BlackBerry Work for Android

User Guide

3.17

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What is BlackBerry Work?

Make your mobile workforce more productive, while keeping your company's data secure – regardless of device. Stay on top of business email and calendar, view online presence, manage contacts and easily work on documents. Unlike built-in email clients, BlackBerry Work integrates all your business collaboration into one integrated, easy-to-use app.

BlackBerry Work provides the following features:

Feature	Description
Business-class email	Securely access business email. View, send and edit attachments. Be instantly notified of key messages, and manage your inbox with smart folders and more.
Personal and shared calendar management	Easily manage your calendar with business-class capabilities. Manage and schedule meetings, check availability, attach files to invites, and quickly join conference calls and web conferences. Quickly pull up all your obligations for the day with agenda view. Never miss a meeting again.
	Manage shared calendars alongside your personal calendars. Effectively coordinate schedules to stay on top of important business meetings and avoid delays.
Rich contacts and one-click communication	See mobile presence and then reach colleagues using the best way, whether by phone, text message, instant message, or email.
Document access and editing	Access documents while you're on the go from native Microsoft Office Web Apps, Microsoft SharePoint, or other popular cloud storage options within the app. View, edit, and convert documents to PDF straight from your device.

Installing and activating BlackBerry Work

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

- Install BlackBerry Work 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 Work 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 Work only if both of these conditions are met. If you do not see this option when you open BlackBerry Work, you must set up BlackBerry Work using an access key.
- Using a third-party identity provider to activate a BlackBerry Dynamics app on a device: Choose this option if you want to allow your users to use their credentials for your organization's identity provider to activate BlackBerry Work.

Install BlackBerry Work 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 Work 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 Work 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 Work from Google Play.
3. On the device, tap BlackBerry Work.
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[*]	**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[*]	**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	**a.** Tap **Use QR code**. **b.** Tap **Allow** to give BlackBerry Work 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.
Microsoft Authenticator app	**a.** Open the Microsoft Authenticator app. **b.** Tap **Set up manually.** **c.** Tap **Enter credentials**. **d.** Enter your email address and the activation password or access key from the activation email message that you received from your administrator. **e.** Tap **Scan QR Code**. **f.** Allow BlackBerry Work to access the camera. **g.** Scan the QR code that you received in the activation email from your administrator.

[*] 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 Work. 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 Work app to use your location history to establish trusted locations.

8. At the **Permission requested** prompt, do one of the following:

   • Tap **Allow** to permit provisioning to complete with an entry in Outlook for a registered phone with a phone number and operator name.
   • Tap **Don't allow** to permit provisioning to complete but without a phone number and operator name for a registered phone in Outlook.

9. Tap the BlackBerry Dynamics Launcher icon to start using BlackBerry Work.

Install and activate BlackBerry Work 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 Work 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 Work app. If you do not see the BlackBerry Work 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 Work app from Google Play. However, the application will not activate.

2. On the device, tap BlackBerry Work.
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 Work app.
7. Optionally, if your administrator has set up Entra conditional access, when prompted enter your Entra user credentials.
8. If prompted, allow the BlackBerry Work app to use your location history to establish trusted locations.
9. At the Permission requested prompt, do one of the following:

   • Tap **Allow** to permit provisioning to complete with an entry in Outlook for a registered phone with a phone number and operator name.
   • Tap **Don't allow** to permit provisioning to complete but without a phone number and operator name for a registered phone in Outlook.
10. Tap the BlackBerry Dynamics Launcher icon to start using BlackBerry Work.

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.
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.	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). Requires admin permission and the UEM Client.
Open the BlackBerry Dynamics app Settings.	Tap ⚙.
Open the Quick Create menu.	a. Tap ➕. b. Tap an option to quickly create email, contacts, notes, tasks, and calendar events.
Open the BlackBerry UEM App Catalog.	Tap **Apps**. This option is only available if your device is managed by BlackBerry UEM. 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.
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 email

BlackBerry Work allows you to access and manage your work email account in the same way that you do on your desktop.

BlackBerry Work email supports Microsoft Exchange Information Rights Management (IRM).

Note: You cannot open an email message that is protected by both IRM and S/MIME.

View your email

When you open BlackBerry Work, your email is automatically synchronized with the email in your work email account. After you open the app, your email will continue to be synchronized with your device. You can swipe down on the list to force synchronization at any time.

1. Tap ⋮ > **Sort by** to order email by subject, date, or sender.

   When you sort your email by date, you can specify whether the date headers (for example, Today, Yesterday, Last Week) are displayed. In the app settings (Settings > Mail > General), if you enable the "Disable Time Section Headers" option, the date headers will not be displayed.

2. Tap ⋮ > **Order** to choose ascending or descending order.

3. To filter email by folder, tap ≡ or swipe from the left edge of the screen. A Folders page is displayed. Tap a folder to display only the email messages in it. "Smart" folders contain VIP, High Priority, Flagged, and Unread email.

Set the preview size of email messages

You can set your email messages to display one line or two lines as a preview.

1. In the BlackBerry Dynamics Launcher, tap 📧.
2. Tap **Mail > General Settings**.
   - To set the preview to one line, turn on **Enable one line preview**.
   - To set the preview to two lines, turn off **Enable one line preview**.

Create an email

In BlackBerry Work, you can open a new email from the Work app, your inbox, or another mailbox, from Contacts, or from Calendar. If your administrator has specified a font type and size for the organization, the set font and size is used in your outgoing email messages, by default. You can override the policy by enabling the Use Custom Fonts option.

1. Open a new email. Complete one of the following steps:
   - From the Work app, long press the **Work** app. Tap **New email**.
   - From your Inbox or any folder, tap ✎.
   - From your Contacts, tap a recipient's email address.
2. In the **From** field, tap the down arrow to select which email address or email alias to send the email message from.

3. Tap the **To** field and type a recipient's name. As you type, BlackBerry Work suggests names from your Contacts and your organization's Global Address List (GAL). Note that your Outlook personal distribution lists can also be supported. Tap the ✕ beside a name to exclude it from future suggestions.

4. Tap ∨ > **Add Cc/Bcc** to add recipients.

5. Tap the **Subject** field to enter the subject line of your email.

6. Optionally, tap ⋮ to attach a file, add a link, set the priority, set the sensitivity, or add meeting information to the message.

7. If your administrator has enabled the Restrictions option (the Permissions option in Outlook), choose any desired restriction.

8. Tap in the body of the email to compose your message. If you want to paste an image into the email message, copy the image and then long press and select Paste. Note that the ability to paste images is dependent on your organization's policies.

9. Tap a word to add it to the dictionary, delete it, or accept a spelling suggestion from a drop-down list.

10. To open formatting options, do the following:
    a) Tap and hold a word to select it.
    b) Drag the left or right handles to expand or narrow your selection.
    c) In the toolbar, tap **Select All**, **Cut**, **Copy**, or **Paste**. (These options may be disabled by your administrator.)
    d) Tap **B**, **I**, or **U** to apply bold, italic, or underline the selection. Tap an option again to remove the formatting.

    Note: If the formatting toolbar does not appear automatically, tap ⛰. Tap the icon again to hide the toolbar.

11. When your message is complete, tap ➤.

Reply to or forward an email

When you reply to an email message, the sender of the original message is automatically added in the To field. When you use Reply All, a message is created and addressed to the sender and any additional recipients of the original message. You can change the default reply option in the BlackBerry Work Settings. You can change the recipients in the To, Cc, and Bcc fields. You can tap ∨ to display these fields. When you forward a message, the To, Cc, and Bcc boxes are empty and you must enter at least one recipient.

If your administrator has specified a font type and size, the specified font and font size is used in your outgoing email messages. You can override the fonts policy by enabling Use Custom Fonts.

1. In the email that you want to reply to, tap ↰ or tap ⋮ > **Reply All**, **Forward**, **Add flag**, **Invite to meeting**, **Report phishing**, **Convert to task**, or **Report quoted text problem**.

2. Swipe up and tap the check box beside **QUOTE TEXT** to hide or display the discussion thread.

3. If you want to type in the body of the discussion, swipe up and tap **RESPOND INLINE** . If the discussion thread display has been disabled, it will be re-enabled.

4. Tap ⛰ to display a rich-text formatting toolbar. The toolbar opens at the top of the keyboard. It allows bold, italics, underline, indentation, bullets, numbered lists, and justification formatting for the text. Swipe right to scroll the toolbar.

5. To add an attachment, tap ⋮ > **Forward**. If you forward a message that includes attachments, you can specify which attachments to include in the message. You can also tap ⋮ > **Add links** to attach a link to one of your BlackBerry Docs files. This opens BlackBerry Work Docs so that you can choose a file stored in your device's secure container. For more information, see Managing your documents.

6. Optionally, tap ⋮ and perform any of the following actions:

- Save a draft of the message.
- Set a priority for the message. The options are High, Low, or None.
- Invite the recipient to a meeting.
- Discard the message.
- Display email settings.
- Insert a quick response. The options are "Thanks!"; Sounds good to me!"; "I'll read this later and get back to you."; "Let's set up a meeting to discuss this."

7. After you compose your message, tap ➤.

Flag an email

You might want to mark some email messages as important or make them easy to find in a long list. You can add a red flag next to email messages in the list.

1. To flag an email in the message list, tap the email to open it.

2. Tap ⋮ > **Add flag**.

Delete an email

When you delete an email, it is moved to the Deleted items folder. It is not permanently deleted.

1. Select the email that you want to delete and tap 🗑 or swipe left on the email in the message list.

2. To permanently delete items, do the following:

   a) To view the Trash folder, tap ☰ > **Trash**.
   b) Select the items that you want to delete permanently.
   c) Tap 🗑 > **Delete**.

Send an attachment or a link

The type of files and links that you can attach in a secure BlackBerry Work email message depend on whether the file is stored in an allowed location and whether your BlackBerry Work policy allows the file type. If you do not see an option to add a link or send an attachment, your administrator has not enabled this feature for you. The add link option is only supported for Microsoft SharePoint repository. If you do not have any SharePoint repositories connected in BlackBerry Work, you cannot use this feature.

1. In a message that you are composing, tap ⋮ > **Attach File** or **Add Links**.

2. For attachments, tap one of the following options:

- **Take a picture**: Take a picture or a video. It is automatically added to your message as an attachment.
- **Photo Library**: Access your photo albums and choose an existing picture file.
- **Docs**: Open BlackBerry Work Docs to browse your local device repository and/or enterprise data sources for the files that you want to attach. After making your selections, tap **Attach**: Navigate to the file that you want to attach.

3. For links, select the SharePoint item that you want to link to and tap **Attach** at the bottom of the screen.

Save an attachment

You can save email attachments in a secure Docs repository on your device.

1. Tap the attachment and then tap ⋮ beside the file name.
2. Tap **Save**. Navigate to the location where you want to save the file and tap ✓.
3. To view the saved attachment, tap 🔵.
4. Tap **Local Docs**.
5. Browse your **Local Docs** for the folder or file you want.
6. Tap a file or folder to open it.

Automatically download email attachments

You can configure BlackBerry Work to download email message attachments automatically. You can choose to download attachments using cellular data and Wi-Fi networks or over Wi-Fi networks only. You can view attachments that you have downloaded when you are offline. The maximum size of attachments that can be downloaded is controlled by your administrator.

When this feature is first turned on, a maximum of 25 previously received attachments are downloaded and all new attachments are downloaded. The device must have at least 25% of its storage capacity available, and the attachments cannot take up more than 25% of the device's free space.

1. Tap 🔵.
2. Tap ▣.
3. Tap **Mail**.
4. Tap your email account.
5. To automatically download attachments, slide the **Auto Download Attachments** option to On.
6. To download attachments using cellular data, slide the **Cellular Auto Download** option to On. If you leave this turned off, attachments will download automatically only when you are connected to a Wi-Fi network.

Send an encrypted email to a distribution list

1. From your Inbox or any folder, tap ✎.
2. Tap the **To** field and add a distribution list.
3. Add a Subject and add information in the body of the email message.
4. Tap ⋮.
5. Tap **Set Security**.
6. Tap **Sign and encrypt message**.
7. Tap ➤.
   BlackBerry Work retrieves the certificates from BEMS and Microsoft Exchange, and then sends the email message.

   Note: If BlackBerry Work cannot find certificates for all of the recipients, you can tap Continue and send the email message but some of the recipients won't be able to read it, or you can choose to remove the users that don't have certificates, or you can choose to send the email message unencrypted to all recipients. When you

send S/MIME encrypted messages to distribution lists that contain more than 100 email addresses, BlackBerry Work makes only 100 certificate requests at a time to BEMS.

Move an email to a different folder

When you open BlackBerry Work for the first time, your email Inbox is synchronized with your work email account, including the folders in your account. You can move messages from the Inbox to your folders.

1. To select email messages, do any of the following:
   - Open a message.
   - In the **Inbox** or folder, tap the sender's photo or photo placeholder.
2. Tap ⬘ to view the list of available folders.
3. Tap or search for the destination folder.

View smart folders

Smart folders automatically organize your email by category to make it easier to quickly find a particular type of message. The categories include VIP, High Priority, Flagged, and Unread mail. You can control which smart folders display on the menu.

1. Tap ≡ at the top of the screen. The smart folders and the number of messages in each are displayed.
2. Optionally, tap ✿ and select or deselect the folders that you want to appear in your quick access list. Folders for shared mailboxes are not displayed.
3. Tap the back arrow to return to the folders list.
4. Tap a folder to open it.
5. Swipe up or down to view the list.
6. Tap an email to open it.

Search email

You can search for email messages by sender or subject in a folder or your inbox. You can use advanced search options to refine your search. By default, a maximum of 100 search results are returned. Refine your search when more than 100 search results are returned. Words that a user searched for are highlighted in the search results. Up to 10 recent searches are saved. Users can tap on entries in the Recent searches section of the Search page to quickly search for phrases that they have searched for previously. Users can edit their recent searches to remove phrases that are no longer relevant and to pin phrases that they want to use again.

1. Open a mailbox or folder and tap 🔍.
2. Enter the full or partial text you that you want to search for.
3. Tap on entries in the **Recent searches** section of the Search page to quickly search for phrases that you have searched for previously.
4. To refine your search, tap **Advanced Search** or use the entries in the **Suggested searches** section. For example, you can search for flagged messages or messages with attachments.
5. Use the **Period** drop-down list to define the how far back you want to search such as today, last week, or all dates.
6. Use the **Source** drop-down list to define a source to search from such as the entire mailbox.

7. Open a message from the search results or refine your search criteria and try again.

Exchange ActiveSync search limits

For **ActiveSync search command,** Mailbox (email search): 100 limit. Search will return the top 100 entries. It also returns the total match. You can then refine your filter to get the relevant data into the top 100 entries. GAL search (to find contacts/recipients in GAL): up to 15 entries.

For **Compose Email recipient search**, less than 3 characters: Combine data from Local Contacts DB + data from GCSCRecipient table in DB. More than 3 chars: Use GAL Search (see above).

Convert an email to a note

In BlackBerry Work, you can convert an email message to a note in BlackBerry Notes.

You cannot convert email messages that are protected by Microsoft Exchange Information Rights Management (IRM). Encrypted and signed, and encrypted emails are not supported.

Before you begin: Verify that the BlackBerry Notes app is installed and provisioned on your device.

1. Open an email message.
2. Tap ⋮ > **Convert to note**.
3. Tap **Save**.

Convert an email to a calendar event

1. Open the email message that you want to convert.
2. Tap ⋮ > **Invite to meeting**.
3. To include attachments, tap **Ok**. **Note**: Your administrator must first allow sending attachments.
4. Tap any field in the meeting invite to change its content.
5. Tap **Save**.

Manage email folder synchronization

Your email folders are synchronized automatically each time you open the app. After you open the app, the inbox is synchronized periodically in the background. You can also choose to automatically synchronize your email folders. You can also synchronize folders that you create in the same level as your Inbox. Otherwise, folders are synchronized only when you open them.

The number of folders that you set for automatic synchronization will affect battery life and data usage on your device. You can turn off automatic synchronization for some folders to improve battery life or lower data usage.

Note: To be able to synchronize your Drafts folder, your mailbox must be hosted on Microsoft 365 or Microsoft Exchange 2016. If you do not have the option to synchronize your Drafts folder, contact your administrator to confirm your mailbox settings.

1. From your Inbox or other mailbox, tap ☰ at the top of the screen.
2. Beside **All folders**, tap ✿ .
3. Tap the check box beside a folder to select it. Note: You can tap ⌄ beside a folder to see its subfolders.
4. Tap the back arrow to return to the folders list.

Change your signature

Specify a signature to append to all outgoing email messages. The default setting is "Sent with BlackBerry Work." If your administrator has specified a default signature for the organization, it takes precedence, and this setting cannot be changed.

1. Tap ⬤.
2. Tap ▣.
3. In the **Tools** section, tap **Signature**.
4. Enter the signature that you want to use.

Create an automatic out of office reply

1. Tap ⬤.
2. Tap ▣.
3. Tap **Out of Office**.
4. Slide the **Send Automatic Replies** switch to ON.
5. Select the**Send Replies Only During this Period** checkbox and set when this auto-reply Starts and when it Ends.
6. Tap inside the message block and create or edit your out-of-office reply.
7. Optionally, to send replies to incoming messages from outside your organization, and to make them different from internal replies, tap **Send replies to outside my company**. Tap either **Contacts Only** to only respond to senders in your Contacts or tap **Anyone**.
8. Optionally, tap in the message block for external replies to create/edit a message to external senders, or press to display the clipboard menu and paste in copied text.
9. Tap ✓.

Add an email widget to your device

You can add an email widget to your device so that you can quickly see and interact with your email messages.

1. On your device, press and hold on an area of the screen that is empty.
2. Tap **BlackBerry Work**.
3. Tap the widget that you want to use to the home screen.
4. Tap the widget.
5. Tap **Inbox**.
6. Choose a folder that you want to display in the window.

Managing notifications and alerts

BlackBerry Work provides a number of automatic indicators and alerts to let you know who's available and who's not, when new mail arrives, whether or not you've read a message, its level of importance, and when a meeting or appointment will begin soon.

Notification	Description
Presence	The Presence indicator shows you the current online status of contacts in your organization who have an active account on Microsoft Teams. If your enterprise doesn't use Microsoft Teams for instant messaging, the presence indicator is not displayed.
	The Presence indicator shows the following statuses.
	• Green: Available • Red or Orange: Busy • Red or Bar: Do Not Disturb • Yellow: Away • Gray: Offline
New and unread mail	Unread email messages are displayed with a blue subject and the sender's name in bold and blue. After you open a message the sender's name and subject are displayed in gray.
Meeting/Appointment	A calendar icon 📅 next to the sender's name indicates that the message is a meeting invitation or related to a calendar event.

Event and new mail alerts

You can configure visual and audio notifications in BlackBerry Work.

BlackBerry Work alerts are displayed at the top of the screen and on the Notifications screen. To access the Notifications screen, you can swipe down from the top of any screen on most devices or tap the Control Center on the bottom of tablet screens. You must have a wireless network connection to receive real-time notifications.

BlackBerry Work supports threaded view.

Add security feature for detailed notifications

By default, if you don't unlock and use BlackBerry Work for 12 hours, the BEMS Push Notification Service removes details about email messages from notifications displayed on the device. Your administrator can change this setting. Message details in notifications that are sent by the BEMS Push Notification Service resume when you unlock BlackBerry Work.

Managing sounds and notifications

Using Sounds and Notifications on the Settings screen, you can adjust your email and calendar notification settings.

You can set notification behavior for general and VIP email, and set rules for push notification alerts to let you know who an email is from and that it's been marked "Important." You can also set notification rules for specific contacts.

The behavior of alerts is different when your client is authenticated (for example, you've entered your password after BlackBerry Work launches and the app is synchronizing) than when it is not authenticated (for example, your BlackBerry Work app is closed or has been launched but not authenticated). These differences can be summarized as follows:

·   When your device is not authenticated, one alert sound is played when the notification arrives, and the notification is displayed.
·   A sound synchronizes with the notification. The notification is displayed only when your Inbox is not visible.

Sounds and Notifications rules determine how important an email is. If an email rule matches an incoming email, or the incoming email is from a sender designated as a VIP in Contacts, the incoming message is marked VIP. VIP Contacts are checked for after email rules are checked:

·   Importance is set on each incoming email.
·   Importance is recalculated on every email if email rules change or you change your VIP contacts.
·   Importance is recalculated when the client authenticates.
·   Notifications support multiple sounds. Only unique sounds will play.
·   If a notification is showing and new email messages arrive, only unique sounds for the new messages are played. Unique sounds play once each minute.

General and VIP notification settings

You can set the following notifications for general and VIP email: sound, pulse notification light, vibrate, and ignore system mute to play sounds when system notification volume is set to mute.

Create email rules

You can create rules for push notification alerts to notify you when you receive an email that is marked important or from a specific user or group. Rules associate a particular sound with a type of sender that you define.

1. Tap 🔵 > 🖼.
2. In the **Sounds & notifications** section, tap **Mail**.
3. Tap **Rules**.
4. Tap ＋ in the top right corner.
5. Enter the name of the rule.
6. Under **Filters**:
   a) To filter by sender email, tap in the **Sender email** field and type one or more sender emails.
   b) To set the importance filter, slide the **High importance** switch to On.
   c) To filter by keywords, tap in the **Subject keyword** field and type one or more keywords.
7. Tap **Mail sound** and select the sound to use.
8. To show a notification light when you receive an email, slide the **Pulse notification light** option to On.
9. To set the phone to vibrate when you receive an email, slide the **Vibrate** option to On.
10. Tap ✓.

- To edit an existing rule, tap on its name in the rules list.
- You can slide the switch for a rule off; when you do so, notifications for that rule do not appear on the locked screen and in the notification center.
- Tap ✎ in the rules list to select multiple rules for deletion.

Managing your contacts

Every time you open BlackBerry Work, your contacts are synchronized with your work email account. In BlackBerry Work, you can also add contacts, edit a contact's information, add contacts to the VIP list, or delete contacts.

View your contacts

You can open contact entries using the BlackBerry Dynamics Launcher, from an email that you received from the contact, or from a calendar event that includes the contact.

1. To open a contact entry from an email, open an email that you received from the contact.
2. Tap the sender's photo or avatar in the address block to view the **Profile** information of the contact.
3. In the Microsoft Teams section, tap 📞 to call the contact or ▬ to chat with the contact on Microsoft Teams.
4. To see the position of this contact in the team or organization, tap **Team**.
5. To review your email correspondence with this contact, tap **History**. Tap a message to open it.

Add a contact

You can add a contact entry using the Quick Create option in the BlackBerry Dynamics Launcher, from an email that you received from the contact, or in the Contacts app.

To add a contact, perform one of the followings tasks:

Task	Steps
Add a contact from an email message.	**a.** In an email that you received from the contact, tap the sender's photo or avatar in the address block. **b.** Tap 👤⁺. **c.** Add or edit information for the contact. **d.** Tap **Save**.
Add a contact in the Contacts app.	**a.** In the BlackBerry Dynamics Launcher, tap **Contacts**. **b.** Tap 👤⁺. **c.** Add or edit information for the contact. **d.** Tap **Save**.

Edit a contact

1. In a contact entry, tap ✏ in the upper right of the Contact screen.
2. Complete any of the following tasks:

Task	Steps
Edit a field	a. Tap in a field to edit it. b. Tap ✕ to clear a field. c. Tap **Add field** to add a field.
Delete a contact	Tap ⋮ > **Delete** to delete a contact.
Add or change a photo	a. Tap the photo placeholder. b. Tap **Take photo** to capture the contact's picture with your device's camera or tap **Choose photo from Gallery** to select a photo you already have stored on the device.

Mark a contact as a VIP

When you add a contact as a VIP, you receive special alerts when you receive messages from the contact. A VIP contact is displayed in blue with a blue star to distinguish them from other contacts.

1. In a contact entry, tap ⋮ > **Make VIP**.
2. Tap **OK** or **Change settings** to edit VIP notifications.
3. Tap the back button.

Add a shared contact

If you have been added as a delegate to a Microsoft Exchange user's mailbox, you can access all shared contacts from that mailbox on BlackBerry Work. When creating emails or events, your shared contacts will be displayed in the autocomplete field and you can add up to four shared contact accounts.

1. Tap 🔵 > 📇.
2. Tap **Contacts**.
3. Tap **Shared Contacts**.
4. Tap ➕.
5. In the **Search Account** field, type the email address of the shared contact account that you want to add.
6. Tap **Check Permission**.
7. Optionally, tap **Color** to change the color associated with the shared contact account.
8. To view the shared contacts, tap ☰ on the Contacts list. The shared contacts folder will be displayed below the Main account. A ↪ icon will be displayed beside all shared contacts.

Change contact settings

1. Tap 🔵 > 📇.
2. Tap **Contacts**.
3. Tap **Sort list by** to change whether you want contacts to be sorted by their given name or their family name.

4. To enable contacts to be synced from your device's address book, slide **Enable contact sync to native** to On.
5. To automatically synchronize personal contact groups, slide **Enable auto-sync for Contact Groups** to On.
6. To add a shared contact account, tap **Shared Contacts**.

Managing your calendar

You can use BlackBerry Work to stay on top of your appointments and meetings when you're away from your desk. You can accept or decline meeting invitations while on the go and send notes to other meeting attendees to tell them you're running late, won't be able to attend, or cancel the meeting.

View your calendar

1. Open your calendar. Complete one of the following steps:
   - From the home screen, long press the Work app. Tap **View calendar**.
   - In the BlackBerry Work app, tap 🔵 > **Calendar**.
2. Tap ≡ and do one of the following:
   - Tap **Day** to view a complete day.
   - Tap **Week** to view a week.
   - Tap **Month** to view a month.
   - Tap **Agenda** to view your calendar in chronological day-by-day list format.
3. All of the calendars in your work email account are displayed. Tap the calendar you want to view.
   - In Week and Month view, tap a day of the week to open it in Day view.
   - In Agenda view, tap at the top or bottom of the list to view past or upcoming events.
4. If you have BlackBerry Tasks installed, your calendar can also display a shortcut to tasks due on the current day in Day view. To enable this feature, turn on **Show tasks preview** in your calendar settings. To access your calendar settings, tap 🔵 > 🖼 > **Calendar**. This feature requires BlackBerry Tasks 2.1 or later.

View an event

Tap a calendar event to view its details. Meeting invitations can also be accepted or declined. The event record will contain all the meeting information furnished by the Event Organizer, including required attendees, conference URLs and phone numbers, and important notes concerning the agenda and how to prepare.

For information about editing an event that you created, see Edit an event.

1. Tap the event.
2. If you haven't accepted or declined this invitation, you can see your available options at the top of the screen. Choose from **Accept**, **Tentative**, or **Decline** and then choose from **Respond with comments**, **Respond without comments**, or **Do not send a response**.
3. If your device is a phone, tap the meeting teleconference number to dial. If the phone number contains a conference code, tap the phone number and then tap the conference code in the pop-up screen.
4. To join a conference for sharing and collaboration, do one of the following:
   - If a web conference URL is provided that is supported by your device, tap to open it in the browser on your device.
   - If a **Join meeting** button is provided, tap it to open the associated conferencing app on your device. You might be asked to choose from a list of apps but if an event has multiple links to different conferencing platforms, Microsoft Teams will always take priority if it is enabled.

5. Send an email to the other invitees by tapping ⋮, then choosing between the options **Email Organizer** or **Email Attendees**. Choose a quick response or the **Write your own...** option.

6. Set or change when you want to be reminded of this meeting beforehand by tapping below **Reminders**, then select a new time by tapping it. Remove the reminder by tapping **None**.

Add an event

1. To add an event, do one of the following:
   - From the home screen, long press the Work app. Tap **New Meeting**.
   - In the Calendar, tap ✚ at the top of the screen.
   - In Day, Week, or Month view, tap the hour that you want an event to begin. Tap **New event**.
   - Use the Quick Create Tool in the BlackBerry Dynamics Launcher. For more information, see Use the BlackBerry Dynamics Launcher.

2. Tap the **Enter event name** field and enter a name.

3. Under **Participants and resources**, tap **Required guests** and begin typing the name of the first person that you want to invite from your contacts. Select one of the matches that are listed. To invite a person who is not a contact or from an external organization, type their email address.

4. Tap **Optional guests** to add participants that are not required to attend.

5. Tap **Resources** to enter telephone numbers, web conference URLs, and anything else necessary to support the event.

6. Tap **Starts** and **Ends** to set or change the start and end dates.

7. Tap the times that are displayed to set or change the start and end times.

8. Tap **View Schedules** to drag the event to different times in the BlackBerry Work calendar and find the best time for added participants. The availability of participants is indicated by changes to the color of their avatar. Time zone information for the invitees also displays. **Note**: If a user makes an update to their time zone information in Microsoft Outlook for Mac, BlackBerry Work does not detect the change and the incorrect time zone might display for that user in calendar events.

9. In the **Suggested Time** area, you can tap a time for your meeting.

10. Turn on **All day** to schedule the event for the full day.

11. Tap below **Repetition** to set or change the frequency of the event.

12. Tap the **Location** field and enter a location.

13. Tap the time zone to change it. Enter the host country and choose a time zone option.

14. Turn on **Add conference details** to quickly add details to the meeting invitation. For information about setting up the conference details, see Change BlackBerry Work for Android settings.

15. Turn on **Create Teams meeting** to host the event on Microsoft Teams.

    The Add conference details and Create Teams meeting options cannot be enabled at the same time. When one is turned on, the other will be turned off.

16. Tap **Reminders** to set your personal alert interval.

17. Tap **Show me as** and select from **Busy**, **Available**, **Tentative**, **Out of Office**, or **Working elsewhere**.

    When you add an event in a shared calendar, you can set your presence as "Working elsewhere". For more information, see Add a shared calendar. Setting the **Show me as** to "Working elsewhere" is not supported in your main calendar, the status synchronizes to it.

18. Tap **Privacy** and select **Default**, **Private**, or **Public**. Default is the default setting for your work email account, either Private or Public. The setting you choose in BlackBerry Work overrides the default setting. Private means that only your contacts can see your presence information. Public means that everyone in your organization can see it.

19. Turn on **Allow New Time Proposal** to allow meeting invitees to propose a new time for the meeting. Note that your administrator must enable this feature before you can use it.
20. Tap **Add attachments** to add an attachment. You can take a picture, or add an existing file from the photo library or from Docs.
21. Tap **Classifications** to add classifications, such as Internal or Confidential, to the event.
22. Tap **Caveats** to add a caveat, such as Do not forward or Do not reply, to the event.
23. Tap the **Notes** field to provide additional information or to add inline attachments.
24. When you are done, tap **Save**.

The new event is added to your Calendar and invitations are sent to your invitees.

Edit an event

1. To edit a scheduled event for which you are the organizer, tap the event to open it.
2. Tap ⋮, then tap **Edit Event**.
3. If this is a recurring event, select either of the following two options:
   - Tap **Change only this event** to modify a single occurrence.
   - Tap **Change all events in the series** to modify all occurrences.
4. To change the start date, end date, or both, tap a date field and select a new date. Tap the left and right arrows to change months.
5. Change the start or end time or both by tapping the respective field, then:
   - Drag the hand on the clock to the new hour and minute.
   - Change to AM or PM by tapping it.
6. Tap **OK** to save your changes.

Delete an event

1. Open the event that you want to delete.
2. Tap ⋮ > **Delete event**.
3. If this is a recurring event, select either of the following two options:
   - Tap **This occurrence** to delete a single occurrence.
   - Tap **This series** to delete all occurrences.
4. Tap **OK** .

Forward an event

1. In a calendar entry, tap ⋮ > **Forward event**.
2. If the event is part of a series, choose either of the following options:
   - Tap **This occurrence** to invite others to a single occurrence.
   - Tap **This series** to invite others to all occurrences.
3. Tap **OK**.

Add a shared calendar

Before you begin: You can add up to ten shared calendars on your device. If you are assigned the Editor role, you can accept/tentative/decline invites on the calendar for Microsoft Exchange 2016, Microsoft Exchange 2019 and Microsoft 365; tap on a grayed-out calendar entry to accept/tentative/decline. You will receive email invites for shared calendars, but you cannot accept/tentative/decline them in email. You can add/edit/delete calendar events.

1. Tap ⬤ > 🖼.
2. On the **Settings** page, tap 📅.
3. Tap **Shared Calendars**.
4. Tap the Add (+) button.
5. In the **Shared Calendars** window, search for available shared calendars by entering email addresses for GAL lookups. You can only add calendars from the same GAL/Microsoft Exchange instance.
6. To display a shared calendar, tap ≡ in the Work Calendar view or swipe right. The shared calendars you have chosen are displayed. Tap the check box beside the shared calendars that you want to display.

Contact event attendees

1. In a calendar entry, tap ⋮ > **Email Organizer** or **Email Attendees**.
2. Tap a quick response or tap **Write your own** to compose a message.
3. Tap ➤.

Decline an accepted meeting request

1. In your calendar app, tap the event to open it.
2. Tap **Decline**.
3. Choose a response option.

Synchronize events from your native calendars

You can enable BlackBerry Work to synchronize with your native Android calendar which enables you to quickly see all of your scheduled events. Your administrator must enable this feature.

1. Tap ⬤.
2. Tap **Calendar**.
3. Tap **Private calendars**.
4. Tap **Enable private calendars sync.**

Synchronize events in your local calendar

You can manually wipe and synchronize your local calendar if the desktop and device calendar are not synchronized. Note that all changes that have not synchronized to the server will be lost. This feature is not supported by external calendars or shared calendars.

1. Tap .
2. Tap .
3. Tap **Calendar**.
4. Tap **General settings**.
5. Tap **Resync calendar data**.
6. Tap **OK** to allow BlackBerry Work to clear the local calendar on the server before the data is synchronized.

View events from external calendars

You can configure BlackBerry Work so that you can view external calendars which enables you to quickly see all of your scheduled events. Your administrator must enable this feature.

1. Tap > > **Calendar >General settings > External Calendar Preview**.
2. Turn on the **Enable** option.
3. To allow the details of events to display in your calendar, turn on the **Show Details** option.
4. Select a color to differentiate events in the shared or external calendars.
5. Select the external calendars that you want to synchronize with BlackBerry Work.
6. Navigate back to your inbox.
7. Tap > **Calendar** > > Day.
   Events from external calendars appear in the BlackBerry Work calendar.
8. To remove any of the shared and external calendars, tap and deselect them.

Import an .ics file and add it to the calendar

BlackBerry Work can open an .ics file from an email message, a calendar invitation or a file saved in a Docs location, and save it to your calendar.

1. Tap on the .ics file to open it.
2. Do one of the following:
   - If the .ics file is for a single event, a preview window displays. Click **Add**.
   - If the .ics file is for a series of events, a window displays that tells you about the number of events in the series. Click **Add**.

Attach an event to an email

1. Tap on the calendar event.
2. Tap .

3. Tap **Attach ICS to New Email**.

A new email message opens, and the calendar event along with any notes is attached.

View your schedule by month

In the Calendar, tap the down arrow beside the name of the day or week.
A calendar appears that displays the days that you are busy. It also displays the schedule for any associated shared calendars. Days with a blue bar represent your calendar. Days with a grey bar represent a shared calendar.

Propose a new meeting time

When you receive a meeting request, you can propose a new meeting time to the meeting organizer. Note that your administrator must enable this feature before you can use it.

1. Open the meeting request email.
2. Do one of the following:

- Tap **Tentative > Propose New Time without comments** and select a new time for the meeting.
- Tap **Tentative > Propose New Time with comments**, select a new time for the meeting and add a comment.
- Tap **Decline > Propose New Time without comments** and select a new time for the meeting.
- Tap **Decline > Propose New Time with comments**, select a new time for the meeting and add a comment.

3. Tap **Send**.

Review a new meeting time proposal

You can review new meeting time proposals from invitees and either accept them or propose a different time. Note that your administrator must enable this feature before you can use it.

1. Open the new meeting time request email message.
2. Do one of the following:

- Tap **Show in calendar** and either tap **Send**, or move the meeting to another time and tap **Send**.
- Tap **Show Event**, and select either **Review Proposed Time** or select **Accept > OK**.
- Tap **Accept** > **OK**.

# Add a calendar widget to your device

You can add calendar widgets to your device so that you can quickly see your schedule. Your administrator must enable this feature.

1. On your device, press and hold on an area of the screen that is empty.
2. Tap **Widgets** > **BlackBerry Work**
3. Press, hold, and drag the widget that you want to use to the home screen.
4. Release your finger.

Managing your documents

BlackBerry Work Docs delivers the app-level encryption and data protection you need to safely share documents and other content, combined with the app-to-app interoperability you demand to get your work done. Combining security with flexibility, BlackBerry Work Docs makes it easy to access, edit, save, share, protect, and send documents without putting corporate data at risk.

View your Docs

1. Tap ⬤ > ▣. Docs opens in the area last visited.
2. To access your different Docs sources, tap .
3. Tap a source to access its current contents. Current source options can include the following:
   - **Local Docs**: Files stored in your device's secure container
   - **Pick from Gallery**: Photos and images from the native Gallery on your device
   - **Take a picture**: A picture taken with your device camera and stored locally
   - **File Share**: Files in a secure enterprise file share to which you have been granted access
   - **SharePoint/BOX/other repositories**: Files available from enterprise SharePoint, Box, or other document repository sites to which you have been granted access
   - **Recent Locations**: Files and folders that you have used recently
   - **Offline**: Files and folders from a shared folder that you added to this folder to work on offline. Folders that your administrator has designated for offline access. If you have appropriate permissions, you can edit the files designated as offline by your administrator. Protected files cannot be marked offline.
   - **Bookmarks**: Files that you bookmarked
   - **Pending Uploads**: Files you imported and/or worked on offline that are waiting to be uploaded to a File Share or SharePoint site

Access Local Docs

When you open Local Docs for the first time, it is empty.

1. To open a folder or a file, tap it.
2. To add a folder, tap ➕▣, then give it a name and tap **OK**.
3. To change the order of the list, tap ⋮ > **Folders first** or **Files first**.
4. To sort your files and folders, tap ⋮ > **Type** or **Ascending**.
5. Tap ⋮ beside a file and do one of the following:
   - Tap **Info** to view a summary of the file properties.
   - Tap **Delete** to remove the file or folder from Local docs.
   - Tap **Rename** to rename the file or folder.
   - Tap **Add to Bookmarks** to add the file/folder to your Bookmarks folder.
   - Tap **Email** to attach the file to a new email message.
   - Tap **Share** to open the file in another app on your device.
   - Tap **Compress to Zip** to reduce the file size.
   - Tap **Save as protected** to protect the file. Protected files must be saved to a server location and cannot be saved back to Local Docs.

Take a photo or video

1. To take a picture and save it in Local Docs, tap ☰ > **Take a picture**.
2. Take the photo and tap ✓ to save it.
3. Tap ⋮ beside the photo for a list of actions you can apply to the photo.

Protect files and attachments

You can protect unprotected email and calendar attachments, Microsoft 365 files that you saved in your Local Docs folder, and Microsoft 365 files that you are previewing to a server location. You can protect multiple files in a secure enterprise File Share and from enterprise SharePoint, Box, and CMIS repository sites. Protecting multiple files in zipped files and in your Local Docs folder is not supported. Protected files are displayed with 🔒 for easy identification below the file. If you do not see an option to protect the file or attachment, your administrator has not enabled this feature for you.

1. Complete one of the following tasks:

Description	Steps
Protect an attachment received in an email message or calendar event	**a.** In a received email message or calendar event, tap the 📎. **b.** Tap a file to open it in preview mode. **c.** Tap ⋮ > **Save as protected**.
Protect a saved Microsoft 365 file	**a.** Open BlackBerry WorkDocs and navigate to the file or files that you want to protect. **b.** Complete one of the following • To protect a single file, tap the file to preview it. • To protect multiple files, tap the file type icon next to your choices. **c.** Tap ⋮ > **Protect**. Protected files cannot be set to offline.

2. Select a protection option.
3. Tap **Continue**.
4. Navigate to a folder on the server to save the file. Protected files cannot be saved to the Local Docs folder on your device.

Access FileShare, SharePoint, and Box

A file share is public or private computer data and/or space in a network with various levels of access permissions. File sharing allows a number of people to use the same file by being able to read or view it, write to or modify it, copy it, or print it. Users can have the same or may have different permissions. A file share may also include an allocated amount of personal file storage.

Access to enterprise SharePoint and Box sites give you even more channels for near-instant mobile collaboration with your enterprise team members. Heavily used by organizations large and small for on-demand file sharing and updating, SharePoint and Box are applications that integrate intranet, content management, and document

management onto a holistic platform. In addition to these applications, your administrator can make other document repositories available to you.

It is still important to remember, however, that applications like SharePoint and Box aren't something you buy and install on your own desktop but rather backend systems that tie all your users' PCs and mobile devices together, allowing them all to communicate and synchronize data. The basic goal is to make it possible for an organization with a hundred or even a thousand employees spread all over the region or the world to work together with the same level of agility and coordination as a company with ten people working out of a single office.

You access and manage your document data sources in the same way as your work file shares. However, with SharePoint for example, if you have been granted the corresponding permissions, you can check-in and check-out files. BlackBerry recommends that you do not download more than 50 files at one time, or the downloads might not function as expected. For guidance on the fundamentals of multi-author sharing, consult your Microsoft Office SharePoint training resources or other enterprise documentation.

1. To browse the content of your file shares and other document-sharing resources tap ☰, then tap **FileShare**, **SharePoint**, **Box**, or other listed resource.

2. Tap the corresponding 🛈 to view your permissions in the share.

3. Tap a share to open it. Note: When you are prompted to provide your log-in credentials for a Box folder, enter the email address provided to you by your administrator to access the files in that folder.

4. At the top of the screen, tap the parent folder to display its position in the hierarchical tree.

5. Tap a higher level in the tree to move up to that level.

6. Tap a file to download and open it. A ⬇ indicates that the file has already been downloaded.

7. Tap ⋮ beside a file name to view your options. The options may include:

   • **Info**: Display the file's properties—when created, last modified, location/path on the device, file size.
   • **Delete**: Remove the item from the file share folder if your permissions allow.
   • **View Online**
   • **Remove from Online**
   • **Add to Offline**: Download the files and folders to the Offline folder to work on when you are offline.
   • **Remove from Offline**
   • **Add to Bookmarks**
   • **Remove from Bookmarks**
   • **Email**: Automatically attach the file to a blank email form, ready for you to complete.
   • **Share**: Open the file in a different app on the device as allowed by your user policy.
   • **Edit**
   • **Compress to Zip**

8. Tap ⋮ at the bottom of the screen for a selected doc to:

   • Email the doc
   • Compress the file to Zip
   • Delete the file
   • Add to/remove from offline: Files designated to this folder by your administrator cannot be removed.
   • Add to/remove from Bookmarks
   • Deselect

9. Tap ⋮ at the bottom of the screen for a selected folder to:

   • Add to/remove from offline
   • Add to/remove from Bookmarks
   • Deselect

Edit an Entra-IP RMS or AD-RMS protected file in BlackBerry Edit

BlackBerry Work Docs and BlackBerry Edit can work together to enable you to edit Entra-IP RMS protected files in a secure enterprise File Share and from enterprise SharePoint, Box, and CMIS repository sites. The following RMS protected file types are supported: .doc, .docx, .ppt, .pptx, .xls, and .xlsx.

Before you begin:

- You must have the BlackBerry Edit app 3.0 or later installed.
- You must have the appropriate permissions to the Entra-IP RMS or AD-RMS protected file to complete tasks such as edit, print, save, and cut-and-paste content in the file.

1. Open BlackBerry Work Docs and navigate to the protected file that you want to edit.
2. Tap ⋮ **> Edit**. The BlackBerry Edit app opens.
3. Edit the file.
4. Tap **Save To** and complete one of the following actions:
   - Tap **Save**. If you are prompted that the file exists, complete one of the following actions:
     - Tap **Yes**. The file is saved back to its original location with its original protection.
     - Tap **No**. Rename the file and save or save the edited file to another enterprise location.
   - Tap **Save as New Document**. Save the file to a new secure enterprise location with the original protection.

Work with offline files and folders

Your Offline repository contains a copy of FileShare, Microsoft SharePoint, Box, or other site files that you can

work on without an Internet connection. Offline files and folders are displayed with ✈ for easy identification.

1. To add files and folders to your Offline repository, tap ⋮ beside the file and tap **Add to Offline**. Protected files cannot be added to the Offline repository. This repository can contain folders that contain files that are designated as offline by your administrator.

   If you can't mark folders offline, the files contained in the folders might be too large for the available space on your device. Increase the offline files cache or free some device space. For instructions, see Change Docs settings.
2. Tap ☰ > **Offline**. ✈ appears beside the file. Tip: In an open file, you can tap ⋮ > **Add to Offline**.
3. To remove a file or folder from your Offline repository, tap ⋮ beside the file or folder and tap **Remove from Offline**. The copy is deleted. The latest online version of the file is unaffected.

About pending uploads

Pending uploads are files that you have created or changed offline or checked out from a FileShare, SharePoint or Box repository to edit. The list is maintained to remind you to upload them to the corresponding repository when you come back online.

Your administrator sets the time limit on pending uploads before they are automatically uploaded and cleared from the list the next time you connect to the Internet. Contact your administrator to find out what the duration is. If the files are uploading when the connection to the network is lost, the upload resumes when the connection is restored. If your administrator doesn't set a time limit and the file upload is manually paused when the network

connection is lost, you must manually continue the file upload after the connection is restored. If uploads restart instead of resume, contact your administrator to confirm the version of BEMS being used with your account.

Remember that no one else will see your revisions and feedback until you upload the revised file to the shared repository.

Add a new data source

Depending on your Docs permissions, in BlackBerry Work, you can add new FileShare, SharePoint, Box, and other sites directly from your device if you have permission to the share or site.

Before you begin:

• For a File Share, verify that you have the intranet path to the share
• For SharePoint, verify that you have the fully qualified URL of the Microsoft SharePoint site. If a secure connection is enabled (recommended), the protocol is https://. Otherwise, the protocol is http://.

1. Open Docs from the BlackBerry Dynamics Launcher and tap either **File Share** or **SharePoint**.
2. Tap + near the top of the screen and add the new source information as indicated.
3. Tap **OK**.

Add a repository using the Docs Self-Service web console

Users can log in to a BEMS-Docs Self-Service Web Console from a browser on their work computer or laptop to add user-defined File Share, Box, and SharePoint repositories. The self-service console is included in your BEMS installation and automatically configured with the Docs service in the BEMS Dashboard. The URL can be one of the following web addresses. Contact your BEMS or BlackBerry Work administrator for the URL in your environment.

• If you are configured for single sign-on, navigate to https://*<bems_server_fqdn>*:*<port>*/docsconsole-sso
• If you are configured to provide a username and password, navigate to https://*<bems_server_fqdn>*:*<port>*/docsconsole

1. In a browser on your computer, enter the URL for the BEMS self-service console.
2. Log in using your Microsoft Active Directory credentials.
3. Click **Add Repository** to define a new data source.
4. Enter a **Display Name**. The name will be displayed in repository lists in the console and on your devices.
5. Enter a **Storage Type**, either **FileShare**, **SharePoint**, or **Box**.
6. Enter the **Path** using the format indicated by the example.
7. Click **Save**.

To remove a repository, tap ⊗ beside it.

Change Docs settings

1. Tap 🔵.
2. Tap 🖼.
3. Tap **Docs**.

4. Tap the **Recent Files Cache size** setting to set the maximum files cache size. If you set it to AUTO, the cache size will use no more than 30% of the free device space.

5. Tap the **Offline Files Cache** setting to set the maximum offline files cache size. If you set it to AUTO, the cache size will use no more than 20% of the free device space. If you specify a cache size, the offline cache size and the current free space is displayed in this window.

6. Slide the switch for **Use Cell Data** to turn off cell data, restricting automatic uploads and updates of offline files to Wi-Fi only.

7. Choose a quick-save location to save email or calendar attachments to a Docs folder in the background. In order to take Office Online actions directly for an attachment, select your quick-save location in a valid server-based folder.

Adding a shared mailbox to BlackBerry Work

If you have been added as a delegate to a Microsoft Exchange user's mailbox, or you have been granted access to a Shared mailbox, you can add that mailbox to BlackBerry Work and access that shared mailbox from BlackBerry Work.

You can add a maximum of ten shared mailboxes. As a delegate, you can do the following:

- Read, edit, send, and delete email messages in the shared mailbox
- Decrypt, create, send, and save S/MIME encrypted messages in the draft folder
- Receive notifications when new email messages are received in the shared mailbox
- Accept new meeting time proposals
- Create meeting requests and respond to new time proposals from meeting invitees

Add a shared mailbox to BlackBerry Work

Before you begin: Before you can add a mailbox that has been shared with you to BlackBerry Work, the person that wants to assign you as their delegate, must Set up Microsoft Outlook to allow someone else to manage your mail and calendar.

Alternatively, your Microsoft Exchange administrator can also grant you access to the BlackBerry Work user's mailbox or a shared mailbox using the Exchange Control Panel (ECP) or Exchange Admin Console (EAC) or Exchange Management Shell. For more information on using the ECP or EAC, see https://docs.microsoft.com/en-us/exchange/collaboration/shared-mailboxes/shared-mailboxes?view=exchserver-2016 and https://docs.microsoft.com/en-us/exchange/recipients/mailbox-permissions?view=exchserver-2016.

The amount of control that you have over the shared mailbox depends on the permissions that are granted. The following are the permission levels:

- Reviewer: You can read items in your folders.
- Author: You can read and create items, and change and delete items that the mailbox owner creates. For example, as a delegate, you can create task requests and meeting requests directly in your Task or Calendar folder and then send the item on behalf of the mailbox owner.
- Editor: You can do everything that an Author has permission to do and additionally can change and delete the items that you created.

After you add the shared mailbox, two weeks of email messages are synchronized to BlackBerry Work from the mailbox.

1. Tap ![icon] > ![icon].
2. Tap **Mail**.
3. Tap **Shared Mailboxes**.
4. Tap +.
5. In the **Email** field, type the email address of the owner of the shared mailbox that you want to add.
6. When BlackBerry Work locates the account in the GAL, tap the account to add it.
7. Tap **Check Permissions > Add**.

Note: You can also add a shared mailbox from the navigation drawer. From your Inbox or other mailbox, tap ☰ > tap ⌄ and then tap **Add account**.

Change BlackBerry Work for Android settings

1. In the BlackBerry Dynamics Launcher, tap 🖼.
2. Tap **Mail**.
3. Tap either **General settings** or your personal account settings. By default, your personal account settings are labeled with your work email address.

General Settings	Action
Confirm before deleting	Specify whether to display a prompt to confirm deletion of an email.
Confirm before sending	Specify whether to display a prompt to confirm that you want to send an email.
Auto-advance	Specify whether the newer, older, or next message in a Conversation list is highlighted after you delete a message.
Display embedded images	Specify whether to display embedded images in messages.
Show Avatar	Specify whether the photo of the sender is displayed next to their name in a conversation list.
Reply all	Specify whether to reply to all recipients by default.
Always BCC myself	Specify whether you want to auto BCC yourself when you send messages.
Swipe to delete	Specify whether you can delete an email from the list by swiping left or right on the item.
Organize by thread	Specify whether to display email messages by common subject in chronological order.
Use Custom Fonts	Enables you to choose font size, style, and color for new mail and replies and forwarded mail. If your administrator has specified a font type and size for the organization, you can enable the "Use Custom Fonts" option. The custom fonts, size, and type that you specify will apply until you disable the Use Custom Fonts, or the administrator changes the policy.
Hide Quoted Text	Specify whether quoted text should be visible on replies and forwarded email.
Enable one line preview	Enables you to reduce the preview of an email body to only one line in your messages list.
Email addresses to send from	Specify which email address is the default address to send email messages from.

Personal account Settings	Action
Account name	Specify your account name for Email, Calendar and Contacts. By default, this is your email address, but you can change it to anything you want.
Your name	Specify the formal name that will appear in the address field of email messages.
Quick responses	Edit the phrases that you frequently use in messages so you can conveniently choose them from the work or spelling suggestion bar that is displayed above the keyboard.
Go to trash folder	Open the Trash folder, where you can sort, order, and empty the trash.
Sync Frequency	Choose how often you want to synchronize BlackBerry Work on the device with your work account. Choose Auto-sync for continuous synchronization. Choose Manual sync for sync at start up. Choose Push sync to use Firebase Cloud Messaging synchronization. Otherwise choose to sync every 15, 30, or 60 minutes.
Days to sync	Specify the length of time to synchronize BlackBerry Work on the device with your work account. Note: The user can only choose this option if the **Email Sync Window** app setting in BlackBerry UEM is also set to **No limit**.
Auto download attachments	Specify whether to automatically download attachments to recent messages when a Wi-Fi network is available and connected. You can also turn on the **Cellular auto download** option to allow downloads when connected to a cellular network.
Incoming settings	Set or change username, password, and other incoming server settings. Change Incoming settings at your own risk, and only if you are instructed by your administrator. Incorrect settings can disable access to your work account.
Disable connection caching	Specify whether you want to reset your connection pool information after every use. It is recommended that you do not turn this setting on because it will decrease performance.

Scheduling	Action
Always allow new time proposal	Specify whether you want to allow users to propose new times for meetings.

4. Tap ▦ > **Calendar > General settings**.

General Settings	Action
Hide declined events	Hide the events that you've declined from displaying in your calendar.
Show week number	Display the week of the year in your calendar.

General Settings	Action
Shaw tasks preview	If you have BlackBerry Tasks installed, your calendar can also display a shortcut to tasks that are due on the current day in the day view.
Week starts on	Choose the day of the week to display as the first day of the week in your calendar.
Workdays	Choose which days display as the workdays for the week in your calendar.
Week View	Display the entire week.
Clear search history	Remove all the searches that you've performed.
Conference Details	Configure default conference settings so that you can quickly add them when you create new events. You can copy and paste information, including images and media, into the conference room details. If the conference link is recognized as a Microsoft Teams link, turn on "Add with Teams meeting template in event notes" to use the Microsoft Teams template or turn it off to use the raw link. To generate your Microsoft Teams permanent link, go to your Microsoft Teams calendar and click **Meet Now > Get a link to share**.
Auto download attachments	Automatically download email message attachments.
Cellular auto download	Automatically download email message attachments using cellular data.

5. Tap ⊞ > **Sounds and Notifications > Mail > General**.

General	Action
High priority	Specify whether to treat all notifications as high priority. If enabled, all messages will be delivered with a high-priority notification and an audible sound even when the device is in Sleep mode. If your administrator has enabled the "High priority notifications" option in the BlackBerry Work app settings in the UEM console, you cannot turn off this option on your device.

About BlackBerry Work Permissions

Your device will prompt you for permission when any of the following occur:

- Using the phone, including initiating a call from a meeting invite
- Enabling picture-sharing
- Enabling file-sharing, such as adding an attachment to an email
- Allowing synchronization between BlackBerry Work contacts and native contacts
- When your device location is being tracked

After you have been prompted and given permission in this way, you can later revoke the permissions in your device settings.

Change your password

You can change the password that you use to open BlackBerry Work.

Before you begin: This option will only change your password if your administrator has allowed it.

1. Tap .
2. Tap .
3. Depending on your environment, in the **Password** section or the **Password and Biometric** section, tap **Change application password**.

Change your application language

You can change the language used in BlackBerry Work on Android 13 or later devices.

1. Open your device settings.
2. Tap **System > General management > App Languages > BlackBerry Work**.
3. Select the desired language.

Set up biometric authentication

After you set up biometric authentication, BlackBerry Dynamics apps can be unlocked using biometric authentication instead of typing a password.

Before you begin: Your administrator must allow this option. If you do not see this option, contact your administrator.

1. Tap .
2. Tap .
3. In the **Password and Biometric** section, tap **Set up biometric**.

Open a Voltage SecureMail attachment

Voltage SecureMail is an email protection service that provides email encryption. With each secure email, there is an HTML attachment named message_zdm.html that furnishes access to the Zero Download Messenger (ZDM). The encrypted body of the original message as well as any attachments to the original email are contained within this attachment.

You can use the Open in feature in BlackBerry Work to access your SecureMail app to authenticate and view any secure email and attachments sent via ZDM on your mobile device.

The following are the prerequisites to use SecureMail with BlackBerry Work:

- The Voltage SecureMail app must be installed on your device.
- SecureMail app must be whitelisted in BlackBerry Control by your administrator. Contact your administrator to verify that SecureMail is whitelisted if you have difficulty accessing the app from BlackBerry Work.

1. Open the message.
2. Download and open the attachment called message_zdm.html. You are switched over to the SecureMail app to sign in to the HPE SecureMail Cloud.

Data storage and aging

Personal information and email on your Android device is stored indefinitely, with the following limitations and exceptions:

- The storage limit for BlackBerry Work data (mail, calendar, and contacts) depends on available memory on your device. Email aging is based on the "sync window" which you define. The values can be set to 1 day, 3 days, 1 week, 2 weeks, 1 month, or No Sync Limit. For more information, see "Days to Sync" in Personal Settings in Change BlackBerry Work for Android settings. The Inbox will display up to 5,000 email messages, and other folders will display up to 2,000 email messages, starting with the most recent.
- In initially synchronizing your Calendar, the timeframe is set to the month previous plus all future events. There is no practical limit on the size of your Calendar, although it can only use as much as the Android operating system allocates to it.
- There is no limit on the number of contacts stored. BlackBerry Work does not preallocate storage and is limited only to the amount of storage allocated to it by the Android OS.
- BlackBerry Work for Android does not cache email attachments.
- The maximum length of an email is 200 KB.

If your device ever runs out of space for new contacts, you must delete existing contacts to make room for the new ones. Be sure to do this from the device, not from your desktop business account. To preserve contacts before deleting them from the device, use the Export feature on your desktop or laptop. Note that you must first export the data from your business account and your desktop or laptop before deleting it from your mobile device.

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 Managing your notifications and alerts.
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.
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.

FAQ	Answer
Why can't I use the camera in BlackBerry Work?	Your administrator may have restricted this behavior for security reasons.
Why can't I use dictation in BlackBerry Work?	Your administrator may have restricted this behavior for security reasons.
How do I change the number of email messages that are synchronizing to BlackBerry Work?	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?	By default, BlackBerry Work uses the system font settings. Here's how to adjust. 1. Open the **Settings** app 2. Tap **Display** 3. Tap **Font** 4. Tap **Font size** 5. Select the font size. (This may vary by Android device.) You can also set a custom font for composing or replying to email messages. This is managed in the BlackBerry Work settings. See Change your settings.
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.

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

Troubleshooting

Manage Azure Active Directory conditional access compliance

If your administrator has enabled Entra ID Conditional Access, you might have to open BlackBerry Work and enter your Entra user credentials.

If you are blocked by Entra ID Conditional Access because of a compliance violation, you can follow the instructions on the screen to resolve the issue.

1. If you are blocked from accessing an app, do one of the following:
   - If you do not have the Microsoft Authenticator app installed on your device, follow the instructions on the screen to install it, and then tap **More details**.
   - If you do have the Microsoft Authenticator app installed on your device, on the error screen, tap **More details**.
2. Tap **Continue**.
3. Follow the instructions on the screen. If you cannot resolve the issue, contact your administrator.

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** and do one of the following:
   - Tap **Share via email** to send an email message with the report details.
   - Tap **Save to docs** to save the report to your BlackBerry Docs repository.

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**.

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 ![icon] to open the BlackBerry Dynamics Launcher.
2. Tap ![icon].
3. In the **Support** section, click **Send Feedback**.
4. Select **Upload Logs** or **Attach Diagnostic Reports** or both.
5. Tap **OK**.
6. Tap **OK** on the Diagnostics completed message.
7. Tap **Share Results**.
8. An email message with the proper recipient name, subject line, app details, and comments is prepopulated for you. Add your feedback to the email message and tap the **Send**.
9. Tap **Completed**.

Resynchronize BlackBerry Work with your mail server

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

Note: This will reset all settings and data. All documents and data will be deleted.

1. Tap ![icon].
2. Tap ![icon].
3. In the **General** section, tap **Reset application data**.
4. Tap **OK**.
5. Reopen BlackBerry Work and enter your password.
6. Enter the password for your mail account.
7. Tap **Next**.

BlackBerry Work 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 ![icon] to open the BlackBerry Dynamics Launcher.
2. Tap ![icon].
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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