



# **BlackBerry Tasks for Android**

## **User Guide**

3.9



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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
Rich-text editing	Use rich-text 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 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"> <li>a. In the <b>Email Address</b> 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.</li> <li>b. In the <b>Activation password</b> 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.</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 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 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.</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>Allow</b> to give BlackBerry Tasks access to the camera.</li> <li>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.</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 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 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"> <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>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.





# Using BlackBerry Tasks

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

## Display and manage 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:

- Inline attachments and images can only be viewed and cannot be added in BlackBerry Tasks. To add an inline attachment or image to a task, you must add it in Microsoft Outlook for Windows.
- 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 the width or height of an inline image is too large for the task, the image will not be downloaded and the size must be adjusted in Microsoft Outlook for Windows.
- All inline images are converted to jpeg files. If your administrator has restricted BlackBerry Tasks from downloading .jpeg files, you will not be able to view inline images.
- 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](#).

1. Open BlackBerry Tasks
2. Complete any of the following tasks:

Task	Steps
Change the synchronization interval.	<ol style="list-style-type: none"><li>a. Tap .</li><li>b. In the General section, tap <b>Synchronization</b> &gt; <b>Sync Frequency</b>.</li><li>c. Select a synchronization interval.</li></ol>

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

## 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, xltx, xlsx, xltm, ppt, pot, pps, pptx, potx, ppsx, pptm, potm, ppsm

**Note:** You cannot add attachments to tasks or notes that you create in BlackBerry Tasks and BlackBerry Notes.

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.

## Upload an attachment

1. Create a new task or tap the task that you want to upload an attachment to.
2. Tap  > **Attach File**.
3. From the source options list, tap one of the following:

- To take a picture and attach it, tap **Take a picture**.
  - a. In the camera app, tap the capture button.
  - b. After you take a picture, tap the checkmark to confirm your photo, or tap the undo button to take the photo again.
  - c. Tap the size that you want to upload the image as from the resize options list.
- To attach an image from your photo library, tap **Photo library**.
  - a. Tap an image in your photo library.


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





## Integration 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.

## Search for a task











1. Tap  > **Search**.
2. Select whether to search in **Title**, **Body**, or **All**.
3. Enter the text that you want to search for.
4. Optionally, complete any of the following tasks:

Task	Steps
Refine a search and create a custom filter.	Tap <b>More</b> . A list of saved searches is displayed.
Create an advanced search.	<ol style="list-style-type: none"> <li>a. Tap .</li> <li>b. Enter a name for the search and the text that you want to search for.</li> <li>c. Tap .</li> </ol>
Edit a saved search.	<ol style="list-style-type: none"> <li>a. Tap <b>More</b>. A list of saved searches is displayed.</li> <li>b. Tap a saved search.</li> <li>c. Tap .</li> <li>d. Modify the search criteria.</li> </ol>
Add saved searches to the Tabs bar.	<ol style="list-style-type: none"> <li>a. Tap .</li> <li>b. Tap <b>Manage Tabs</b>.</li> </ol>

Task	Steps
Search for text in the task notes.	<ol style="list-style-type: none"> <li>a. In the rich-text toolbar, tap .</li> <li>b. Enter the text that you want to search for.</li> </ol>

5. Tap  to clear the search field. Tap the **Back** button to exit the search window.

## Create a task

1. Tap .
2. Enter a name for the task.
3. Tap  beside **Dates and reminders** to set optional start and due dates, reminder, and recurrence.
4. 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.
5. 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.
6. 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**.
7. 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.
8. In the **Notes** field, type any notes about the task.

### After you finish:

- Specify notifications in the BlackBerry Dynamics Launcher settings.


## 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.




# Working with flagged email messages

Flagged emails now display in the list of all tasks in BlackBerry Tasks. Users can perform the following actions with flagged email messages: filter, sort, open, download attachments, mark as complete, view reminders, set a start and due date, set priority, and set categories. Flagged email messages have an orange flag to differentiate them from tasks.


Complete any of the following tasks:

Task	Description
Sync flagged emails	Pull down from the top of the screen.
Mark as complete	Tap <input type="checkbox"/> to mark a flagged email as complete. Users can mark emails as complete in the flagged emails, search results, and calendar views.
Filter	<p>You can filter flagged email messages from the menu.</p> <ol style="list-style-type: none"> <li>1. Open Tasks.</li> <li>2. Tap .</li> <li>3. Tap <b>Flagged Emails</b>.</li> <li>4. Tap <b>Flagged Emails</b> in the top bar to sort the emails by category such as Priority or Due Date.</li> </ol>
Sort	<p>Tap above the list of flagged emails to sort your flagged email messages by priority, due date, title, start date, creation date, or last modified date.</p> <p>Tap  to filter flagged email messages in ascending or descending order.</p>
Open	Tap a flagged email message.
View reminders	<ol style="list-style-type: none"> <li>1. Open a flagged email message.</li> <li>2. Tap <b>Dates and Reminders</b> to expand menu.</li> <li>3. Tap <b>Reminder</b> to choose a day and time of day for the reminder.</li> </ol>
Download attachment	<ol style="list-style-type: none"> <li>1. Tap the flagged email message with the attachment that you want to view.</li> <li>2. Tap <b>Attachments</b>.</li> <li>3. In the <b>Attachments</b> list, tap the attachment that you want to download.</li> <li>4. Tap the downloaded attachment to view it.</li> </ol>
Set start and due date	<ol style="list-style-type: none"> <li>1. Open a flagged email message.</li> <li>2. Tap <b>Dates and Reminders</b> to expand menu.</li> <li>3. Tap <b>Start Date</b> field to choose a start date.</li> <li>4. Tap <b>Due Date</b> field to choose a due date.</li> </ol>



Task	Description
Set Categories	<ol style="list-style-type: none"><li data-bbox="602 268 1019 296">1. Open a flagged email message.</li><li data-bbox="602 304 1101 331">2. Tap <b>Priority and categories</b> to expand.</li><li data-bbox="602 340 1438 432">3. Tap  and type the name of the category. You can specify multiple categories. Tap  to remove the category.</li></ol>
Set Priority	<ol style="list-style-type: none"><li data-bbox="602 468 1019 495">1. Open a flagged email message.</li><li data-bbox="602 504 1101 531">2. Tap <b>Priority and categories</b> to expand.</li><li data-bbox="602 539 1422 621">3. Tap  beside the current setting. Select <b>High</b>, <b>Normal</b>, or <b>Low</b> to set the priority.</li></ol>

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

# 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).

# Using the Quick Create tool

You can tap  in the BlackBerry Dynamics Launcher and select a shortcut to create a new email, calendar entry, contact, task, or note.

# 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>
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 <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.

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 <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?	<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</b></li> <li>3. Tap <b>Font</b></li> <li>4. Tap <b>Font size</b></li> <li>5. Select the font size.</li> </ol> <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 <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

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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Published in Canada