



# **BlackBerry Notes for iOS**

## **User Guide**

3.14



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# What is BlackBerry Notes?

BlackBerry Notes provides you with a secure, synchronized connection to the notes in your work email account. You can use BlackBerry Notes to create and manage your notes while you're away from your desk.

BlackBerry Notes provides the following features:

Feature	Description
Text editing	<ul style="list-style-type: none"><li>• Create notes with a full set of rich-text editing features.</li></ul>
Organize and categorize	<ul style="list-style-type: none"><li>• Sort notes by title, last modified, or creation date.</li><li>• Find a note by title, body, or both with the search tool, search in individual rich-text notes.</li><li>• Assign categories to your notes for an added level of organization.</li><li>• Synchronize some or all of your notes folders.</li><li>• Convert an email into a note.</li></ul>
Secure sharing and storing of data	<ul style="list-style-type: none"><li>• Share your notes as email messages (requires BlackBerry Work).</li><li>• Keep your data secure with FIPS-validated cryptography.</li></ul>

# Installing and activating BlackBerry Notes

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

- [Install BlackBerry Notes and activate using an access key, activation password, or QR code](#): 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 and activate BlackBerry Notes when the BlackBerry UEM Client or another BlackBerry Dynamics app is already activated](#): 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 Notes 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 Notes using an access key.

## System requirements

To use BlackBerry Notes, your iOS device must meet the following requirements:

- Minimum device and OS requirements as listed in the [Mobile/Desktop OS and Enterprise Applications Compatibility Matrix](#)
- Wireless network connection

## Install BlackBerry Notes and activate using an access key, activation password, or QR code

Complete this task if you have not installed the BlackBerry UEM Client on your device and your administrator has not allowed the BlackBerry UEM Client to manage the activation of BlackBerry Dynamics apps, you do not have another BlackBerry Dynamics app already activated on your device, or you choose to activate the app using an access key, activation password, or QR code.

To get the activation credentials, choose one of the following options:

- Request an access key, activation password, or QR code from your administrator. Your administrator will send you an email with the activation details.
- Generate an access key, activation password, and QR code 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 Notes 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 and activated on your device. If available, you can activate BlackBerry Notes using the container password for the activation app.

1. Request the activation credentials from your administrator or generate your own from your organization's self-service portal.
2. After you receive the email message with the activation credentials or have generated your own in the self-service portal, download and install BlackBerry Notes from the App Store.
3. Tap **Notes**.
4. Tap **Client End User License Agreement** to read the license agreement and, if you accept the terms, tap **I Agree**.

5. Complete one of the following tasks:

Activation method	Steps
Access key*	<ol style="list-style-type: none"><li>In the <b>Email Address</b> 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.</li><li>In the <b>Activation password</b> field, enter the access key, without hyphens, that is in your activation email message that you received from your administrator or enter the access key that you generated in the BlackBerry UEM Self-Service. The access key is not case sensitive.</li><li>Tap <b>Enter</b> on the device.</li></ol>
Activation password*	<ol style="list-style-type: none"><li>In the <b>Email Address</b> field, type the email address that is in the activation email message that you received from your administrator or type your work email address if you generated your own activation password.</li><li>In the <b>Activation password</b> field, enter the activation password that is in your activation email message that you received from your administrator or enter the activation password that you generated in the BlackBerry UEM Self-Service.</li><li>Tap <b>Enter</b> on the device.</li></ol>
QR code	<ol style="list-style-type: none"><li>Tap <b>Use QR code</b>.</li><li>Tap <b>OK</b> to give BlackBerry Notes access to the camera.</li><li>Scan the QR code in the activation email that you received in the activation email from your administrator or that you generated in the BlackBerry UEM Self-Service.</li></ol>

\* Optionally, you can tap **Advanced Settings** and enter your email address, access key or activation password, and the BlackBerry UEM address.

- If prompted, create and confirm a password for BlackBerry Notes. If your device is equipped with Touch ID, you can turn on this option to use instead of the password, except on initial startup.
- If prompted, allow BlackBerry Notes to use your location history to establish trusted locations.
- Tap the BlackBerry Dynamics Launcher in the lower-right of the screen to start using BlackBerry Notes.

## Install and activate BlackBerry Notes when the BlackBerry UEM Client or another BlackBerry Dynamics app is already activated

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

- If the app was not automatically pushed to your device by your administrator, open your Work Apps app and install the BlackBerry Notes app. If you do not see the BlackBerry Notes app in your Work Apps app, contact your administrator to make the app available to you.

**Note:** If your administrator did not make the app available to you, you can download and install the BlackBerry Notes app from the App Store. However, the application will not activate.

2. On your device, tap **Notes**.
3. Tap **Client End User License Agreement** to read the license agreement and, if you accept the terms, tap **I Agree**.
4. Tap **Allow** to allow BlackBerry Notes to send notifications.
5. Tap **Set up using <BlackBerry UEM Client or BlackBerry Dynamics app that is installed and activated on the device>**.
6. Enter your password for the BlackBerry UEM Client or BlackBerry Dynamics app that is installed and activated on the device.

## Use a third-party identity provider to activate a BlackBerry Dynamics app on a device

### Before you begin:

- BlackBerry UEM 12.15 or later
  - BlackBerry Dynamics apps compiled with BlackBerry Dynamics SDK 9.1 or later
  - BlackBerry Enterprise Identity is enabled
1. Configure your organization's third-party identity provider to work with BlackBerry Enterprise Identity.
    - For information about configuring Okta and BlackBerry Enterprise Identity, see the [BlackBerry Enterprise Identity Administration Guide](#). Ensure that the Microsoft Active Directory that your organization's Okta instance uses is also configured in BlackBerry UEM through **Settings > External Integration > Company Directory**.
    - For information about configuring PingFederate and BlackBerry Enterprise Identity, see the [BlackBerry Enterprise Identity Administration Guide](#).
  2. Do one of the following:
    - If you are using PingFederate or Okta, enable **Dynamics Activation via Enterprise IDP** as an OpenID Connect app.
    - If you are using Active Directory as the identity provider, add the **Dynamics Active Directory Activation** as an OpenID Connect app.

For more information, see the [BlackBerry Enterprise Identity Administration Guide](#).
  3. In BlackBerry UEM, set up your organization's identity provider. For more information, see the *BlackBerry Enterprise Identity Administration Guide* [PingFederate](#) and [Okta](#) instructions.
  4. In BlackBerry UEM, create a BlackBerry Enterprise Identity Authentication policy. Ensure you select **Manage service exceptions**, and add the **Dynamics Activation via Enterprise IDP** service. For more information, see the [BlackBerry Enterprise Identity Administration Guide](#).
  5. Assign the BlackBerry Enterprise Identity Authentication policy to users. For more information, see the [BlackBerry Enterprise Identity Administration Guide](#).

Note that during the activation process, the user needs to select the **Sign in with your organization if instructed by your administrator** option, which will allow them to sign in using your organization's identity provider.

## Use a third-party identity provider to unlock, activate, and reset your password for BlackBerry Dynamics apps

You can use your log in credentials for your organization's third-party identity provider to unlock, activate, and reset your password for BlackBerry Dynamics apps.

### Activate a BlackBerry Dynamics app after a device restore using a third-party identity provider

After you have restored your device from a backup, you can log in to the device with your organization's third-party identity provider (for example, Okta or Ping Identity) credentials and activate BlackBerry Dynamics apps.

1. On the **Application Unlock** screen, tap **Sign in**.
2. Enter the email address that you use to sign in to your organization's identity provider and tap **Next**.
3. Enter the username that you use to sign in to your organization's identity provider and tap **Next**.
4. Enter the password that you use to sign in to your organization's identity provider and tap **Sign in**.
5. After the BlackBerry Dynamics app activates, enter and confirm a new password.

### Reset your BlackBerry Dynamics app password using a third-party identity provider


If you have forgotten the password for your BlackBerry Dynamics app, you can use your organization's third-party identity provider to set a new password.


1. When you are logging in to the app, on the password screen, tap **Forgot password**.
2. Tap **Sign in**.
3. Enter the email address that you use to sign in to your organization's identity provider and tap **Next**.
4. Enter the username that you use to sign in to your organization's identity provider and tap **Next**.
5. Enter the password that you use to sign in to your organization's identity provider and tap **Sign in**.
6. After the BlackBerry Dynamics app activates, enter and confirm a new password.









# 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.	<p>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 <b>Done</b> to save your arrangement.</p> <p>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.</p>
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>
Search for an app or web clip on an iOS device.	<p>Tap .</p> <p>Launcher icons are searched and listed by first letter. Click on an icon to launch the app or clip.</p>








Task	Steps
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.	<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>Work 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>
Adjust the BlackBerry Dynamics Launcher icon brightness.	Tap  and tap <b>Launcher</b> .
Close the Launcher.	Tap  .
Move the location of the BlackBerry Dynamics Launcher icon.	Tap  and slide it to place it anywhere on the screen.

# Managing your notes

## Manage your notes


When you open BlackBerry Notes your notes are automatically synchronized with the notes in your work email account. After you open the app, notes are synchronized every ten minutes. You can swipe down on the list to force synchronization at any time. BlackBerry Notes supports Bluetooth keyboard navigation and shortcuts. Press and hold the Command key to display available shortcuts.









Complete any of the following tasks:

Task	Steps
Sort your notes	<ol style="list-style-type: none"><li>Tap the Notes pull-down above the Notes list to sort by title, creation date, or last modified.</li><li>Tap  to list notes in ascending or descending order.</li></ol>
Filter notes	<ol style="list-style-type: none"><li>Tap .</li><li>Tap a date classification, category or folder to display only the notes in it on the main page, or tap All Notes under General to turn off the filter.</li></ol>
Search for a note	<ol style="list-style-type: none"><li>Tap .</li><li>Enter your search criteria.</li></ol>
Edit a note	<ol style="list-style-type: none"><li>Tap a note in the Note list.</li><li>Tap the title of the note to change the title and tap <b>Save</b> to save your changes</li><li>Tap  &gt; <b>Edit Categories</b> to add or remove assigned categories.</li><li>Tap in the note body to edit the text for your note. Use the text toolbar below the text field to show or hide the keyboard and change font style, size and color.</li><li>Tap  to save the note.</li></ol>
Delete a note	Tap  on a note and tap <b>Delete Note</b> to delete it.
Move a note to a folder	Tap  on a note, choose <b>Move to folder</b> , and select the destination folder.

**Note:** Depending on the Microsoft Exchange Server version you are using, inline attachments may not be supported in Outlook Web App 2010 or Microsoft Outlook.

## Create a note

1. Tap .
2. Tap **Tap to create title** to enter an optional title for the note.
3. Tap **Save** to save the title.

4. Enter the text for your note. Use the rich text toolbar below the text field to show or hide the keyboard and change font style, size, and color.
5. To add the note to a category, tap  > **Edit Categories**. Do one of the following:
  - Tap an existing category to add the note to it.
  - To create a new category, type a name in the **Add Category** field.
  - Tap  to remove the note from that category.
6. Tap  > **Add Attachment** to attach an image using one of the following options:
  - **Take picture:** Take a picture or a video.
  - **Photo Library:** Access your native photo repository and choose an existing picture file.
7. Tap **Done**.
8. To send the note as an email, perform the following actions:
  - a) Tap  > **Send As Email**.
  - b) If you are prompted, enter your BlackBerry Work password.
  - c) Compose your email message.
  - d) When you're done, tap .
  - e) To return to your notes, tap .
9. Tap  to save the note.
  - To discard the note, tap . At the confirmation prompt, tap **Discard**.

## View an attachment

Attachments with the following file types can be viewed in BlackBerry Notes.


- bmp, bmpf, cur, dib, gif, heic, ico, jpg, jpeg, png, tiff, tif, doc, docx, ppt, pptx, xls, pdf, txt, html, htm
1. Tap the task or note with the attachment that you want to view.
  2. Tap **Attachments**.
  3. In the **Attachments** list, tap the attachment that you want to download.
  4. Tap the downloaded attachment to view it.


## Manage your categories

BlackBerry Notes supports synchronization with the categories in your work email account. New categories that you add in BlackBerry Notes are automatically assigned a color and added to your work email account.


BlackBerry Notes and BlackBerry Tasks support categories, but BlackBerry Work does not support categories. When you change the name of a category in BlackBerry Notes, all current notes in that category are added to the new category. Items from other apps remain in the previous category.

When you delete a category on your device or in your work email account, it is retained with the notes in it but removed from the list in your email account. On your device, its color is removed, it is moved to the bottom of the category list, and it is treated as a local category.

1. Tap .
2. On the **Categories** tab do any of the following:

Task	Steps
Specify the category to display.	Tap a category to display the notes associated with it.
Add a new category.	<ol style="list-style-type: none"><li>Tap .</li><li>Enter a name for the category.</li><li>To select the color of the category, tap the color that you want.</li><li>Tap <b>Add</b> to save your changes.</li></ol>
Edit a category.	<ol style="list-style-type: none"><li>Swipe left on a category and tap <b>Edit</b>.</li><li>Change the name of the category.</li><li>To select the color of the category, tap the color you want.</li><li>Tap <b>Save</b> to save your changes.</li></ol>
Delete a category.	Swipe left on a category and tap <b>Delete</b> .

# Change BlackBerry Notes for iOS settings

1. In the BlackBerry Dynamics Launcher, tap .
2. To change your Common settings, complete one of the following tasks:

Common Settings	Steps
Change your password or manage your biometric options, if enabled by your administrator.	Tap <b>Change Password</b> .
Set the opacity of the Launcher.	Tap <b>Launcher</b> .
Upload log files.	Tap <b>Upload Logs</b> .

3. To change your app settings, complete any of the following tasks:

Task	Steps
View the version number and license agreement.	Tap <b>About</b> .
Edit your account information.	Tap <b>Accounts</b> .




# About BlackBerry Notes permissions

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

- Use the phone, including initiating a call from a meeting invite.
- Enable picture-sharing.
- Allow synchronization between BlackBerry Notes 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.

# 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 <a href="#">Managing your notifications and alerts</a> .
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>
The blue circle with the BlackBerry logo is blocking an area on my screen. How can I move it?	The <b>Launcher</b> can be moved by pressing and holding it.
How do I access my calendar and contacts?	Tap  and then tap <b>Calendar</b> or <b>Contacts</b> .
How do I create an out of office message?	See <a href="#">Create an automatic out of office reply</a> .
How do I create a signature?	See <a href="#">Change your signature</a> .
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.
How do I change the number of email messages that are synchronizing to BlackBerry Work?	<p>This is managed in the BlackBerry Work settings.</p> <p>See <a href="#">Change your settings</a>.</p>





FAQ	Answer
How do I change to conversation view	This is managed in the BlackBerry Work settings. See <a href="#">Change your settings</a> .
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"> <li>1. Open the <b>Settings</b> app</li> <li>2. Tap <b>Display &amp; Brightness</b></li> <li>3. Tap <b>Text size</b></li> <li>4. Adjust the font size slider.</li> </ol> <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>You can also adjust the font size for the email list and the meeting agenda view. See <a href="#">Change your settings</a>.</p> <p>See <a href="#">Change your settings</a>.</p>
How do I turn off the avatars in my email list?	This is managed in the BlackBerry Work settings. See <a href="#">Change your settings</a> .
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.
How can I convert an email message to a note?	See <a href="#">Convert an email message to a note</a> .

# Troubleshooting



## Generate a diagnostics report on iOS devices

If this feature is enabled by your administrator, you can generate a diagnostics report and send the results to your administrator.

1. Tap  to open the BlackBerry Dynamics Launcher.
2. Tap .
3. In the **Support** section, tap **Run Diagnostics**.
4. Tap **Start Diagnostic**.
5. When the diagnostics complete, click **Share logs** 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.

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

## Resynchronize BlackBerry Notes with your mail server

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



**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 Notes and enter your password.
6. Enter the password for your mail account.
7. Tap **Next**.

BlackBerry Notes will now resynchronize with your mail server.

# 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 **Feedback**.
4. In the **Comments** field, type your message. By default, the **Upload Logs** and **Send to Self** options are enabled.
5. Tap **Send**.
6. An email message with the proper recipient name, subject line, app details, and comments is prepopulated for you. Tap the **Send** icon.

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