



BlackBerry Tasks for Android

User Guide

3.11

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What is BlackBerry Tasks?

BlackBerry Tasks provides you with a secure, synchronized connection to your tasks in your work email account so that you can create and manage your tasks while you are away from your desk. BlackBerry Tasks uses push notifications to make sure that changes to your tasks are synchronized and up to date on your device and in your work email account.

BlackBerry Tasks provides the following features:

Feature	Description
Text editing	Use texts to highlight important points.
Easy management of tasks	<ul style="list-style-type: none">• Experience a tabbed UI to easily manage current and future tasks• Boost engagement with recurring tasks, alerts, and sorting options• Create and view tasks directly from your calendar to easily manage deadlines• Convert an email into a task to stay on top of projects
Secure sharing and storing of data	Keep your data secure with FIPS-validated cryptography.

Installing and activating BlackBerry Tasks

Before you can begin using BlackBerry Tasks, you must activate it. You activate the app using one of the following methods:

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

System requirements

To use BlackBerry Tasks, your 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 Tasks 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 Tasks 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 Tasks 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 Tasks from Google Play.
3. Tap **Tasks**.
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"> a. 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. b. 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. c. Tap Enter on the device.
Activation password*	<ol style="list-style-type: none"> a. 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. b. 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. c. Tap Enter on the device.
QR code	<ol style="list-style-type: none"> a. Tap Use QR code. b. Tap Allow to give BlackBerry Tasks access to the camera. c. 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.

6. If prompted, create and confirm a password for BlackBerry Tasks. If your device is equipped with fingerprint authentication, you can turn on this option to use instead of the password, except on initial startup.
7. If prompted, allow the BlackBerry Tasks app to use your location history to establish trusted locations.
8. Tap the BlackBerry Dynamics Launcher or the screen to start using BlackBerry Tasks.

Install and activate BlackBerry Tasks 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 Tasks 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 apps catalog and download the BlackBerry Tasks app. If you do not see the BlackBerry Tasks 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 Tasks app from Google Play. However, the application will not activate.

2. Tap **Tasks**.

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 Tasks app.
7. If prompted, allow the BlackBerry Tasks app to use your location history to establish trusted locations.
8. Tap the BlackBerry Dynamics Launcher or the screen to start using BlackBerry Tasks.

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, 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.

Unlock a BlackBerry Dynamics app using a third-party identity provider

If one of your BlackBerry Dynamics apps, such as BlackBerry Work, has been locked, you can use your organization's identity provider to unlock the app. Note that your organization's administrator has to enable this feature before you can use it.

1. On the **Application Remote locked** screen on the device, tap **Unlock**.
2. On the **Application Unlock** screen, 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.

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.
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>
Close the Launcher.	Tap  .

Task	Steps
Move the location of the BlackBerry Dynamics Launcher icon.	Tap  and slide it to place it anywhere on the screen.





Managing your tasks

You can view, create, edit, or delete tasks. These tasks are synchronized to and from your work email account.

Manage your tasks

When you open BlackBerry Tasks, a list of your active tasks is displayed. By default, the list is synchronized with the tasks in your work email account when you open the app and at 15 minute intervals while it is open. You can change the synchronization interval. To force synchronization at any time, you can swipe down on the list. Synchronization continues when the app is minimized, but it stops when the app is closed.




Tasks in the task list are displayed with the following icons:









- High priority: 
- Low priority: 
- Normal priority: 
- Recurrence: 
- Category: 

Note: You can view inline attachments and images in tasks. 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:











- If you edit the task properties in Outlook Web App 2013 or 2016, such as the subject or priority, any inline attachments will be removed in BlackBerry Tasks.
- If you edit the task body before the inline attachment is downloaded, the attachment may be removed. Users are warned when editing a task with an inline attachment that the attachment may be removed.
- If your mail server is Microsoft Exchange 2010, when tasks are first synchronized, all inline images will be made available in the attachments list and will not be placed inline. For more information on how to view attachments in the attachment list, see [View an attachment](#).
- If your mail server is Microsoft Exchange 2013, inline attachments are not supported. All inline attachments will be made available in the attachment list. For more information on how to view attachments in the attachment list, see [View an attachment](#).

Complete any of the following tasks:

Task	Steps
Change the synchronization interval	<ol style="list-style-type: none">Tap .In the General section, tap Synchronization > Sync Frequency.Select a synchronization interval.
Synchronize additional email messages	<ol style="list-style-type: none">Tap .In the General section, tap Synchronization.Tap Sync More.
Specify the folders to synchronize	<ol style="list-style-type: none">Tap .Tap Manage Synced Folders.Select the folders that you want to synchronize.

Task	Steps
Specify the tasks to display	<ol style="list-style-type: none"> Tap . Tap Manage Tabs. Tap  to display or hide the tasks associated with it. The options are: Active, Overdue, Due Today, Due This Week, Completed, or Now Optionally, press and hold the  beside a tab. Slide your finger up or down to move the tab left or right on the screen. To restore the default settings, tap  > Restore Tabs.
Change the order of tasks that are displayed	Tap  .
Search for a task	<ol style="list-style-type: none"> Tap  > Search. Enter your search criteria.
Create a task	Tap   .
Edit a task	Tap a task.
Mark a task as complete	Tap <input type="checkbox"/>

Create a task

- Tap .
- Enter a name for the task.
- Tap  beside **Dates and reminders** to set optional start and due dates, reminder, and recurrence.
- To set a start or due date, tap **No start date or No due date** beside . Defaults are No start date and No due date. Tap  to clear the current settings and set new start and due date.
- To set a reminder, tap **No reminder** beside . Choose a day and time of day for the reminder to be displayed on your device home screen. The default setting is **No Reminder**.
Your administrator can block reminder notifications or specify whether a generic message is displayed for the reminder.
- To set a recurrence, tap **Does not repeat** beside . Specify whether the task recurs daily or weekly and the duration or number of occurrences. The default setting is **Does not repeat**.
- To set a priority and specify a category, tap  beside **Priority and categories**. Perform any of the following actions:
 - To set a priority, tap  beside the current setting. Select a priority level.
 - To specify a category, tap  and type the name of the category. Tap  to remove the category.
- In the **Notes** field, type any notes about the task.

After you finish:



- Specify notifications in the BlackBerry Dynamics Launcher settings.

Manage 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. Create a new task or tap an existing task
2. Complete any of the following tasks:

Task	Steps
Download an attachment	<ol style="list-style-type: none">a. Tap Attachmentsb. Tap the attachment that you want to download.c. Tap the downloaded attachment to view it.
Take a picture and use as attachment	<ol style="list-style-type: none">a. Tap  > Attach File.b. In the camera app, tap the capture button.c. After you take the picture, tap Use Photo to confirm your photo, or tap Retake to take the photo again.d. Tap the size that you want to upload the image as from the resize options list.
Attach a picture from your photo library	<ol style="list-style-type: none">a. Tap  > Attach File.b. Tap the image from your photo library.

Note: If you receive an error that your attachment is not permitted, you will need to contact your UEM administrator.



Manage categories






BlackBerry Tasks supports synchronization with the categories in your work email account. New categories that you add in BlackBerry Tasks 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 and BlackBerry Tasks, all current notes or tasks 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  > **Manage Categories**. Your category list is displayed. The list includes the master categories list in your work email account and any local categories on your device.
2. Do one of the following:
 - To update, the master category list, tap .


- To add a category, tap .
 - To edit a category, tap it.
3. Enter a name for the category or edit its existing name. Tap  to clear the field. To set or change the color for the category, tap a color.
 4. 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.

Integrate with BlackBerry Work Calendar

In BlackBerry Work 2.6 and later, the Calendar shows a count of due and completed tasks in the Day view. You can tap on a task in the Calendar to open it in BlackBerry Tasks. Tasks that are due are indicated with a blue icon; completed tasks are indicated with a gray icon.

Tasks with no due date are not displayed in Calendar.

Change BlackBerry Tasks for Android settings

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

Task	Steps
Edit your account information.	Tap Account .
Change synchronization interval.	<ol style="list-style-type: none">a. Tap Synchronization.b. Tap Sync Frequency.c. Select how often you want to synchronize your tasks from Microsoft Outlook.
Enable BlackBerry Tasks to continue synchronizing with Microsoft Exchange Server even when it is dismissed from the running app grid.	<ol style="list-style-type: none">a. Tap Synchronization.b. Slide the Enable Persistent Sync Service option to On.
Change Swipe Actions.	<ol style="list-style-type: none">a. Tap Swipe Actions.b. Set left and right swipes on tasks or flagged emails to one of the following options:<ul style="list-style-type: none">• No action• Delete• Set due date• Set priority• Set start date• Toggle completed state
Change Sounds & Notifications.	<ol style="list-style-type: none">a. Tap Sounds & Notifications.b. Perform any of the following tasks:<ul style="list-style-type: none">• Notifications - slide the switch to turn notifications on or off.• Tap Reminder sound to change the audible reminder for tasks.• Pulse notification light - slide the switch to turn the notification light on or off.• Vibrate - slide the switch to enable or disable a vibration notification.
Change your password.	Tap Change application password . You can only change the password if you are not authenticating this app using another app's password.




About BlackBerry Tasks Permissions

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

- Use the phone, including initiating a call from a meeting invite
- Enable picture-sharing
- Allow synchronization between BlackBerry Tasks 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 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 Logs**. The Log upload status bar displays the upload progress.
4. Click **Close**.

Resynchronize BlackBerry Tasks with your mail server

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



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

BlackBerry Tasks 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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