



# **BlackBerry Tasks for iOS**

## **User Guide**

3.18



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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"><li>• Experience a tabbed UI to easily manage current and future tasks</li><li>• Boost engagement with recurring tasks, alerts, and sorting options</li><li>• Create and view tasks directly from your calendar to easily manage deadlines</li><li>• Convert an email into a task to stay on top of projects</li></ul>
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 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 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 BlackBerry Tasks 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 Tasks from the App Store.
3. Tap **BlackBerry Tasks**.
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>a. 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>b. 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>c. Tap <b>Enter</b> on the device.</li> </ol>
Activation password*	<ol style="list-style-type: none"> <li>a. 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>b. 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>c. Tap <b>Enter</b> on the device.</li> </ol>
QR code	<ol style="list-style-type: none"> <li>a. Tap <b>Use QR code</b>.</li> <li>b. Tap <b>OK</b> to give BlackBerry Tasks access to the camera.</li> <li>c. 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.

6. If prompted, create and confirm a password for BlackBerry Tasks. If your device is equipped with Touch ID, you can turn on this option to use instead of the password, except on initial startup.
7. If prompted, allow BlackBerry Tasks to use your location history to establish trusted locations.
8. Tap the BlackBerry Dynamics Launcher in the lower-right of 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 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 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 app and install the BlackBerry Work app. If you do not see the BlackBerry Work 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 Tasks app from the App Store. 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 Agree**.
4. Tap **Allow** to allow BlackBerry Tasks 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 and tap **Enter**.

## Configure a third-party identity provider for activating BlackBerry Dynamics apps on a device

You can configure a third-party identity provider so that users can sign-in with their directory credentials to activate BlackBerry Dynamics apps on a device. They can also use it to unlock an app or reset their BlackBerry Dynamics app password.

**Before you begin:** To configure this feature, you need the following:

- BlackBerry Dynamics apps compiled with a supported version of the BlackBerry Dynamics SDK.
  - 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](#).

**After you finish:**

- During the activation process, users need to select the **Sign in with your organization if instructed by your administrator** option and sign in using your organization's identity provider.
- For more information, see the [UEM Client for Android User Guide](#).

## 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. 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.</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>
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  .

Task	Steps
Open the Quick Create menu.	<ol style="list-style-type: none"> <li>a. Tap .</li> <li>b. Tap an option to quickly create email, contacts, notes, tasks, and calendar events.</li> </ol>
Open the BlackBerry UEM App Catalog.	<p>Tap <b>Apps</b>. This option is only available if your device is managed by BlackBerry UEM.</p> <p>When there are new or updated apps available, the Apps icon displays a blue circle icon on the Apps icon in the BlackBerry Dynamics Launcher. 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 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. The list is synchronized with your work email account each time you open the app and every ten minutes while it is open. You can swipe down on the list to force synchronization at any time. Each task in the task list will display whether any of the following are specified for it: a priority -  (High) or  (Low). For Normal priority, no icon is displayed. Also, a reminder , recurrence , and/or a category .

This app supports Bluetooth keyboard navigation and shortcuts; hold down the Command key to display available shortcuts.

**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.
- If your mail server is Microsoft Exchange 2013, inline attachments are not supported. All inline attachments will be made available in the attachment list.


Complete any of the following tasks:

Task	Steps
Sort your tasks	<ol style="list-style-type: none"><li>Tap the Tasks pull-down above the Tasks list to sort the Tasks list by priority, due date, title, or start date.</li><li>Tap  to list tasks in ascending or descending order.</li></ol>
Filter tasks	<ol style="list-style-type: none"><li>Tap  to filter the tasks by priority, start date, due date, or by categories that you define.</li><li>Tap  at the bottom left of the screen to toggle between the Tasks list and the list as filtered using the  icon.</li><li>Tap <b>Filter By</b> at the center-bottom of the screen to choose whether to display active or completed tasks, or both. You can also choose with this filter to display tasks with any or all of the following: a reminder, recurrence, a specific start date or due date. These filters apply to the complete task list.</li></ol>
View active or completed tasks	Tap  at the bottom right of the screen to toggle between your active and completed tasks for a specific date.
Search for a task	<ol style="list-style-type: none"><li>Tap .</li><li>Enter your search criteria.</li></ol>


Task	Steps
Edit a task	<ol style="list-style-type: none"> <li>Tap a task in the Tasks list.</li> <li>Make the required changes to the task and tap <b>Back</b> to save the changes.</li> </ol>
Delete a task	<ol style="list-style-type: none"> <li>Tap a task in the Tasks list.</li> <li>Swipe left on the task and tap Trash. For recurring tasks, you will be prompted to choose the current task or all instances of it, or to cancel the operation.</li> </ol>
Mark task a complete	<ol style="list-style-type: none"> <li>Tap a task in the Tasks list.</li> <li>Tap the empty circle to its left.</li> </ol>

## Create a task


Tasks that you create can include an optional due date, priority, reminder, and categories.

- Tap  to create a new task.
- Enter a name for the task.
- Tap **Priority** and select **High**, **Normal**, or **Low** to set the priority. The default setting is **Normal**.
- Tap **Start Date** to set a start date. Perform one of the following actions:
  - Tap **Today**, **Tomorrow** or **Next Week** or choose a specific date at the bottom of the screen.
  - To change the start date later, in the task list slide your finger to the right to open the date picker and tap **Start**.



The default setting is **No start date**.

- Tap **Start Date** again to save your settings. To return to the default setting, tap .
- Tap **Due Date** to set a due date. Perform one of the following actions:
  - Tap **Today**, **Tomorrow** or **Next Week** or choose a specific date at the bottom of the screen.
  - To change the due date later, in the task list slide your finger to the right to open the date picker and tap **Schedule**.

The default setting is **No due date**.

- Tap **Due Date** again to save your settings. To return to the default setting, tap .
- Tap **Reminder** to set a notification prior to the task's due date. You can set an exact date and time for the reminder, or tap **Morning**, **Afternoon**, or **Evening**.

The default setting is **No Reminder**.

- Tap **Reminder** again to save the setting. To return to the default setting, tap .
- Tap **Repeat** to set a task's recurrence. You can select **Never**, **Daily**, **Weekly**, **Monthly**, **Yearly**, or **Regenerate**. Specify, in days, weeks, months, or years, how often the task recurs. For regenerated tasks, specify, in days, weeks, months or years when to regenerate the task after it is completed. If necessary, specify the day of the week or month the task should recur.
- Tap **End Repeat** to specify a duration for the tasks recurrence. You can select **Forever**, **End on date**, or **Occurrences**. Specify a start date and an end date or the number of occurrences.
- Optionally, tap the **Category** field and tap a category to add the task to. You can specify multiple categories. To remove a category from a task, tap  beside the category.

13. In the **Notes** field, type any notes about the task.

**After you finish:**

- Specify the times for Morning, Afternoon, or Evening in the BlackBerry Tasks settings.
- 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, tiff, tif, doc, docx, ppt, pptx, xls, pdf, txt, html, htm

1. Create a new task or tap an existing task
2. Tap **Attachments**.
3. Complete any of the following tasks:



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

Categories in BlackBerry Tasks are synchronized with your work email account. However, categories are not synchronized with other BlackBerry Dynamics apps. If you change the name of a category in BlackBerry Tasks, all items are displayed in new the category. Items from other apps remain in the previous category.

When you delete a category on your device or in your work email account, the items in it are retained but it is removed from the category 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. In BlackBerry Tasks, tap the  icon.
2. In the heading row, tap **Categories**. The categories in your work email account and the local categories on your device are displayed.
3. Tap  to add a category or swipe left on a category and tap Edit to edit it. A blue checkmark indicates that tasks are being filtered by that category.

4. On the **New Category** or **Edit Category** page that opens, type in a name for the category or edit its existing name using the keyboard that is displayed.
5. Change the color of the category by tapping on the desired new color.
6. Tap **Save** to save or **Cancel** to exit.
7. On the main Category page, swipe left and tap **Delete** to delete an existing category.


## Integrate with BlackBerry Work Calendar

In BlackBerry Work 2.6 and later, a task count for active and completed tasks for each day is displayed in the Agenda, Day, and Week views in the calendar. Tasks highlighted in blue are active; tasks highlighted in gray are completed. Tasks with no due date are not displayed in the calendar.

To access the task count display:

1. In BlackBerry Tasks, tap the date at the top of the screen or the forward and back arrows to change the date. If you display a day with no tasks due, a prompt allows you to create a new task with a due date for that day.
2. Tap  to return to the calendar in BlackBerry Work.
3. Tap  on the lower right of the screen to toggle to your previous tasks display.
4. Tap  to return to the due or completed tasks displayed for the day last visited.

# Change BlackBerry Tasks 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:

Settings	Steps
View the version number and license agreement.	Tap <b>About</b> .
Edit your account information.	Tap <b>Accounts</b> .
Sync your flagged emails.	Tap <b>Synchronization</b> .
Turn your notification settings on/off	Tap <b>Tasks</b> under <b>Notifications and Sounds</b> .
Change the default time for reminders	Tap <b>Morning, Afternoon, or Evening</b> .

# 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?	There is probably an issue with your connection to your mail server. 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.
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?	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. When you stop 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.
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.

FAQ	Answer
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?	This is managed in the BlackBerry Work settings. See <a href="#">Change your settings</a> .
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?	By default, BlackBerry Work uses the system font settings. Here's how to adjust. <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>
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 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 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 **Feedback**.
4. In the **Comments** field, type your message. By default, the **Upload Logs** is 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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Published in Canada