BlackBerry Access for iOS

User Guide

3.3

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What is BlackBerry Access?

BlackBerry Access for iOS is a secure browser that allows you to access your organization's intranet, work apps, and an integrated enterprise app store on your iOS device. BlackBerry Access for iOS includes the following features:

- Provides easy content downloads, bookmarks, and tabbed browsing
- Supports pop-ups that facilitate the deployment of web apps, such as Cisco WebEx, Salesforce, and custom-developed apps
- Allows you to view streaming video with intuitive player controls built into the browser
- Secures work web apps in containers, ensuring that data never leaves your organization's control
- Leverages standard end-user authentication, such as SSL, NTLM, and TLS
- Supports credential persistence
- Uses PAC file web addresses for secure routing of work data

Installing and activating BlackBerry Access

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

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

System requirements

For BlackBerry Access device OS compatibility, see the Mobile/Desktop OS and Enterprise Applications Compatibility Matrix.

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

1. Request an access key from your administrator or generate an access key from your organization's self-service portal.
2. After you receive the email message with the access key information or have generated your own access key, download and install BlackBerry Access from the App Store.
3. Open BlackBerry Access.
4. Read the license agreement and, if you accept the terms, tap **Accept**.
5. 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.
6. 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.
7. Create and confirm a password for BlackBerry Access. If your device is equipped with Touch ID, you can choose to use Touch ID instead of the password, except on initial startup.
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 Access.

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

Using BlackBerry Access

Use the BlackBerry Dynamics Launcher

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

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

Task	Steps
Open an app listed in the Launcher.	Tap the icon for the app that you want to open. Your options vary depending on the apps that you have installed. If you have more icons than can be displayed in the Launcher window, use the Search feature to find the app icon that you want to use.
Rearrange app icons in the Launcher.	Press and slide the icons in the Launcher to reorder them. If you have more icons than can be displayed in the Launcher window, search for the app icon that you want to reorder. Tap **Done** to save your arrangement. On iPhone devices, you can press and slide icons to move them to a favorites bar. Icons that have been added to the favorites bar, stay visible while you scroll through the other icons in the Launcher. You can add up to four or five icons to the favorites bar, depending on the size of the screen. To remove an icon, press and drag it out of the favorites bar.
Open a non-BlackBerry Dynamics app or web clip listed in the Launcher.	If the BlackBerry UEM Client is installed on your device, your administrator can add app shortcuts for non-BlackBerry Dynamics apps and web clips in your Launcher. When you click an app shortcut, your browser opens the non-BlackBerry Dynamics app or opens the browser to the URL location specified by your administrator. The app shortcut can open in your BlackBerry Access browser or you may be prompted to choose which browser to use (BlackBerry Access or a native browser). 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.

Task	Steps
Search for an app or web clip on an iOS device.	Tap . Launcher icons are searched and listed by first letter. Click on an icon to launch the app or clip.
Scan a QR code.	Tap . QR codes cannot be larger than 2078 bytes and must not contain any non-keyboard characters.
Open the BlackBerry Dynamics app Settings.	Tap .
Open the Quick Create menu.	**a.** Tap . **b.** Tap an option to quickly create email, contacts, notes, tasks, and calendar events.
Open the BlackBerry UEM App Catalog.	Tap **Work Apps**. This option is only available if your device is managed by BlackBerry UEM. 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.
Adjust the BlackBerry Dynamics Launcher icon brightness.	Tap and tap **Launcher**.
Close the Launcher.	Tap .
Move the location of the BlackBerry Dynamics Launcher icon.	Tap and slide it to place it anywhere on the screen.

View and delete downloaded files

You can download files in BlackBerry Access. The name of the file that you want to download cannot be greater than 160 characters.

Note: On the **Downloads** tab, you can pause the downloading of a file, and resume it.

1. In BlackBerry Access, tap .
2. Tap **Downloads**.
3. To delete a downloaded file, tap **Edit**.
4. Tap the red Delete icon.
5. Tap **Delete**.
6. Tap **Done**.

View and search browsing history

You can perform a local search of web addresses in the BlackBerry Access history.

1. In BlackBerry Access, tap .
2. Tap **History**.
3. If required, use the Search text box to search for the item that you are looking for.
4. Tap **Done**.

View and close open tabs

You can swipe through all open tabs and open them or close them. You can open up to 99 tabs at the same time.

1. Tap . Depending on how many tabs you have open, you will see that number inside the icon.
2. Tap **Close All** to close all open tabs.
3. Do one of the following:
   a) Tap **Close All** to close all open tabs.
   b) Swipe through the open tabs to preview them and tap **X** to close the tab.
   c) Swipe through the open tabs to preview them and tap a tab to open it.

Clear browsing data

1. In BlackBerry Access, tap to open the BlackBerry Dynamics Launcher.
2. Tap .
3. In the **Browsing Data** section, perform any of the following tasks:

Task	Steps
Clear History	Clears your browsing history.
Clear Cookies and Data	Clears your cookies and other website data.
Clear Cache	Clears your cached files.
Clear Credentials	Clears any credentials that you have allowed BlackBerry Access to store. If you perform this task, you will have to enter your login credentials again.
Clear Certificate Authorizations	Clears any certificate authorizations that you have allowed BlackBerry Access to store. If you perform this task, you will have to authorize certificates again.

4. Click **Done**.

Add a bookmark

1. In BlackBerry Access, tap .
2. Tap **Add to Bookmarks**.
3. If required, edit the name of the bookmark.
4. Tap **Save**.

Edit a bookmark

1. In BlackBerry Access, tap .
2. Tap **Bookmarks**.
3. Tap **Edit**.
4. Tap the bookmark you want to edit.
5. Edit the name or URL of the bookmark.
6. Tap **Save**.

View and search bookmarks

You might see preloaded bookmarks that your administrator set in BlackBerry Access.

1. In BlackBerry Access, tap .
2. Tap **Bookmarks**.
3. Tap **Corporate Bookmarks**.
4. Tap a bookmark to view the bookmarked webpage.

Reorder your bookmarks

1. Tap **Bookmarks**.
2. Tap **Edit**.
3. Press, hold, and drag your bookmarks into the order that you want them to display.
4. Tap **Done**.

Scan a QR code

You can scan QR codes directly in BlackBerry Access. QR codes cannot be larger than 2078 bytes and must not contain any non-keyboard characters.

1. On a new tab, click in the search bar,
2. If required, complete the following steps to allow BlackBerry Access to use your camera.
   a) Click **Settings**.
   b) Slide the **Camera** slider setting to On.
   c) You can now return to BlackBerry Access.

3. In BlackBerry Access scan the QR code.
4. Click **Open URL**,**Search**, or **Copy**.

Upload a photo, video, or a file to a webpage

You can upload files to webpage with a maximum file size of 100 MB. You can upload the following file types:

- Images (.jpeg, .bmp, .png)
- Videos (.webm, .mp4, .mpg)
- Documents (.doc, .html, .pdf, .xls, .ppt, .txt)
- Archives (.7z, .zip, .rar)

1. Tap the option on a web page to upload a file.
2. A dialog box appears that allows you to choose one of the following options:
   - **Take Photo or Video**: Choose this option if you want to take a new photo or video and upload it.
   - **Photo Library**: Choose this option if you want to use a photo from your photo library.
   - **Browse**: Choose this option if you want to upload a file from a location on your device.
   - **Download Manager**: Choose this option if you want to upload a file from the downloads folder.
3. Follow the steps required by the webpage to complete the file upload.

Share a webpage

1. In BlackBerry Access, tap .
2. Tap **Share**.
3. Choose how you want to share the webpage. You will see the options that your administrator has made available.

Search for text on a webpage

In iOS version 14 or later, you can search for text on a webpage.

1. In BlackBerry Access, tap • • •.
2. Tap **Find On Page**.
3. In the search bar, type the text you want to find.
4. Tap the up and down arrows to move to instances of the text.
5. Tap **Done** when you are finished.

Change your theme

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

Switch to desktop site

If a website isn't rendering well as a mobile site on your device, you can switch to the desktop site.

1. In BlackBerry Access, beside the address bar, tap ⋯.
2. Tap **Switch to Desktop Site**.

Switch to mobile site

If you are currently viewing a website as a desktop site, you can switch back to the mobile site.

1. In BlackBerry Access, beside the address bar, tap ⋯.
2. Click **Switch to Mobile Site**.

Enable automatic presentation mode

1. Tap to open the BlackBerry Dynamics Launcher.
2. Tap .
3. In the BlackBerry Access section, enable Automatic presentation mode.
4. Tap **Done**.

Search engine links

In BlackBerry Access, your administrator can add search engine links to the browser. If your administrator configured this feature, you see search engine links at the end of your search results in bookmarks, history, or downloads. These links give you easier access to search engines when you perform searches.

Unqualified domain names

Your administrator can define a default Internet domain and allowed domains for you to use in BlackBerry Access. This allows you to reach servers using the unqualified domain names instead of the FQDN.

For example, if your company has an internal server running knowledge base software with an FQDN of kb.example.com, your administrator can configure domain information so that you can reach that server by typing "kb" in the browser.

Supported plugins

WebSockets is supported by BlackBerry Access for iOS.

BlackBerry Access does not support the following plugins (applet,object,embed):

- Microsoft ActiveX
- Adobe Flash (applet,object,embed)
- Applets

Supported languages

The controls for BlackBerry Access are available in the following languages. Webpages are rendered in the language they are written in.

- Danish
- Dutch
- English
- French
- German
- Italian
- Japanese
- Korean
- Portuguese
- Simplified Chinese
- Spanish
- Swedish

Cookies

BlackBerry Access supports both persistent and non-persistent cookies. In general, these are used to maintain session information.

WKWebView

The default view is WKWebView for devices using iOS 11.3 and later.

Using fullscreen and presentation modes

In BlackBerry Access for iOS, you can display websites in fullscreen (on phones) and presentation modes.

In fullscreen mode, the location (URL) bar and toolbar adjust their sizes automatically when scrolling. When you scroll up on a web page, the menu bar becomes hidden.

In presentation mode, only web content is displayed and all other UI controls are hidden. To enter presentation mode, tap .

To exit fullscreen mode, scroll down on the web page.

To exit presentation mode, tap the edge of the screen, then tap .

Split screen support

BlackBerry Access for iOS now supports the Slide Over, Split View, and Picture in Picture features in iOS.

Manage passwords on an iOS device

1. Tap **Settings > Passwords**.
2. To enable or disable saving passwords, toggle the **AutoFill Passwords** setting on or off.
3. Tap one of your saved passwords to edit it.
4. Tap **Never Saved** to view and edit a list of sites where passwords are not saved.

Security

Protecting a lost or stolen device

If your device is lost or stolen, you can contact your administrator to remotely erase BlackBerry Access data from your device.

Secure storage of browsing activity

All BlackBerry Access browsing activity, including browser data, the cache, and cookies, are encrypted and stored in a secure container on devices. The secure container ensures that work data is stored separately from personal data on devices.

Enable RSA soft token authentication

BlackBerry Access contains an embedded RSA SecurID authenticator that can generate and display a 6-digit or 8-digit token code at 30 or 60 second intervals. You must enable RSA SecurID authentication before you can use it.

After the setup, the BlackBerry Dynamics Launcher screen shows a soft token icon, which you can use to configure token settings.

Before you begin:

- Verify that you have received the two-factor authentication application that you need to access your network or resources. This app is specific to each organization.
- Verify that you have received an email message that includes a link for your RSA token from your administrator.

1. In any BlackBerry Dynamics app, such as BlackBerry Work or BlackBerry Access, read the email that includes the CTF URL from your administrator.
2. In the email, tap the provided link.
3. When you are prompted, set a PIN for RSA authentication.
4. BlackBerry Access displays your RSA token code. This token is timed to expire in the number of seconds displayed below the token code. Click the button on the left to copy the code, or click the button on the right to display the next token code if you feel you don't have enough time to paste the code into your authentication app.
5. Paste the copied token into your authentication app.

After this setup in BlackBerry Access, the launcher screen shows a **Softtoken** icon, which you can use to configure **Token Settings**.

View security and connection information

You can view security and connection information for the web page that you are currently viewing.

1. To view SSL certificate information, refer to the icon displayed in the address bar. Depending on the web page, one of the following is displayed.

The web page is not secured and is using HTTP.	No icon is displayed.
The web page is secured.	The icon is displayed.
The web page is secured but with a weak or invalid certificate.	The icon is displayed.

2. To view connection information, beside the address bar, tap .
3. Tap **Display connection info**.

Troubleshooting

Diagnostics

If your administrator allows, you can perform app diagnostics for BlackBerry Access.

You can use diagnostic tools to check the connection between BlackBerry Access and BlackBerry Proxy and other target servers.

BlackBerry Access for iOS also has a “Collect network summary” option that you can use to collect and display a summary of your internet usage. The summary, which can be used for diagnostics, displays information such as delays in connections, authentication handshakes, and proxy resolution.

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 **Advanced** section, tap **Run Diagnostics**.
4. Tap **Start Diagnostics**.
5. Click **Start**.
6. When the diagnostics are complete, click **Share logs** to send an email with the report details.

Share app log files and reset app data

If BlackBerry Access stops responding during startup, the next time you log in to the app you can upload log files to help troubleshoot an issue you are having with BlackBerry Dynamics apps.

Before you begin: BlackBerry Access has stopped responding during startup.

1. Log in to BlackBerry Access.
2. Do one of the following:
   - Tap **Share logs** and then tap **Upload Logs**. The Log upload status bar displays the upload progress.
   - Tap **Advanced > Reset tabs data**. This option deletes all information about tabs from your previous session.
   - Tap **Advanced > Reset app data and recover**. This option erases all saved data such as bookmarks, download history, and cookies.

Troubleshoot issues using the BlackBerry Access console

You can use the BlackBerry Access console to help you find possible causes of issues that you might encounter.

For example, if you cannot access a particular website, you can look at the console messages to see if your access has been blocked by your administrator. If your administrator blocks your access to a website, the console might display a message similar to this: **14:11:05 10/02/2014 Content from sync.example.com is blocked.**

1. In BlackBerry Access, tap to open the BlackBerry Dynamics Launcher.

2. Tap .
3. In the **Advanced** section, tap **Console**.
4. Look at the displayed messages to see if they indicate what the problem is.

Troubleshoot connectivity issues

Your administrator may require you to perform some connectivity tests if you are having issues connecting to a website.

1. In BlackBerry Access, tap to open the BlackBerry Dynamics Launcher.
2. Tap .
3. In the **Advanced** section, click **Network Utilities**.
4. Enter the URL or IP address that your administrator wants you to test.
5. Select either **Ping**, **NSLookup**, or **PAC Resolver** as instructed by your administrator.
6. Communicate the results to your administrator.

Upload log files to BlackBerry Support

If requested by BlackBerry Support, you can upload log files to help troubleshoot an issue you are having with BlackBerry Dynamics apps.

1. Tap to open the BlackBerry Dynamics Launcher.
2. Tap .
3. In the **Advanced** section, tap **Logs**, then tap **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. In BlackBerry Access, tap to open the BlackBerry Dynamics Launcher.
2. Tap .
3. In the **BlackBerry Access** section, click **Feedback**.
4. 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.

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