BlackBerry Access and BlackBerry Work for Windows

User Guide

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What is BlackBerry Access?

BlackBerry Access for Windows is a secure browser that allows you to access your organization's intranet and business applications on your Windows device. BlackBerry Access for Windows 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
- Deploys your organization's HTML5 desktop apps securely and provides you with offline access to them
- 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

BlackBerry Access for Windows also provides you with access to BlackBerry Work (email, calendar, and contacts) from the BlackBerry Dynamics Launcher in BlackBerry Access.

Installing and activating BlackBerry Access

System requirements

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

Your Windows device must meet the following requirements:

- Windows 8.1 or Windows 10 Version 1511 (OS Build 10.586.318) or later
- Computer with a minimum of 4GB of RAM
- Computer with Intel Core i5 or later

Installing BlackBerry Access

Visit https://ca.blackberry.com/support/business/enterpriseapps/blackberry-mobility-suites#Downloads to download and install BlackBerry Access on your device.

Note: Windows 10 may block you from upgrading BlackBerry Access. If you are using Windows 10 and are upgrading BlackBerry Access, run the BlackBerry Access installer as an administrator to avoid this issue.

Uninstalling BlackBerry Access

Since BlackBerry Access is a secure browser, you cannot use the Control Panel to uninstall it.

1. In the app list, click **BlackBerry Technology**.
2. Select **BlackBerry Access Uninstaller**.
3. Follow the instructions on the screen to remove BlackBerry Access.

Activating BlackBerry Access

You must activate BlackBerry Access before you can use it. Activation is a one-time process in which you enter your email address and an access key. Activation details are provided by your administrator in an activation email.

Before you begin:

- Install BlackBerry Access.
- Locate the activation email from your administrator.

1. Open BlackBerry Access.
2. In the **Email Address** field, type the email address specified in the activation email.
3. In the **Access Key** field, type the access key specified in the activation email, without hyphens. The access key is not case sensitive.
4. Click **GO**.

Installing BlackBerry Work

BlackBerry Access gives you access to mail, calendar, and contacts using BlackBerry Work from the BlackBerry Dynamics Launcher in BlackBerry Access. BlackBerry Work is deployed as a web extension to BlackBerry Access.

BlackBerry Work is installed or uninstalled with BlackBerry Access, and no additional installation steps are required.

After you start BlackBerry Access, click the blue BlackBerry icon to open the BlackBerry Dynamics Launcher. The BlackBerry Work icons for mail, calendar, and contacts are displayed.

When you click any of the BlackBerry Work icons in the Launcher, you are prompted to enter your Microsoft Exchange credentials (email address, username or User Principal Name, and mail server password). Make sure that you accept the user agreement. BlackBerry Access then configures mail, calendar, and contacts for you using your Microsoft Exchange credentials. If the autoconfiguration fails, BlackBerry Access displays an error message.

Using BlackBerry Access

Users can access the following features:

Feature	Details
Bookmarks	You might see preloaded bookmarks that your administrator set in BlackBerry Access. If your administrator allows it, you can import bookmarks that you exported from other browsers.
	BlackBerry Access features a bookmarks bar. You can select the "Always show bookmarks bar" option in **Settings** > **Appearance** so that the bookmarks bar always appears.
	You can also perform a local search of web addresses in BlackBerry Access bookmarks.
Download files	You can download files in BlackBerry Access for macOS. Tap or click the **Downloads** button or tab to view downloaded files. You can also preview downloaded files from the download page.
	The Download Manager is in the BlackBerry Dynamics Launcher for easier access.
	If your administrator allows it, you can download files directly to your system's default download folder and bypass the BlackBerry Access secure container. You can also import files from and export files to the native file system outside of the secure container.
	In BlackBerry Access, you can also perform a local search of web addresses in downloads.
Preview downloads	You can preview downloaded files from the download page. Preview is supported for Microsoft Word, Microsoft Excel, and Microsoft PowerPoint formats, as well as PDF and common image formats (JPG, PNG, GIF, TIFF, and BMP) and .msg files. You can preview downloaded files both inside and outside of the BlackBerry Access secure container.
	Note that copying text and hyperlinks are not supported when you view a download preview. Password protected files, .csv files, or split pages for Microsoft Excel files (XLS, XLSX) are not supported.
Edit Microsoft Word and Microsoft PowerPoint	If you have the required license, you can securely edit Microsoft Word and Microsoft PowerPoint file attachments. If you do not see the option to edit these files, you do not have the required license. Contact your administrator if you require this feature.
Share links in email messages	To send a link using BlackBerry Work, right click on the link in the address bar and select **Share link with email**.
Multiple windows support	Users can access BlackBerry Work mail, calendar, and contacts in one window. BlackBerry Access supports multiple browser windows.

Feature	Details
History	You can perform a local search of web addresses in the BlackBerry Access history.
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.
Third-party app extensions	If your administrator allows it, you can download extensions for third-party apps such as Cisco WebEx that can be launched from BlackBerry Access. Your administrator determines the websites that you are allowed to download extensions from.
BlackBerry Access console	You can examine the BlackBerry Access built-in console to see possible causes of difficulties that you might encounter. For example, if you cannot access a particular website, you can view the console messages to see if your access has been blocked by your administrator. If your administrator blocked 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. To access the console, in BlackBerry Access, open the BlackBerry Dynamics Launcher and tap ✿ > **Settings > Console**.
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 by typing the unqualified domain names instead of the FQDN. For example, if your organization 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 simply typing "kb" in the browser.
Cisco WebEx	If your administrator allows, BlackBerry Access supports Cisco WebEx.
Cookies	BlackBerry Access supports both persistent and non-persistent cookies. In general, these are used to maintain session information.
WebSockets	BlackBerry Access supports WebSockets (RFC 6455).
Languages	BlackBerry Access navigation is available in English, Dutch, French, Japanese, Korean, Simplified Chinese, and Swedish. This applies to the controls of BlackBerry Access. Webpages are rendered in the language they are written in.
Skype	You can open Skype meetings in BlackBerry Access.

Supportability notes

Item	Details
File types	BlackBerry Work does not support the following file types: • .msg: Microsoft Outlook message format • .zip: Compressed file archive
Plug-ins	BlackBerry Access does not support the following plug-ins: • Microsoft ActiveX • Adobe Flash • Applets

Using BlackBerry Work

BlackBerry Work for Windows is integrated as a web extension to BlackBerry Access for Windows. This simplifies installation, configuration, deployment, and day-to-day use. BlackBerry Work for Windows allows you to use BlackBerry Work mail, calendar, and contacts features in BlackBerry Access.

BlackBerry Work offers the following features:

Feature	Description
Sort email messages	You can sort email messages by subject, sender, and date. To sort the contents of your email folders, click the Subject, Sender, or Date column headings.
Attachments	• You can upload, download, and forward attachments, as well as save attachments to draft email messages. Attachments are also supported in the calendar. • You can attach multiple files to an email message, if the files are already stored in the BlackBerry Access secure container. If your administrator allows, you can attach files that are not in the BlackBerry Access secure container. • Downloading attachments from email messages puts them into the Download Manager in the BlackBerry Dynamics Launcher. If your administrator allows, you can bypass the BlackBerry Access secure container and download attachments directly to your system's default download folder. • You can securely preview file attachments before you download them and securely view file attachments after they are downloaded. Secure preview and view are supported for Microsoft Word, Microsoft Excel, and Microsoft PowerPoint formats, as well as PDF and common image formats (JPG, PNG, GIF, TIFF, and BMP). Note that you cannot copy text or click hyperlinks when you view a preview. The secure preview and view feature does not support password protected files, .csv files, or split pages for Microsoft Excel files (XLS, XLSX). • If you have the required license, you can securely edit Microsoft Word and Microsoft PowerPoint file attachments. If you do not see the option to edit these files, you do not have the required license. Contact your administrator if you require this feature.
Signatures	You can store a personal signature that is included at the bottom of new email messages. To create a signature in BlackBerry Access: 1. In BlackBerry Work, click the BlackBerry Dynamics Launcher icon. 2. Click **Settings**. 3. Click **Signature**. 4. Turn signatures on by clicking the Off slider. 5. Enter your signature text in the textbox provided (text only, no HTML). 6. Click **Save**.

Feature	Description
Search	• You can search for local email messages and contacts. • You can perform remote searches for email messages. • You can perform actions, such as replying, forwarding, and updating, from the search results. • Auto-complete is supported for searches. You will see suggestions from local and cached contacts, as well as email addresses from sent email messages.
Synchronization	BlackBerry Work synchronizes email messages, calendar events, contacts, and folders with your work mail server. BlackBerry Work displays a "Sync in progress" notification in the Inbox tab (on the left) when new email messages are received. BlackBerry Work initially synchronizes email messages for the three most recent days in the inbox. If the number of emails from the three most recent days is less than 1044, up to 1044 from following days will be synchronized. BlackBerry Work synchronizes a maximum of 500 email messages in other folders. The user must navigate to the other folders to start synchronization. BlackBerry Work stores up to a maximum of 10000 email messages in the inbox, 2000 messages in the sent and deleted items folders, and 500 in all other folders. BlackBerry Work synchronizes calendar events from two weeks before the time of provisioning to six months after. BlackBerry Work initially synchronizes 35 contacts and the user must click "load more" to synchronize more contacts. Each time the user clicks "load more", 100 contacts are displayed. BlackBerry Work has a Refresh button on the action bar in the email, calendar, and contacts tabs. You can use this option to manually initiate synchronization of email messages, calendar events, and contacts, or send items from the Outbox folder.
Email features	• Two-way synchronization of email messages between BlackBerry Work and your work mail server, for the inbox, deleted, and sent folders and subfolders • Skip to previous or next email message • Email message preview • Auto-retrieve more email messages • Mark message as read or unread • Move email messages to or from any folder • Read HTML email messages • Compose HTML email messages (rich-text editor) • Type-down addressing • Filter email messages • Spell check

Feature	Description
Quick access to user profiles from email messages	You can click a user name in an email header and open a pop-up window that displays options to view the user's profile or to send an email to the user.
Contacts features	- Two-way synchronization of contacts between BlackBerry Work and your work mail server - Look up email addresses in a Global Access List - Create private groups and add contacts
Calendar features	- Two-way synchronization of calendar items between BlackBerry Work and your work mail server - Create and update meetings (both recurring and non-recurring) - Respond to meeting invitations (accept, tentative, decline) - Change meeting invitation responses (accept, tentative, decline) - Show your acceptance status in different colors - Remove meetings from cancellation emails - View day and month views of your calendar - Reply to and forward events in the calendar - Book resources, such as meeting rooms, in the calendar - See calendar availability indicators for recipients and resources when creating calendar events - Spell check
Avatars	BlackBerry Work synchronizes user images in email messages and contacts if they exist in the GAL. If no image is available, the user's initials are displayed instead. The color assigned to the avatar is random.
Streaming notifications	Streaming notifications combine the functionality of push and pull notifications. The mail app establishes a notification subscription and the connection remains open for 30 minutes to allow the mail server to push notifications. Webapps uses streaming notifications for synchronizing email messages, calendar events, and contacts. Streaming notifications are standard and supported by EWS. Streaming notifications reduce the load on the Microsoft Exchange Server and improve the overall performance.
Out-of-office notifications	You can configure out-of-office notifications.
Diagnostics menu	You can access a new diagnostics page in the Settings menu to view information about the number of active and inactive tabs (including email, calendar, contacts, and sync), to view status information about tabs, to refresh tabs, and to test the connection with the Microsoft Exchange Server.
Work offline	You can use many BlackBerry Work features while offline. For example, you can draft email messages or create calendar invites that you can send when your Internet connection is restored.

Feature	Description
Application reset	You can delete all data and account information from BlackBerry Work: 1. In BlackBerry Work, click the BlackBerry Dynamics Launcher icon. 2. Click **Settings**. 3. Click **Diagnostic**. 4. Click **Application Reset**. 5. Read the warning message and click **Yes** to delete your data and account information.
Send feedback to BlackBerry	You can use the feedback option in the BlackBerry Dynamics Launcher to send feedback directly to BlackBerry. We value your feedback and use it to improve our products.

Shortcuts for BlackBerry Work

When you are using the integrated BlackBerry Work app in BlackBerry Access, you can use the following shortcuts to navigate to the mail, calendar, contacts, and settings tabs.

Navigate to	Shortcut
Mail tab	**Ctrl + 1**
Calendar tab	**Ctrl + 2**
Contacts tab	**Ctrl + 3**
Settings tab	**Ctrl + 4**

Security features

BlackBerry Access offers the following security featuers:

Feature	Description
Remote data wipe	Wiping data is a process that allows your administrator to remotely erase data from your device when a violation or breach of a security policy is detected, your network permissions are changed or revoked, or you leave the organization. When your device is wiped, BlackBerry Access data is removed.
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.
Passwords	You can change your password using BlackBerry Access settings.
S/MIME support	You can read and write S/MIME encrypted and signed email messages in BlackBerry Work.

Glossary

CA	certification authority
FQDN	fully qualified domain name
NTLM	NT LAN Manager
PAC	proxy auto-configuration
PFX	Personal Information Exchange
PKCS	Public-Key Cryptography Standards
S/MIME	Secure Multipurpose Internet Mail Extensions
SSL	Secure Sockets Layer
TLS	Transport Layer Security

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