the activation of BlackBerry Dynamics apps. This option appears in BlackBerry Work only if both of these conditions are met. If you do not see this option when you open BlackBerry Work, you must set up BlackBerry Work using an access key.

Install BlackBerry Work and activate using an access key

To get an access key, choose one of the following options:

- Request an access key from your administrator. Your administrator will send you an email with activation details and the access key.
- Generate an access key from your organization's self-service portal. If you do not know how to access your self-service portal, contact your administrator.

Note: If allowed by your organization, you can activate BlackBerry Work using Easy Activation. An Easy Activation key, when permitted, is supplied by another BlackBerry Dynamics app, like BlackBerry Access or BlackBerry Connect, as long as these apps are already installed on your device. If available, you can activate BlackBerry Work using the login password for the activation app. Contact your administrator to see if this option is available.

1. Request an access key from your administrator or generate an access key from your organization's self-service portal.
2. After you receive the email message with the access key information or have generated your own access key, download and install BlackBerry Work from Google Play.
3. Open BlackBerry Work.
4. In the **Email Address** field, type the email address located in the activation email message that you received from your administrator or type your work email address if you generated your own access key.
5. In the **Access Key** field, enter the access key, without hyphens, located in your activation email message that you received from your administrator or enter the access key that you generated from the self-service portal. The access key is not case sensitive.
6. Create and confirm a password for BlackBerry Work. If your device is equipped with fingerprint authentication, you can turn on this option to use instead of the password, except on initial startup.
7. Read the license agreement and, if you accept the terms, tap **Accept**.
8. If other devices, including your principal workstation, are also signed in, you will receive a notice advising you of this condition. Tap **OK**.
9. Tap the BlackBerry Dynamics Launcher in the lower-right of the screen to start using BlackBerry Work.


Install BlackBerry Work and activate using the BlackBerry UEM Client




If you have installed the BlackBerry UEM Client on your device and your administrator has allowed the BlackBerry UEM Client to manage the activation of BlackBerry Dynamics apps, you do not have to use access keys to activate BlackBerry Work or any other BlackBerry Dynamics app that you want to install.



1. If the app was not automatically pushed to your device by your administrator, open your work apps catalog and download the BlackBerry Work app. If you do not see the BlackBerry Work app in your work apps catalog, contact your administrator to make the app available to you.
2. On your device, tap BlackBerry Work.
3. Click **Allow** to allow BlackBerry Work to send notifications.
4. Tap **Set up using BlackBerry UEM Client**.
5. Enter your password for the BlackBerry UEM Client.
6. Wait while the activation completes and then click **I agree** to accept the license agreement.

Use the BlackBerry Dynamics Launcher

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

1. To open the BlackBerry Dynamics Launcher, tap .
2. Perform any of the following tasks:

Task	Steps
Open an app listed in the Launcher.	Tap the icon for the app that you want to open. Your options vary depending on the apps that you have installed.
Rearrange app icons in the Launcher.	Press and slide the icons in the Launcher to reorder them. Tap  to save your arrangement.
Open a non-BlackBerry Dynamics app or web clip listed in the Launcher.	<p>If the BlackBerry UEM Client is installed on your device, your administrator can add app shortcuts for non-BlackBerry Dynamics apps and web clips in your Launcher. When you click an app shortcut, your browser opens the non-BlackBerry Dynamics app or opens the browser to the URL location specified by your administrator. The app shortcut can open in your BlackBerry Access browser or you may be prompted to choose which browser to use (BlackBerry Access or a native browser).</p> <p>Requires admin permission and the UEM Client. Launching browser-based web clips requires BlackBerry UEM server version 12.7 or later. Launching non-BlackBerry Dynamics apps requires BlackBerry UEM server version 12.7 MR1 or later.</p>
Open the BlackBerry Dynamics app Settings.	Tap  .
Open the Quick Create menu.	<ol style="list-style-type: none"> a. Tap . b. Tap an option to quickly create email, contacts, notes, tasks, and calendar events.
Open the BlackBerry UEM App Catalog.	<p>Tap Apps. This option is only available if your device is managed by BlackBerry UEM.</p> <p>See when there are new or updated apps available. The Apps icon displays a blue circle icon in the BlackBerry Dynamics Launcher when there are new apps or updates. Your device must be activated on BlackBerry UEM version 12.9 or later.</p>

Task	Steps
Close the Launcher.	Tap  .
Move the location of the BlackBerry Dynamics Launcher icon.	Tap  and slide it to place it anywhere on the screen.

Viewing and managing your email messages

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




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

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


Viewing your email







When you open BlackBerry Work, your email is automatically synchronized with the email in your work email account. After you open the app, your email will continue to be synchronized with your device. You can swipe down on the list to force synchronization at any time. BlackBerry Work supports Bluetooth keyboard navigation.


To view your email, you can do any of the following:

- Tap  > **Sort by** to order email by subject, date, or sender.
- Tap  > **Order** to choose ascending or descending order.
- To filter email by folder, tap  or swipe from the left edge of the screen. A Folders page is displayed. Tap a folder to display only the email messages in it. "Smart" folders contain VIP, High Priority, Flagged, and Unread email.
- Tap an email to open it.

Reply to or forward an email message


When you reply to an email message, the sender of the original message is automatically added in the To field. When you use Reply All, a message is created and addressed to the sender and any additional recipients of the original message. You can change the default reply option in the BlackBerry Work Settings. You can change the recipients in the To, Cc, and Bcc fields. You can tap  to display these fields. When you forward a message, the To, Cc, and Bcc boxes are empty and you must enter at least one recipient.

1. In the email that you want to reply to, tap  or tap  > **Reply All, Forward, Add flag, Invite to meeting, Report phishing, Convert to task, or Report quoted text problem**.
2. Swipe up and tap the check box beside **QUOTE TEXT** to hide or display the discussion thread.
3. If you want to type in the body of the discussion, swipe up and tap **RESPOND INLINE**. If the discussion thread display has been disabled, it will be re-enabled.
4. Tap  to display a rich-text formatting toolbar. The toolbar opens at the top of the keyboard. It allows bold, italics, underline, indentation, bullets, numbered lists, and justification formatting for the text. Swipe right to scroll the toolbar.
5. To add an attachment, tap  > **Forward**. If you forward a message that includes attachments, you can specify which attachments to include in the message. You can also tap  > **Add links** to attach a link to one of your BlackBerry Docs files. This opens BlackBerry Work Docs so that you can choose a file stored in your device's secure container. For more information, see [Managing your documents](#).
6. Optionally, tap  and perform any of the following actions:
 - Save a draft of the message.
 - Set a priority for the message. The options are High, Low, or None.

- Invite the recipient to a meeting.
 - Discard the message.
 - Display email settings.
 - Insert a quick response. The options are "Thanks!"; "Sounds good to me!"; "I'll read this later and get back to you."; "Let's set up a meeting to discuss this."
7. After you compose your message, tap .




Send an attachment or a link

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

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




Save an attachment

You can save email attachments in a secure Docs repository on your device.

1. Tap the attachment and then tap  beside the file name.
2. Tap **Save**. Navigate to the location where you want to save the file and tap .
3. To view the saved attachment, tap .
4. Tap **Local Docs**.
5. Browse your **Local Docs** for the folder or file you want.
6. Tap a file or folder to open it.

Delete an email message



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

1. Select the email that you want to delete and tap  or swipe left on the email in the message list.
2. To permanently delete items, do the following:
 - a) To view the Trash folder, tap  > **Trash**.
 - b) Select the items that you want to delete permanently.
 - c) Tap  > **Delete**.


Automatically download email message attachments

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

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






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

Manage deleted items


1. Tap  > **Trash**.
2. Do one of the following:
 - To remove deleted items, tap **Empty Trash**. Tap **DELETE**.
 - To sort the items in the Trash folder by date, sender, or subject, tap **Sort by** and then tap the desired option.
 - To order the items in the Trash folder in ascending or descending order, tap **Order** and then tap the desired option.

Create an email

In BlackBerry Work, you can open a new email from your inbox or another mailbox, from Contacts, or from Calendar.

1. From your Inbox or any folder, tap . From your Contacts, tap a recipient's email address.
2. Tap the **To** field and type a recipient's name. As you type, BlackBerry Work suggests names from your Contacts and your organization's Global Address List (GAL). Note that your Outlook personal distribution lists can also be supported. Tap the  beside a name to exclude it from future suggestions.
3. Tap  > **Add Cc/Bcc** to add recipients.
4. Tap the **Subject** field to enter the subject line of your email.
5. Optionally, tap  > **Attach file** to include an attachment. You can attach image files from the Photo library and document files from Docs on your device, or you can take a picture with the device camera and attach the photo. Attachments are listed to the right of the Subject field. To remove an attachment, tap the attachment and tap the .
6. Tap in the body of the email to compose your message.
7. Tap a word to add it to the dictionary, delete it, or accept a spelling suggestion from a drop-down list.

8. To open formatting options, do the following:
 - a) Tap and hold a word to select it.
 - b) Drag the left or right handles to expand or narrow your selection.
 - c) In the toolbar, tap **Select All**, **Cut**, **Copy**, or **Paste**. (These options may be disabled by your administrator.)
 - d) Tap **B**, **I**, or **U** to apply bold, italic, or underline the selection. Tap an option again to remove the formatting.

Note: If the formatting toolbar does not appear automatically, tap . Tap the icon again to hide the toolbar.

9. When your message is complete, tap .

Restrictions on emails

You can define how recipients can use your mail when you compose a new message by setting the following restrictions:


- Mail cannot be edited
- Mail cannot be exported
- Rights Management Protection cannot be removed
- Mail cannot be extracted
- Mail cannot be forwarded
- Mail recipients cannot be modified
- Mail cannot be printed
- Mail cannot be replied/replied all to
- For your eyes only (print)
- For your eyes only (no print)
- Content expires (in a given time)

Expired messages are deleted automatically, but their headers are kept.

Restricted mails are marked with the restriction icon. To see details on the restriction, tap the icon.


Move an email message to a different folder

When you open BlackBerry Work for the first time, your email Inbox is synchronized with your work email account, including the folders in your account. You can move messages from the Inbox to your folders.

1. To select email messages, do any of the following:
 - Open a message.
 - In the **Inbox** or folder, tap the sender's photo or photo placeholder.
2. Tap  to view the list of available folders.
3. Tap the destination folder.

Use smart folders

Smart folders automatically organize your email by category to make it easier to quickly find a particular type of message. The categories include VIP, High Priority, Flagged, and Unread mail.

1. Tap  at the top of the screen. The smart folders and the number of messages in each are displayed.
2. Tap a folder to open it.


3. Swipe up or down to view the list.
4. Tap an email to open it.

Refresh the message list



To synchronize the message list with your work email account, swipe down on the message list.

Search email

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

1. Open a mailbox or folder and tap .
2. Enter the full or partial text you that you want to search for.
3. To refine your search, do one of the following:
 - Tap **All** to search all fields in a message.
 - Tap **From** to look for a matching sender only.
 - Tap **Subject** to search in the message subject only.
 - Tap **MORE > Advanced Search** to refine your search criteria and also look for flagged messages or messages with attachments. Tap the check mark at the top of the screen.
4. Open a message from the search results or refine your search criteria and try again.

Change BlackBerry Work for Android settings

1. Tap .
2. Tap .
3. Tap **Mail**.
4. Tap either **General settings** or your personal account settings. By default, your personal account settings are labeled with your work email address. To turn any of the following settings on or off, tap the checkbox.

General settings	Action
Confirm before deleting	Specify whether to display a prompt to confirm deletion of an email.
Confirm before sending	Specify whether to display a prompt to confirm that you want to send an email.
Auto-advance	Specify whether the newer, older, or next message in a Conversation list is highlighted after you delete a message.
Display embedded images	Specify whether to display embedded images in messages.
Show Avatar	Specify whether the photo of the sender is displayed next to their name in a conversation list.

General settings	Action
Reply all	Specify whether to reply to all recipients by default.
Always BCC myself	Specify whether you want to auto BCC yourself when you send messages.
Swipe to delete	Specify whether you can delete an email from the list by swiping left or right on the item.
Organize by thread	Specify whether to display email messages by common subject in chronological order.
Use Custom Fonts	Enables you to choose font size, style, and color for new mail and replies and forwarded mail.
Hide Quoted Text	Specify whether quoted text should be visible on replies and forwarded email.

Personal account settings	Action
Account name	Specify your account name for Email, Calendar and Contacts. By default, this is your email address, but you can change it to anything you want.
Your name	Specify the formal name that will appear in the address field of email messages.
Quick responses	Edit the phrases that you frequently use in messages so you can conveniently choose them from the work or spelling suggestion bar that is displayed above the keyboard.
Go to trash folder	Open the Trash folder, where you can sort, order, and empty the trash.
Sync Frequency	Choose how often you want to synchronize BlackBerry Work on the device with your work account. Choose Auto-sync for continuous synchronization. Choose Manual sync for sync at start up. Otherwise choose to sync every 15, 30, or 60 minutes.
Days to sync	Specify the length of time to synchronize BlackBerry Work on the device with your work account. Note: The user can only choose this option if the Email Sync Window app setting in BlackBerry UEM or Good Control is also set to No limit .
Auto download attachments	Specify whether to automatically download attachments to recent messages when a Wi-Fi network is available and connected. You can also turn on the Cellular auto download option to allow downloads when connected to a cellular network.




Personal account settings	Action
Incoming settings	Set or change username, password, and other incoming server settings. Change Incoming settings at your own risk, and only if you are instructed by your administrator. Incorrect settings can disable access to your work account.
Disable connection caching	Specify whether you want to reset your connection pool information after every use. It is recommended that you do not turn this setting on because it will decrease performance.

Manage email folder synchronization

Your email folders are synchronized automatically each time you open the app. After you open the app, the inbox is synchronized periodically in the background. You can also choose to automatically synchronize your email folders. Otherwise, folders are synchronized only when you open them.



The number of folders that you set for automatic synchronization will affect battery life and data usage on your device. You can turn off automatic synchronization for some folders to improve battery life or lower data usage.

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

1. From your Inbox or other mailbox, tap  at the top of the screen.
2. Beside **All folders**, tap  > **Edit synced folders**.
3. Tap the check box beside a folder to select it. Note: You can tap  beside a folder to see its subfolders.
4. Tap the back arrow to return to the folders list.

Change your signature

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

1. Tap .
2. Tap .
3. In the **Tools** section, tap **Signature**.
4. Enter the signature that you want to use.
5. Click **OK**.


Create an automatic out of office reply

1. Tap .
2. Tap .
3. Tap **Out of Office**.
4. Slide the **Send Automatic Replies** switch to ON.

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

Managing your notifications and alerts

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

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

Event and new mail alerts

You can configure visual and audio notifications in BlackBerry Work.

BlackBerry Work alerts are displayed at the top of the screen and on the Notifications screen. To access the Notifications screen, you can swipe down from the top of any screen on most devices or tap the Control Center on the bottom of tablet screens. You must have a wireless network connection to receive real-time notifications.

The BlackBerry Work widget supports threaded view.

Added security feature for detailed notifications

By default, if you don't unlock and use BlackBerry Work for 12 hours, the BEMS Push Notification Service removes details about email messages from notifications displayed on the device. Your administrator can change this setting. Message details in notifications that are sent by the BEMS Push Notification Service resume when you unlock BlackBerry Work.

Managing sounds and notifications

Using Sounds and Notifications on the Settings screen, you can adjust your email and calendar notification settings.

You can set notification behavior for general and VIP email, and set rules for push notification alerts to let you know who an email is from and that it's been marked "Important." You can also set notification rules for specific contacts.

The behavior of alerts is different when your client is authenticated (for example, you've entered your password after BlackBerry Work launches and the app is synchronizing) than when it is not authenticated (for example, your BlackBerry Work app is closed or has been launched but not authenticated). These differences can be summarized as follows:

- When your device is not authenticated, one alert sound is played when the notification arrives, and the notification is displayed.
- A sound synchronizes with the notification. The notification is displayed only when your Inbox is not visible.

Sounds and Notifications rules determine how important an email is. If an email rule matches an incoming email, or the incoming email is from a sender designated as a VIP in Contacts, the incoming message is marked VIP. VIP Contacts are checked for after email rules are checked:




- Importance is set on each incoming email.
- Importance is recalculated on every email if email rules change or you change your VIP contacts.
- Importance is recalculated when the client authenticates.
- Notifications support multiple sounds. Only unique sounds will play.
- If a notification is showing and new email messages arrive, only unique sounds for the new messages are played. Unique sounds play once each minute.


General and VIP notification settings

You can set the following notifications for general and VIP email: sound, pulse notification light, vibrate, and ignore system mute to play sounds when system notification volume is set to mute.

Create email rules

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

1. Tap  > .
2. In the **Sounds and Notifications** section, tap **Mail**.
3. Tap **Rules**.
4. Tap  in the top right corner.
5. Enter the name of the rule.
6. Under **Filters**:
 - a) To filter by sender email, tap in the **Sender email** field and type one or more sender emails.
 - b) To set the importance filter, slide the **High Importance** switch to On.
 - c) To filter by keywords, tap in the **Subject keyword** field and type one or more keywords.
7. Tap **Mail sound** and select the sound to use.
8. To show a notification light when you receive an email, slide the **Pulse notification light** option to On.
9. To set the phone to vibrate when you receive an email, slide the **Vibrate** option to On.
10. Tap **Save**.

- To edit an existing rule, tap on its name in the rules list.
- You can slide the switch for a rule off; when you do so, notifications for that rule do not appear on the locked screen and in the notification center.
- Tap  in the rules list to select multiple rules for deletion.

Managing your contacts

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

Open and view a contact



You can open contact entries using the BlackBerry Dynamics Launcher, from an email that you received from the contact, or from a calendar event that includes the contact.

1. To open a contact entry from an email, open an email that you received from the contact.
2. Tap the sender's photo or avatar in the address block. If you haven't added the sender to your contact list already, add the sender. For more information, see [Add a contact](#).
3. Swipe up to view additional information for this contact.

Add a contact

You can add a contact entry using the Quick Create option in the BlackBerry Dynamics Launcher, from an email that you received from the contact, or in the Contacts app.

To add a contact, perform one of the following tasks:


Task	Steps
Add a contact from an email message.	<ol style="list-style-type: none">a. In an email that you received from the contact, tap the sender's photo or avatar in the address block.b. Tap .c. Add or edit information for the contact.d. Tap Save.
Add a contact in the Contacts app.	<ol style="list-style-type: none">a. In the BlackBerry Dynamics Launcher, tap Contacts.b. Tap .c. Add or edit information for the contact.d. Tap Save.

Adding or changing contact information

Add or change a photo

1. To add or change a photo for a contact, in Add or Edit mode, tap the photo placeholder.
2. Tap **Take photo** to capture the contact's picture with your device's camera or tap **Choose photo from Gallery** to select a photo you already have stored on the device.
3. If necessary, crop the photo.
4. Tap **Done**.

Add or change a name

1. To add or change a contact's name, tap in the current name field and begin typing, or tap  to see all available name fields and type in the name fields.
2. Swipe up to see additional contact information.

Add or change organization information

You can enter information about a contact's organization, including title, office, location, or department.



1. Tap a field. A blue border at the bottom of the field indicates that it is active and ready for input.
2. Enter information in the fields as necessary.

Add or change a field in a contact entry


You can add fields to a contact entry to add personalized information.

1. At the bottom of a contact entry, tap **Add field**.
2. Choose one of the following options:
 - Phonetic name: Tips on how to correctly pronounce the contact's family name and/or given name
 - IM: Specific IM username for any domain (or AIM) such as Windows Live, Yahoo, or Skype
 - Notes: Any additional information about the contact which you wish to record
 - Nickname: An informal name that this contact prefers
 - Website: Organization or other website that you want to associate with this contact
 - Special dates: Any special occasions or dates you want to remember for this contact (for example, birthday)
3. Enter the information.
4. Repeat steps 1 to 3 to add more fields.
5. Tap **Save**.

Edit contact information


1. In a contact entry, tap  in the upper right of the Contact screen.
2. Tap a field to edit it. Perform any of the following actions:
 - Tap in a field to edit it.
 - Tap  to clear a field.
 - Tap **Add field** to add a field.
3. Tap **Save**.

Delete a contact

1. In a contact entry, tap  > **Delete**.
2. Tap **OK**.

Mark a contact as a VIP

When you add a contact as a VIP, you receive special alerts when you receive messages from the contact. A VIP contact is displayed in blue with a blue star to distinguish them from other contacts.



1. In a contact entry, tap  > **Make VIP**.

2. Tap **OK** or **Change settings** to edit VIP notifications.
3. Tap the back button.

Send an email to a contact

To send an email to a contact, in a contact entry in BlackBerry Work, tap the email address. The contact is automatically added to a new message.

Send a text message to a contact

1. In a contact entry in BlackBerry Work, tap  beside the contact's mobile phone number. A message indicating that you are leaving covered data usage to send the message and may be charged by your personal data plan may be displayed.
2. Type your message and tap .

Call a contact


In a contact entry, tap the phone number.

Using Skype For Business options



If Skype for Business is enabled by your administrator and you have that app on your device, each contact will have an icon that can be tapped to launch a Skype for Business voice or video call.

Search for a contact

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

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

Change contact settings





1. Tap .
2. Tap .
3. Tap **Contacts**.
4. Tap **Sort list by** to change whether you want contacts to be sorted by their given name or their family name.

5. To enable contacts to be synced from your device's address book, slide **Enable contact sync to native** to On.
6. To automatically synchronize personal contact groups, slide **Enable auto-sync for Contact Groups** to On.

Managing your calendar

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


View your calendar

1. Tap  > **Calendar**.
2. Tap  and do one of the following:
 - Tap **Day** to view a complete day.
 - Tap **Week** to view a week.
 - Tap **Month** to view a month.
 - Tap **Agenda** to view your calendar in chronological day-by-day list format.
3. All of the calendars in your work email account are displayed. Tap the calendar you want to view.
 - In Week and Month view, tap a day of the week to open it in Day view.
 - In Agenda view, tap at the top or bottom of the list to view past or upcoming events.
4. If you have BlackBerry Tasks installed, your calendar can also display a shortcut to tasks due on the current day in Day view. To enable this feature, turn on **Show tasks preview** in your calendar settings. To access your calendar settings, tap  >  > **Calendar**. This feature requires BlackBerry Tasks 2.1 or later.



View a calendar event

Tap a calendar event to view its details. Meeting invitations can also be accepted or declined. The event record will contain all the meeting information furnished by the Event Organizer, including required attendees, conference URLs and phone numbers, and important notes concerning the agenda and how to prepare.


For information about editing an event that you created, see [Edit a calendar event](#).

1. Tap the event.
2. If you haven't accepted or declined this invitation, you can see your available options at the top of the screen. Choose from **Accept**, **Tentative**, or **Decline** and then choose from **Respond with comments**, **Respond without comments**, or **Do not send a response**.
3. If your device is a phone, tap the meeting teleconference number to dial.
4. If a web conference URL is provided that is supported by your device, tap to open it in the browser on your device.
5. If a Skype for Business link is provided, tap **Join Skype** to launch Skype for Business and join the meeting. (Requires Skype to be installed on your device.)
6. Send an email to the other invitees by tapping , then choosing between the options **Email Organizer** or **Email Attendees**. Choose a quick response or the **Write your own...** option.
7. Set or change when you want to be reminded of this meeting beforehand by tapping below **Reminders**, then select a new time by tapping it. Remove the reminder by tapping **None**.

Contact event attendees


1. In a calendar entry, tap  > **Email Organizer** or **Email Attendees**.
2. Tap a quick response or tap **Write your own** to compose a message.
3. Tap .

Add a calendar event

1. To add an event, do one of the following:
 - In the Calendar, tap  at the top of the screen.
 - In Day, Week, or Month view, tap the hour that you want an event to begin. Tap **New event**.
 - Use the Quick Create Tool in the BlackBerry Dynamics Launcher. For more information, see [Use the BlackBerry Dynamics Launcher](#).
2. Tap the **Event name** field and enter a name.
3. Tap the **Location** field and enter a location.
4. Turn on Skype for Business to create a Skype for Business meeting and automatically add a meeting link to your invitation. If your account is configured for dial-in conferencing, BlackBerry Work automatically adds call-in information for your meeting. Your administrator must enable Skype for Business.
5. Tap **Starts** and **Ends** to set or change the start and end dates.
6. Tap the times that are displayed to set or change the start and end times. Turn on **All day** to schedule the event for the full day.
7. Tap the time zone to change it. Enter the host country and choose a time zone option.
8. Tap below **Repetition** to set or change the frequency of the event.
9. Under **Participants and resources**, tap **Required guests** and begin typing the name of the first person that you want to invite from your contacts. Select one of the matches that are listed. To invite a person who is not a contact or from an external organization, type their email address.
10. Tap **Suggested time** to check the availability of attendees.
11. Tap **Optional guests** to add guests who may benefit from the meeting but are not required to attend.
12. Tap **Resources** to enter telephone numbers, web conference URLs, and anything else necessary to support the event.
13. Tap **Description** to add an agenda or other information.
14. Tap **Reminders** to set your personal alert interval.
15. Tap **Show me as** and select from **Busy**, **Available**, or **Tentative**.
16. Tap **Privacy** and select **Default**, **Private**, or **Public**. Default is the default setting for your work email account, either Private or Public. The setting you choose in BlackBerry Work overrides the default setting. Private means that only your contacts can see your presence information. Public means that everyone in your organization can see it.
17. When you are done, tap **Save**.


The new event is added to your Calendar and invitations are sent to your invitees.

Forward a calendar event


1. In a calendar entry, tap  > **Forward event**.

2. If the event is part of a series, choose either of the following options:
 - Tap **This occurrence** to invite others to a single occurrence.
 - Tap **This series** to invite others to all occurrences.
3. Tap **OK**.

Edit a calendar event




1. To edit a scheduled event for which you are the organizer, tap the event to open it.
2. Tap , then tap **Edit Event**.
3. If this is a recurring event, select either of the following two options:
 - Tap **Change only this event** to modify a single occurrence.
 - Tap **Change all events in the series** to modify all occurrences.
4. To change the start date, end date, or both, tap a date field and select a new date. Tap the left and right arrows to change months.
5. Change the start or end time or both by tapping the respective field, then:
 - Drag the hand on the clock to the new hour and minute.
 - Change to AM or PM by tapping it.
6. Tap **OK** to save your changes.


Delete a calendar event

1. Open the event that you want to delete.
2. Tap  > **Delete event**.
3. If this is a recurring event, select either of the following two options:
 - Tap **This occurrence** to delete a single occurrence.
 - Tap **This series** to delete all occurrences.
4. Tap **OK**.

Add a shared calendar

Before you begin: You can add up to ten shared calendars on your device. If you are assigned the Editor role, you can accept/tentative/decline invites on the calendar for Exchange 2013 and 2016 or later, but not for Exchange 2010; tap on a grayed-out calendar entry to accept/tentative/decline. You will receive email invites for shared calendars, but you cannot accept/tentative/decline them in email. You can add/edit/delete calendar events.




1. Tap  > .
2. On the BlackBerry Work Settings page, tap .
3. Tap **Shared Calendars**.
4. Tap the Add (+) button.
5. In the Shared Calendars window, search for available shared calendars by entering email addresses for GAL lookups. You can only add calendars from the same GAL/Microsoft Exchange instance.

6. To display a shared calendar, tap  in the Work Calendar view or swipe right. The shared calendars you have chosen are displayed. Tap the check box beside the shared calendars that you want to display.

Managing your documents





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

Open BlackBerry Work Docs


1. Tap  > . Docs opens in the area last visited.
2. To access your different Docs sources, tap .
3. Tap a source to access its current contents. Current source options can include the following:
 - **Local Docs:** Files stored in your device's secure container
 - **Pick from Gallery:** Photos and images from the native Gallery on your device
 - **Take Picture:** A picture taken with your device camera and stored locally
 - **File Share:** Files in a secure enterprise file share to which you have been granted access
 - **SharePoint/BOX/other repositories:** Files available from enterprise SharePoint, Box, or other document repository sites to which you have been granted access
 - **Recent Locations:** Files and folders that you have used recently
 - **Offline Files:** Files from a shared folder that you added to this folder to work on offline
 - **Bookmarks:** Files that you bookmarked
 - **Pending Uploads:** Files you imported and/or worked on offline that are waiting to be uploaded to a File Share or SharePoint site

Access local docs



When you open Local Docs for the first time, it is empty.

1. To open a folder or a file, tap it.
2. To add a folder, tap , then give it a name and tap **OK**.
3. To change the order of the list, tap  > **Folders first** or **Files first**.
4. To sort your files and folders, tap  > **Type** or **Ascending**.
5. Tap  beside a file and do one of the following:
 - Tap **Info** to view a summary of the file properties.
 - Tap **Delete** to remove the file or folder from Local docs.
 - Tap **Rename** to rename the file or folder.
 - Tap **Add to Bookmarks** to add the file/folder to your Bookmarks folder.
 - Tap **Email** to attach the file to a new email message.
 - Tap **Share** to open the file in another app on your device.
 - Tap **Compress to Zip** to reduce the file size.


Create a new folder

1. To create a new folder or add a new folder under an existing folder, tap  at the top of the screen.
2. Name the new folder and tap OK.

Take a photo

1. To take a picture and save it in Local Docs, tap  > **Take a picture**.
2. Take the photo and tap  to save it.

View and use a photo

1. Open the folder where the photo is located.
2. Tap  beside the photo for a list of actions you can apply to the photo.

Play an audio or video file

1. Navigate to the Docs folder where the file is located.
2. Tap the file to play it. You can play any audio or video file type that the Android platform supports, with the exception of Apple QuickTime.






Access FileShare, SharePoint, and Box

A file share is public or private computer data and/or space in a network with various levels of access permissions. File sharing allows a number of people to use the same file by being able to read or view it, write to or modify it, copy it, or print it. Users can have the same or may have different permissions. A file share may also include an allocated amount of personal file storage.


Access to enterprise SharePoint and Box sites give you even more channels for near-instant mobile collaboration with your enterprise team members. Heavily used by organizations large and small for on-demand file sharing and updating, SharePoint and Box are applications that integrate intranet, content management, and document management onto a holistic platform. In addition to these applications, your administrator can make other document repositories available to you.






It is still important to remember, however, that applications like SharePoint and Box aren't something you buy and install on your own desktop but rather backend systems that tie all your users' PCs and mobile devices together, allowing them all to communicate and synchronize data. The basic goal is to make it possible for an organization with a hundred or even a thousand employees spread all over the region or the world to work together with the same level of agility and coordination as a company with ten people working out of a single office.

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

1. To browse the content of your file shares and other document-sharing resources tap , then tap **FileShare**, **SharePoint**, **Box**, or other listed resource.
2. Tap the corresponding  to view your permissions in the share.
3. Tap a share to open it. Note: When you are prompted to provide your log-in credentials for a Box folder, enter the email address provided to you by your administrator to access the files in that folder.
4. At the top of the screen, tap the parent folder to display its position in the hierarchical tree.
5. Tap a higher level in the tree to move up to that level.
6. Tap a file to download and open it. A  indicates that the file has already been downloaded.
7. Tap  beside a file name to view your options. The options may include:
 - **Info**: Displays the file's properties—when created, last modified, location/path on the device, file size
 - **Delete**: Removes the item from the file share folder if your permissions allow
 - **View Online**
 - **Remove from Online**
 - **Email**: Automatically attaches the file to a blank email form, ready for you to complete
 - **Share**: Opens the file in a different app on the device as allowed by your user policy
 - **Add to/remove from bookmarks**
 - **Compress to Zip**
8. Tap  at the bottom of the screen for a selected doc to:
 - Email the doc
 - Compress the file to Zip
 - Delete the file
 - Remove from offline
 - Add to/remove from Bookmarks
 - Deselect

Work with offline files

Your Offline Files repository contains a copy of FileShare and Microsoft SharePoint files that you can work on without an Internet connection. Offline Files are displayed with  for easy identification.

1. To add a file to your Offline Files repository, tap  beside the file and tap **Add to Offline**.
2. Tap  > **Offline Files**.  appears beside the file. Tip: In an open file, you can tap  > **Add to Offline**.
3. To remove a file from your Offline Files, tap  beside the file and tap **Remove from Offline**. The copy is deleted. The latest online version of the file is unaffected.

About pending uploads

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

Your administrator sets the time limit on pending uploads before they are automatically uploaded and cleared from the list the next time you connect to the Internet. Contact your administrator to find out what the duration


is. If the files are uploading when the connection to the network is lost, the upload resumes when the connection is restored. If your administrator doesn't set a time limit and the file upload is manually paused when the network connection is lost, you must manually continue the file upload after the connection is restored. BEMS 2.12 or later is required for uploads to resume. If uploads restart instead of resume, contact your administrator to confirm the version of BEMS being used with your account.

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

Add a new data source

Depending on your Docs permissions, in BlackBerry Work, you can add new FileShare, SharePoint, Box, and other sites directly from your device if you have permission to the share or site.

Before you begin:

- For a File Share, verify that you have the intranet path to the share
 - For SharePoint, verify that you have the fully qualified URL of the Microsoft SharePoint site. If a secure connection is enabled (recommended), the protocol is https://. Otherwise, the protocol is http://.
1. Open Docs from the BlackBerry Dynamics Launcher and tap either **File Share** or **SharePoint**.
 2. Tap  near the top of the screen and add the new source information as indicated.
 3. Tap **OK**.



Add a repository using the Docs Self-Service web console

Users can log in to a BEMS-Docs Self-Service Web Console from a browser on their work computer or laptop to add user-defined File Share, Box, and SharePoint repositories. The self-service console is included in your BEMS installation and automatically configured with the Docs service in the BEMS Dashboard. The URL is `http://<bems_server_fqdn>:/docsconsole`. Contact your BEMS or BlackBerry Work administrator for the URL in your environment.

1. In a browser on your computer, enter the URL for the BEMS self-service console.
2. Log in using your Microsoft Active Directory credentials.
3. Click **Add Repository** to define a new data source.
4. Enter a **Display Name**. The name will be displayed in repository lists in the console and on your devices.
5. Enter a **Storage Type**, either **FileShare**, **SharePoint**, or **Box**.
6. Enter the **Path** using the format indicated by the example.
7. Click **Save**.

To remove a repository, tap  beside it.



Change Docs settings

1. Tap .
2. Tap .
3. Tap **Docs**.

4. Tap the **Auto Cache Size Adjustment** setting to set the maximum files cache size. If you set it to AUTO, the cache size will use no more than 30% of the free device space.
5. Slide the switch for **Use Cell Data** to turn off cell data, restricting automatic uploads and updates of offline files to Wi-Fi only.
6. Choose a quick-save location to save email or calendar attachments to a Docs folder in the background. In order to take Office Online actions directly for an attachment, select your quick-save location in a valid server-based folder.

Delete a user-defined repository

User-defined repositories are identified with a "u" in the icon for the repository.

1. Tap .
2. Tap .
3. Tap **Docs**.
4. Tap **Options**.
5. Hold and swipe left on the user-defined repository.
6. Tap **Delete**.

Adding a shared mailbox to BlackBerry Work

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

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

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

Add a shared mailbox to BlackBerry Work

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




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



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

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

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

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

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

Note: You can also add a shared mailbox from the navigation drawer. From your Inbox or other mailbox, tap  > tap  and then tap Add account.

Change your theme

If you switch to a dark theme, it changes the background that appears when you sign in to the app. By default, the theme is Light.

1. In the app, open the BlackBerry Dynamics Launcher.
2. Tap **Settings**.
3. Tap **Change application theme**.
4. Tap a theme (for example, Light or Dark).

About BlackBerry Work Permissions

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

- Use the phone, including initiating a call from a meeting invite
- Enable picture-sharing
- Enable file-sharing, such as adding an attachment to an email
- Allow synchronization between BlackBerry Work contacts and native contacts

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

Access your account settings



Tap  > .

Change your password

You can change the password that you use to open BlackBerry Work.

Before you begin:

- This option will only change your password if your administrator has allowed it.



1. Tap .
2. Tap .
3. Depending on your environment, in the **Password** section or the **Password and Fingerprint** section, tap **Change application password**.

Set up fingerprint authentication



After you set up fingerprint authentication, BlackBerry Dynamics apps can be unlocked using Android fingerprint authentication instead of typing a password.

Before you begin:

- Your administrator must allow this option. If you do not see this option, contact your administrator.




1. Tap .
2. Tap .
3. In the Password and Fingerprint section, tap **Set up fingerprint**.

Turn on Battery Saver




1. To use the Battery Saver feature, tap  > .
2. In the **Tools** section, tap **Battery Saver**.

Battery Saver	Steps
Turn on Battery Saver.	<p>Battery saving mode reduces power consumption by disabling some app features. When it is turned on, the Download Entire Message Content, Show Avatar, Sync Contact Groups, and Show Presence switches are unavailable.</p> <ol style="list-style-type: none">a. Slide the Battery Saver option to On.b. Tap Sync Frequency and select Auto-sync for continuous sync, Manual Sync, or specify how often sync is to take place. If you select Manual Sync, synchronization occurs only when you log in or out or when you manually request synchronization.c. To turn off the Show Avatar setting, turn off the Show Avatar switch.d. Turn on the Enable auto-sync for Contact Group switch to have synchronization occur when the app is in the foreground.e. To turn off the Show Presence setting, turn off the Show Presence switch.

Sign out of BlackBerry Work

1. Tap  > .
2. Tap .
3. You can also display and tap this icon by swiping down on the notifications bar on the device home page.

Frequently Asked Questions



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

FAQ	Answer
How do I change the number of email messages that are synchronizing to BlackBerry Work?	This is managed in the BlackBerry Work settings. See Change your settings .
How do I change to conversation view	This is managed in the BlackBerry Work settings. See Change your settings .
How do I change the font size in BlackBerry Work?	<p>By default, BlackBerry Work uses the system font settings. Here's how to adjust.</p> <ol style="list-style-type: none"> 1. Open the Settings app 2. Tap Display 3. Tap Font 4. Tap Font size 5. Select the font size. <p>(This may vary by Android device.)</p> <p>You can also set a custom font for composing or replying to email messages. This is managed in the BlackBerry Work settings.</p> <p>See Change your settings.</p>
How do I turn off the avatars in my email list?	This is managed in the BlackBerry Work settings. See Change your settings .
Why am I getting the message that "[Your device's browser] / [Safari] has been blocked by your IT administrator. Install BlackBerry Access to continue" when I tap a link in a BlackBerry Work email message?	Your administrator may have restricted this behavior for security reasons. In many cases, your administrator will allow BlackBerry Access to be used for links in an email. Contact your administrator for more information on how to install BlackBerry Access.
How can I synchronize tasks?	You must install BlackBerry Tasks. Contact your administrator for more information.
How can I synchronize notes?	You must install BlackBerry Notes. Contact your administrator for more information.

Troubleshooting



Generate a diagnostics report

You can generate a diagnostics report and share the results with your administrator.

1. Tap  to open the BlackBerry Dynamics Launcher.
2. Tap .
3. In the **Support** section, tap **Run Diagnostics**.
4. Tap **Start Diagnostics**.
5. When the diagnostics are complete, click **Share Results** to send an email with the report details.



Upload log files to BlackBerry Support

If requested by BlackBerry Support, you can upload log files to help troubleshoot an issue you are having with BlackBerry Dynamics apps. Your administrator can enable detailed app logging to debug level. When enabled, the app logs can assist in finding possible causes of issues that users might encounter.

1. Tap  to open the BlackBerry Dynamics Launcher.
2. Tap .
3. In the **Support** section, click **Upload Logs**. The Log upload status bar displays the upload progress.
4. Click **Close**.

Send feedback to BlackBerry



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

1. Tap  to open the BlackBerry Dynamics Launcher.
2. Tap .
3. In the **Support** section, click **Send Feedback**.
4. If you are prompted and you want to upload the log files, click **Yes**.
5. An email message with the proper recipient name, subject line, and app details will be prepopulated for you. Add your feedback to the email message and click the **Send** icon.

Resynchronize BlackBerry Work with your mail server

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

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

1. Tap .
2. Tap .

3. Tap **Reset application data**.
4. Tap **OK**.
5. Reopen BlackBerry Work and enter your password.
6. Enter the password for your mail account.
7. Tap **Next**.

BlackBerry Work will now resynchronize with your mail server.

Open a Voltage SecureMail attachment

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

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

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

- The Voltage SecureMail app must be installed on your device.
 - SecureMail app must be whitelisted in BlackBerry Control by your administrator. Contact your administrator to verify that SecureMail is whitelisted if you have difficulty accessing the app from BlackBerry Work.
1. Open the message.
 2. Download and open the attachment called message_zdm.html. You are switched over to the SecureMail app to sign in to the HPE SecureMail Cloud.

Using RSA Soft-Token Authentication

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

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

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

To use two-factor authentication:

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

Data storage and aging

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

- The storage limit for BlackBerry Work data (mail, calendar, and contacts) depends on available memory on your device. Email aging is based on the "sync window" which you define. For example, the values may be 1 day, 3 days, 1 week, 2 weeks, or 1 month. For more information, see "Days to Sync" in Personal Settings in [Change BlackBerry Work for Android settings](#). However, there is a display limitation in the current v1.1 for Android release to the extent that each folder will only display up to 1,500 emails, starting with the most recent.
- In initially synchronizing your Calendar, the timeframe is set to the month previous plus all future events. There is no practical limit on the size of your Calendar, although it can only use as much as the Android operating system allocates to it.
- There is no limit on the number of contacts stored. BlackBerry Work does not preallocate storage and is limited only to the amount of storage allocated to it by the Android OS.
- BlackBerry Work for Android does not cache email attachments.
- The maximum length of an email is 200 KB.

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

Exchange ActiveSync search limits

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

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

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