



BlackBerry Notes for Android

User Guide

3.9

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

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 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 Android device must meet the following requirements:

- Minimum 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 activated on your device, or you choose to activate the app using an access key, activation password or QR code.

To get an 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 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 using the BlackBerry Notes 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 details or have generated your own, download and install BlackBerry Notes from Google Play.
3. Tap **Notes**.
4. Tap **Client End User License Agreement** to read the license agreement and, if you accept the terms, tap **I Accept**.

5. Complete one of the following tasks:

Activation method	Steps
Access key*	<ol style="list-style-type: none">In the Email Address field, type the email address located in the activation email that you received from your administrator or type your work email address if you generated your own access key.In the Activation password field, enter the access key, without hyphens, that is in the activation email 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.Tap Enter on the device.
Activation password*	<ol style="list-style-type: none">In the Email Address field, type the email address that is in the activation email that you received from your administrator or type your work email address if you generated your own activation password.In the Activation password field, enter the the activation password located in the activation email that you received from your administrator or enter the activation password that you generated in the BlackBerry UEM Self-Service.Tap Enter.
QR code	<ol style="list-style-type: none">Tap Use QR code.Tap Allow to give BlackBerry Notes access to the camera.Scan the QR code that you received in the activation email from your administrator or that you generated in the BlackBerry UEM Self-Service.

* 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 fingerprint authentication, you can turn on this option to use instead of the password, except on initial startup.
- If prompted, allow the BlackBerry Notes app to use your location history to establish trusted locations.
- Tap the BlackBerry Dynamics Launcher or 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 the BlackBerry UEM Client 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 installed and 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 catalog and download the BlackBerry Notes app. If you do not see the BlackBerry Notes app in your work apps catalog, 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 Google Play. However, the application will not activate.




2. Tap **Notes**.
3. Tap **Client End User License Agreement** to read the license agreement and, if you accept the terms, tap **I Accept**.
4. Tap **Set up using <BlackBerry UEM Client or existing BlackBerry Dynamics app>**.
5. Enter your password for the BlackBerry UEM Client or the existing BlackBerry Dynamics app. Tap **Enter** on the device.
6. If prompted, enter and confirm a new password for the BlackBerry Notes app.
7. If prompted, allow the BlackBerry Notes app to use your location history to establish trusted locations.
8. Tap the BlackBerry Dynamics Launcher or the screen to start using BlackBerry Notes.



Using BlackBerry Notes

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 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.

To view your notes, do any of the following:

- Tap  to order notes by title, creation date, or last modified.
- Tap  to toggle ascending or descending order.
- To filter notes by category or folder, tap  or swipe from the left edge. Tap a category or folder to display only the notes in it on the main page, or tap **All Notes** to turn off the filter.
- Synchronize notes folders in Microsoft Outlook. Tap  > **Manage Synced Folders** to enable or disable synchronization for all or selected folders.

Note: You can view inline attachments and images in notes. Depending on the Microsoft Exchange Server version and the email client that you are using, some of the following limitations might occur in your environment:



- Attachments can only be viewed and cannot be added in BlackBerry Notes. To add an attachment to a note, you must add it in Office Web App 2013, 2016 or Office 365 after the note has already been created in BlackBerry Notes.
- Inline attachments are not supported in Outlook Web App 2010 or Microsoft Outlook.

View an attachment

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

- bmp, bmpf, cur, dib, gif, heic, ico, jpg, jpeg, png, webp, xml, json, pdf, txt, csv, hwp, emf, jpe, tiff, tif, wmf, doc, dot, docx, dotx, docm, dotm, xls, xlt, xlsx, xlsx, xltm, xlsx, xltm, ppt, pot, pps, pptx, potx, ppsx, pptm, potm, ppsm
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.

Search for a note

1. In the Notes list toolbar or a note's rich-text toolbar, tap .
2. Do one of the following:
 - To search in rich text, specify a whole word and/or case sensitive search, tap .

- To search from the notes list, type a string contained in the title or text of the note you are searching for. Depending on the filters you have set, notes containing that string in the title or text are displayed.
 - To search in a note's rich text, type the desired string and scroll through occurrences in the note using the up and down arrows.
3. To close the search window, tap ✕.

Create a note

1. Tap ⋮ > **New Note**.
2. On the page that opens, enter an optional title for the note at the top of the page.
3. To add the note to categories, tap the field next to 📁 and add the note to a new or existing category by entering the category name. If the category is new, it will be created and a color will be assigned to it. You can change this color by editing the category after it is created. Tap ✕ to clear the categories field.
4. Type the note. A text toolbar is provided below the note.
5. Tap ⋮ > **Attach file** to attach an image using one of the following options:
 - **Take a picture:** Take a picture or a video.
 - **Photo library:** Access your native photo repository and choose an existing picture file.

Note: When you add an image, you may be asked to resize it.
6. Perform any of the following actions:
 - Tap ➤ to send the note in an email.
 - Tap **Save** to save the note.
 - Tap ✕ to leave the page without saving your changes.

Edit a note

1. Tap a note to edit it.
2. To edit the note, perform any of the following tasks:
 - Tap the title of the note to make changes.
 - Tap the category field to add or remove assigned categories.
 - Tap in the note body to edit 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.
 - Tap ⋮ > **Add Attachment** to attach an image using one of the following options:
 - **Take a picture:** Take a picture or a video.
 - **Photo library:** Access your native photo repository and choose an existing picture file.

Note: When you add an image, you may be asked to resize it.
3. Tap ✓ to save the note.
 - To discard the note, tap ✕. At the confirmation prompt, tap **Discard**.

Delete a note

1. Tap the note that you want to delete. If you want to delete multiple notes, tap and hold a note and then tap all the notes that you want to delete.

2. Tap .

If you want to restore multiple notes that you deleted, tap **UNDO**.









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 master list in your work account. On your device, its color is changed and it is treated as a local category.

1. Tap  or swipe right.
2. Tap **Categories** to display your category list. The list includes only categories that contain notes.
3. Tap a category to display the notes assigned to it.
4. To add or edit the categories, tap  on the Notes list page and tap **Manage categories**.
5. Optionally, tap  to update the categories in your work email account, including those not in the master list (local categories).
6. Tap  to add a category or tap a category to edit it.
7. On the **Add Category** or **Edit Category** page, enter a name for the category or edit the existing name. Tap  to clear the field.
8. To change the color of the category, tap the color that you want. To return a local file to the master list, change its color.
9. Perform one of the following actions:
 - If you are editing an existing category, tap  to delete the category.
 - If you are adding or editing a category, tap  to save your changes.
 - If you are adding or editing a category, tap  to leave the page without saving your changes.


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.

Change your app settings

1. Access your app settings from the BlackBerry Dynamics Launcher by tapping .
2. Complete any of the following tasks:




Task	Steps
Update settings in your work email account.	Under General , tap Account .
Change the synchronization frequency.	<ol style="list-style-type: none">a. Tap Synchronization > Sync Frequency.b. Select a synchronization frequency.c. Optionally, you can turn on Enable Persistent Sync Service.
Change password.	Tap Change application password . Optionally, you can enable the biometric option, if allowed by your administrator.

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).

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.
How can I convert an email message to a note?	See Convert an email message to a note .

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 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 **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.

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