



# **BlackBerry Access for Android**

## **User Guide**

3.4



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# What is BlackBerry Access?

BlackBerry Access for Android is a secure browser that allows you to access your organization's intranet, work apps, and an integrated enterprise app store on your Android device. BlackBerry Access for Android 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 Google Play.
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 biometric authentication, you can turn on this option to use 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.
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"><li>a. Tap .</li><li>b. Tap an option to quickly create email, contacts, notes, tasks, and calendar events.</li></ol>
Open the BlackBerry UEM App Catalog.	<p>Tap <b>Apps</b>. This option is only available if your device is managed by BlackBerry UEM.</p> <p>See when there are new or updated apps available. The Apps icon displays a blue circle icon in the BlackBerry Dynamics Launcher when there are new apps or updates. Your device must be activated on BlackBerry UEM version 12.9 or later.</p>



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.


## View and search 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.



1. In BlackBerry Access, tap the overflow menu in the top bar.
2. Tap **Downloads**.
3. If required, click  to search for the file that you want to open.
4. Tap the file that you want to open.

## View and search browsing history

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

1. In BlackBerry Access, tap the overflow menu in the top bar.
2. Tap **History**.
3. If required, click  to search for the item that you are looking for.

## 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 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 Cookies	Clears your cookies and other website data.
Clear Cache	Clears your cached files.
Clear History	Clears your browsing history.

Task	Steps
Clear Certificates	Clears any certificate authorizations that you have allowed BlackBerry Access to store. If you perform this task, you will have to authorize certificates again.
Clear Geolocation	Clears any location information stored in BlackBerry Access.



4. Click **Done**.

## View and search bookmarks

You might see preloaded bookmarks that your administrator set in BlackBerry Access. You can also perform a local search of web addresses in BlackBerry Access bookmarks.


1. In BlackBerry Access, tap the overflow menu in the top bar.
2. Tap **Bookmarks**.
3. Tap **Corporate Bookmarks**.
4. If required, click  to search for the bookmark that you are looking for.

## Import and export bookmarks

1. You can import and export bookmarks so that you can share them on multiple devices.
2. Tap  to open the BlackBerry Dynamics Launcher.
3. Tap .
4. In the **Advanced** section, tap **Bookmarks**.
5. Do one of the following:
  - Tap **Import** and select an option to import from.
  - Tap **Export** and select an option to export to.

## 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**.

## Search webpages

You can perform a search query in webpages.

1. In BlackBerry Access, tap the overflow menu in the top bar.
2. Tap **Find in page**.
3. In the **Find in page** field, type your search query. Results are highlighted in the browser.
4. Click the up or down arrow to move between the entries.

## Request the desktop version of a website

You can request the desktop version of websites that are not optimized for mobile browsers. When you request the desktop version, the request applies only to the tab of the website that you have open.

1. In BlackBerry Access, tap the overflow menu in the top bar.
2. Tap **Desktop site**.

## 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:
  - **Camera:** Choose this option if you want to take a new photo and upload it.
  - **Photos:** Choose this option if you want to use a photo from your photo library.
  - **Device Files:** Choose this option if you want to upload a file from a location on your device.
  - **BlackBerry Access Downloads:** 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 the overflow menu in the top bar.
2. Tap **Send Link**.
3. An email message opens that contains the link. Enter the recipient information and click the **Send** icon.

## 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

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

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

## 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.

## Support for multiwindow mode

BlackBerry Access for Android supports multi-window mode in Android 7.0 and later.

## Install .apk files

If your administrator allows, you can use BlackBerry Access to download and install .apk files.

BlackBerry Access expects the MIME type from the server from which you are downloading the APK file to be: application/vnd.android.package-archive. Other MIME types might not work as expected.

1. In the Android device settings, perform the following tasks:
  - a) Tap **Security**.
  - b) Make sure the checkbox beside **Unknown Sources** is selected.
2. In BlackBerry Access, perform the following tasks:
  - a) Download an .apk file.
  - b) In the **Downloads** folder, find the .apk file that you downloaded.
  - c) Tap the file to install it.

# 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 the connection status of a web address

You can now view whether a web address has a secure connection. When you view a website, you can view the certificate information and level of encryption data for the browser. You also have the option to proceed to the insecure web address and stop using an invalid certificate.

1. In BlackBerry Access, navigate to a web address.
2. On the address bar, click the security icon.
3. You can view the following information for the web address:
  - The connection status of the site
  - Data encryption of the site
  - Certificate information
  - Device location, when applicable

# 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.

### 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. When the diagnostics are complete, click **Share Results** to send an email with the report details.

## 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 **Net Tools**.
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.



# Troubleshoot issues using devtools

You can use Google Chrome Developer Tools to help you troubleshoot the BlackBerry Access browser.

If your access is blocked by your administrator, the BlackBerry Access browser is not available in Google Chrome developer tools.



## Before you begin:

- Verify that BlackBerry Access for desktop is enabled for developer mode by your administrator.
  - Verify that Google Chrome version 32 or later installed is on your computer.
  - Verify that BlackBerry Access is installed and activated on your device.
1. Connect your device to your computer.
  2. On your device, open the BlackBerry Access app and navigate to a web address.
  3. On your desktop, open Google Chrome.
  4. Complete one of the following tasks:
    - On a computer running a Windows operating system, click the overflow menu > **More tools > Developer tools**.
    - On a computer running macOS, on the menu, click **View > Develop > Developer Tools**.
  5. In the **Devices** section, click the device that is connected to the computer.
  6. On the **Remote devices** tab, the following information is listed:
    - The BlackBerry Access app
    - Open web address tabs
  7. You can perform the following tests:

Task	Steps
Reload the web address in the open tab	Click the overflow menu > <b>Reload</b> .
Change focus to another tab	Beside the web address that you want to switch focus to, click the overflow menu > <b>Focus</b> .
Close a tab	Beside the web address that you want to close, click the overflow menu > <b>Close</b> .
Open a new tab	<ol style="list-style-type: none"><li>a. In the <b>New tab</b> field, type the web address you want to open.</li><li>b. Click <b>Open</b>.</li></ol>
Open a debug window for a web address	Beside the web address that you want to debug, click <b>Inspect</b> .  You can view browser error messages that might be present and browser elements.



## 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 **Advanced** section, tap **Logs**, then tap **Upload Logs**. The Log upload status bar displays the upload progress. If detailed logging is enabled, the Detailed app Logging checkbox is selected. This feature cannot be enabled or disabled in BlackBerry Access.
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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