# BlackBerry Workspaces Web Application

**User Guide**

11.0

# Contents

# Managing folders...................................................................................... 27

# Managing files............................................................................................. 32

# Managing access.................................................................................... 44

# Working with hidden files and the recycle bin.......................................... 50

# Working with notifications........................................................................51

# User roles and permissions.......................................................................53

# Legal notice............................................................................................. 57

# About BlackBerry Workspaces Web Application

The BlackBerry Workspaces Web Application enables you to securely share your files with others, while maintaining full control over who accesses them and how they can work with them. You can store files in workspace folders and collaborate with others, or you can send files securely by email to others, using the BlackBerry Workspaces mail server. Even after sent files are received, you can continue to maintain control and manage them.

You can control access to your files by defining groups and including users in these groups. For each group, you can set specific access conditions (for example, the ability to copy or print a file), and then assign groups to each file, according to the permissions you want to grant. You can change these assignments at any time, with immediate effect.

Use the powerful search capabilities of BlackBerry Workspaces to quickly locate, sort, and filter files.

From the Home screen, you are able to view files that are pending read acknowledgement, files that were recently accessed, and files that you have tagged as favorites.

Mobile and desktop alternatives to the BlackBerry Workspaces Web Application are also available.

**Note:** The available features, options, and menu items depend on your organization's configuration and your user permissions per workspace item. For questions related to your license and access and any of the features described in this guide, consult your organization administrator.

# Getting started

This section describes how to sign in to the BlackBerry Workspaces Web Application and introduces the user interface.

## Sign in to BlackBerry Workspaces

1. In your browser, enter the URL for the BlackBerry Workspaces Web Application.

   **Note:** For many users this is watchdox.com (the cloud service URL.) If your organization uses a virtual appliance to host the BlackBerry Workspaces service or your organization has its own dedicated sub-domain on the BlackBerry Workspaces cloud, the URL will be different (for example, company.watchdox.com).

2. Enter your email address and click **Sign in**.
   The authentication method for your organization is determined.

**After you finish:** Refer to the following sections for instructions on how to complete the sign in process:

• If your organization is configured for sign in by email, sign in using your email address. Go to Sign in using your email address.
• If your organization is configured for sign in by username and password, sign in using your username and password. Go to Sign in with username and password.
• If your organization is configured for any other authentication method, follow the steps on screen to sign in.

### Sign in using your email address

**Before you begin:** Perform the steps outlined in Sign in to BlackBerry Workspaces. If your organization is configured for sign in by email, you will see a sign-in screen with the **Email** field.

1. Enter your email address and click **Sign in**.
   An email is sent to the email address supplied.
2. Open this email in your regular email, copy the verification code, and return to the sign-in screen.
3. Enter the verification code.
   You are signed in, and the home screen of the BlackBerry Workspaces Web Application appears.

### Sign in with username and password

**Before you begin:** Perform the steps outlined in Sign in to BlackBerry Workspaces. If your organization is configured for sign in by username and password, you will see a sign-in screen with **Email** and **Password** fields.

1. If you are an existing user, enter your email address and password.
2. Click **Sign in**.
3. If you are a new user, complete the following steps:
   a) Click **Create account**.
   b) Enter the required information and click **Create account**

   You are signed in, and the home screen of the BlackBerry Workspaces Web Application appears.

### Simplified login process for internal users

A simplified login process is available for internal/VPN users. Users can be identified by IP address range and automatically redirected to their IDP page without entering an email address, or in the case of Single Sign-on, automatically logged in.

The org policy **Is Allowed Multi Ip Ranges** is required.

### Signing in with BlackBerry Workspaces for BlackBerry Dynamics

To enhance the login experience, recent versions of the BlackBerry Workspaces for BlackBerry Dynamics mobile app prefill the user's email address and the server URL in the login screen. This data is drawn from the BlackBerry Dynamics server.

**Note:**

- For users with two or more email addresses, the address on the BlackBerry Dynamics server will be used

**Mobile Single Sign On option**

As of version 7.0, mobile devices running in a BlackBerry Dynamics container environment can now authenticate to Workspaces using single sign-on. This requires UEM integrated BlackBerry Workspaces and also Snap-in integration.

### Sign out of BlackBerry Workspaces

1. Click 👤.
2. Click **Sign out**.

### Sign out of BlackBerry Workspaces on all devices

1. Click 👤.
2. Click **Account Settings**.
3. Click **Sign out of all devices**.
   You are signed out of BlackBerry Workspaces on all devices on which you are signed in to your BlackBerry Workspaces account.

# Getting started with the BlackBerry Workspaces Web Application

The user interface of the BlackBerry Workspaces Web Application is divided into functional areas that make accessing, managing, and working with your content as easy as possible. After signing in, the home screen is displayed.

**Main content area**

The main content area of the home screen is organized into three lists of files that are most likely to be accessed:

- <u>Pending read acknowledgement</u> - Files that require your acknowledgement before they are viewable
- <u>Recent</u> - Files that you have recently accessed
- <u>Favorites</u> - Files that you have tagged for quick access
- <u>Shared with me</u> - A new category, displaying files that have been recently shared with you. Five files are displayed, but you can see them all by clicking Show all.

**Note:** Files on the home screen can be sorted by date in ascending or descending order:

- Pending read acknowledgements - Click Date modified
- Recent - Click Date modified

- Favorites - Click Action Date
- Shared with me - Click Date shared

⚠️ **Attention:** Transient files (i.e., files in workspaces established through the Unified Content Connector) that are deleted are not automatically removed from the home screen lists.

The **dynamic action menu** to the right of each item ⋮ accesses the following file functions:

- View
- Copy link
- Download - Full access
- Download - Protected
- Send a copy
- Add to favorites
- Go to folder

**Top bar**

The top bar lets you access the following functionality:

| | | |
|---|---|---|
| 🔍 | Search | Allows you to search for files at and below the hierarchy of your current location. |
| 🔔 | Notifications | Displays messages to the user for in-app events such as permission requests. |
| ⚙️ | Admin Console | Access the BlackBerry Workspaces administration console (if your user role permits access). |
| 👤 | Account | Manage your user account or sign out of BlackBerry Workspaces |

**Navigation pane**

The navigation pane to the left allows you to navigate to various areas of the application, manage workspace/folder permission requests, download a copy of the BlackBerry Workspaces desktop application, and access help resources. The navigation pane is available from anywhere in the application.

| | | |
|---|---|---|
| ⟩ | Expand navigation pane | Expands the width of the navigation pane to display labels for the navigation pane icons |
| 🏠 | Home | Displays the items that you have recently interacted with, Favorites, and the items that have most recently been shared with you. |
| ▭ | Workspaces | Access all workspaces to which you have permission |
| ⬇️ | Received Files | Access files that have been sent to you from other users |
| ⬆️ | Sent Files | Access files that you have sent to other users |

| | Favorites | Manage your user account or sign out of BlackBerry Workspaces |
|---|---|---|
| | Permission management | Manage permission requests for workspaces, folders, and files |
| | Pending acknowledgement | Access files that require your acknowledgement before they can be viewed |
| | Download desktop app | Download the installation file for the desktop app |
| | Help | Access documentation, the quick start guide, terms of service, and privacy policy. Take a virtual tour of the app, and contact the support team or a BlackBerry representative. |

**Function action button**

The **Function Action Button** (FAB) at the bottom right of the screen opens a menu from which you can perform various actions.

| | |
|---|---|
| | Click to access the menu. |
| | Click to close the menu. |

Depending on your current context, the following actions can be performed:

- Create workspaces
- Create folders
- Send new external files.
- Upload files
- Share your current location

**Note:** The FAB "floats" and can be moved by selecting the button and dragging it to the desired location.

# Access your workspaces

From the BlackBerry Workspaces Web Application home screen, access your workspaces by clicking either the workspaces or external repository workspace icon from the navigation pane.

Use the following tools for easy navigation, access and management from the workspaces page:

**Location bar**

The location bar provides your current location at all times and the enhanced search feature to search across your workspaces for files, folders or other workspaces that contain your search terms.

**Action bar**

Use the action bar to perform actions on your workspaces, folders, and files, such as upload files, create new workspaces and folders, download files, send files and delete. The action bar options change dynamically depending on your actions and selections.

**Navigation pane**

The navigation pane includes direct navigation to the home screen, all workspaces and external repositories you have access to as well as your sent and received files, and items your marked as favorites. The lower part of the navigation pane also includes the BlackBerry Workspaces Desktop application download link, and Help resources.

**Tip:**  Click  ›  to extend and  ‹  to reduce the right pane.

**Action menu**

Use the action menu available on each workspace to perform actions on the workspace such as share, delete, create and export the workspace log, or add to your favorites. The action menu options change dynamically depending on your workspace permissions.

**Management pane**

View information about the selected item in the management pane.

If you are a workspace administrator, you can also access the **Permissions** tab from where you can manage permissions for the selected item. For files, track activity on the file in the **File activities** tab.

For organizations where commenting is enabled, the **Comments** tab is available for users that have permissions to comment on a file.

# View and manage favorites

Access all of the workspaces, folders and files you have marked as Favorites in BlackBerry Workspaces from the Favorites list in the content area of the web application home screen.

- From pages other than the home screen, click ★ from the navigation pane to view and take action on all of your items marked as Favorites throughout the application.

# Search for workspaces, folders, and files

1. From any location, tap 🔍 and type your search term. As you type in the search field, the top 5 results display.
2. If you want to view all search results, tap **Search**.
   A list of matching workspaces, folders, and files is displayed. Tap ⋮ and choose from the Sort, Select, or Select all options.
3. Select a result from the list.
4. Tap ⋮ next to the desired item to access the action menu.
5. Tap outside of the action menu to return to the search results.
6. To clear the search and return to the main screen, tap **Cancel**.

# Sort workspaces, folders, and files

You can control how workspaces, folders, and files are listed in the content area. The current sort type and sort order is indicated on the grey bar at the top of any folder or file list.

- Workspaces can be sorted by **Name** and **Creation date**
- Files can be sorted by **Name**, **Date modified**, and **Size**

**Note:** Items on the Home screen can be sorted by date:.

- Pending read acknowledgement items can be sorted by Date modified
- Recent items can be sorted by Action date
- Favorites can be sorted by Date added
- Shared with me items can be sorted by Date shared

1. To change the sort type:
   a) Click the current sort type.
   b) Select a new sort type from the drop down.
2. To toggle the sort order, click the current sort order.

# Manage your account

You can change your username, web application language, and set your file activity email setting.

1. Click 👤 > **Account settings**.
2. In the **Name** field, type the name that you want to use for your account. The name you set here is used when you share documents, request access to files, and so on.

   By default, your name is your email address.
3. In the **Language** field, select the desired language.
4. In the **Notifications** field, select **Web app notifications** to enable notifications in the web app. You can choose from the following options:

   - **@mentions on file comments**: Receive a notification when someone mentions you in a comment.
   - **Replies on comments that mention you**: Receive a notification when someone mentions you when they reply to a comment.
   - **Items shared with me**: Receive a notification when a file is shared with you.
   - **Edits to files shared with me**: Receive a notification when a file that is shared with you is edited.
   - **Requests for access**: Receive a notification when someone requests permission to access a file.
5. If you want to receive daily emails about the activity of your files, enable **Send me a daily file activity report email**. Your administrator may disable this option.
6. Click **Apply**.

# Change your password

If your organization is configured for username and password authentication, you can change your account password.

1. Click 👤 and select **Account settings**.
2. Click **Change password**.

**3.** In the **Old password** field, enter your current password.

**4.** In the **New password** field, enter your new password.

**5.** In the **Confirm password** field, re-enter your new password.

**6.** Click **Change**.

# Change your secret question

If your organization is configured for username and password authentication, change the question you are asked in order to authenticate your user credentials in the event that you forget your password.

**1.** Click 👤 and select **Account settings**.

**2.** Click **Change secret question**.

**3.** In the **Enter password** field, enter your current password.

**4.** In the **New secret question** field, enter your new question.

**5.** In the **New answer** field, enter your new answer.

**6.** Click **Change**.

# Access the BlackBerry Workspaces administration console

If you are an organization administrator, you can access the BlackBerry Workspaces administration console to manage your organization's BlackBerry Workspaces settings.

Click ⚙.

**After you finish:** For more details on managing BlackBerry Workspaces as an organization administrator, refer to the BlackBerry Workspaces Server Administration Guide.

# Get help

Take a tour that introduces the BlackBerry Workspaces Web Application access online Support, or view our policies and terms and conditions.

**Note:** Available options may vary based on organizational policy.

• Click ❓ and select the desired option:
   • **Help**
   • **Contact support**
   • **Take the tour**
   • **About us**
   • **Terms of service**
   • **Privacy policy**
   • **Contact us**

# Sending and receiving files

Learn about sending and receiving files

## Send new file

The **Send new file** action, accessible from the **Function Action Button**, allows you to send files securely from your computer. This action uploads a new file to BlackBerry Workspaces and delivers it to others. Recipients receive a link to the file that they can access via BlackBerry Workspaces.

1. Click ⊕ and select **Send new file**.
2. Browse to and select the file(s) that you want to send, then click **Open**.
3. Click **Settings** to modify the default permissions and collaboration settings configured by the organization administrator.

   **Note:** Access to some file types cannot be controlled.
4. Select the **Require recipients to sign in** check box if you want recipients to sign in before accessing the file.

   **Note:** For more information on this feature, see About requiring recipient sign in.

   a) Select **Require read acknowledgement** to require read acknowledgement for the file.
   b) Select **Enable collaboration** to enable your recipients to upload new versions of the file.
5. If the permissions options are available, perform the following steps:
   a) In the **Permission** list, edit the permission for the selected file.

      For more information, see Permissions
   b) In the **File expiration** list, set the time when the file will no longer be accessible by the recipients. Select a specific date, a time period from the list, or never.

      If you select **Specific date**, click ▦ and select the date in the calendar.
   c) In the **Watermark** list, set whether workspace .pdf files are displayed with a watermark.

      **Note:** Watermarks are not displayed on Microsoft Office workspace files, even when .pdf files are set to display them.
   d) In the **Commenting** list, select **On** to enable recipients to comment on the file.
   e) In the **Allow access to** list, select who can access the file: **Recipients only**; **Anyone within recipients' domain**; or **Everyone**.
6. Click **Done**.
7. Enter the name, email address, or distribution list for each recipient.
8. If desired, change the subject of the notification email.
9. If desired, add a personal message.
10. If you do not want to notify anyone that you are sending a file, clear the **Notify recipients** checkbox. This is useful when you want to send yourself a file to continue working on it later.
11. Optional: Click **Add files** to include more files in the send. You can also add files by dragging and dropping them onto the panel.
12. Click **Send**.
    Your file(s) are sent, and can be accessed by you on the **Sent files** page. For more information, see View and manage sent items. The recipient receives a notification or email message with a link to the file.

# Send a copy

Use the **Send a copy** action to create a new instance of a BlackBerry Workspaces file and send it to another user. Recipients receive a link to the file and it appears in the **Received files** area. Senders manage the file in the **Sent files** area.

For files you have already shared, use **Send a copy** to send another new instance of the file. This is useful when you want to collaborate on a file independently of the original file recipients. For more information, see Collaboration.

To share the same instance of a sent copy with new recipients, add the new recipients to the existing file in your **Sent files** area. For more information, see Add recipients to a sent file.

1. Navigate to the desired file and click ⋮ to the right of the file.
2. Click ➤.
3. In the **Add members** field, enter the recipient's name, email address, or distribution list.
4. In the **Add title** field, enter the subject of the notification email.
5. In the **Add message** field, type a message.
6. Beside  **Sharing permissions** , click **Edit** to modify the default permissions and collaboration settings configured by the organization administrator.
7. If the permissions options are available, perform the following steps:
   a) In the **Permission** list, edit the permission for the selected file.

   For more information, see Permissions
   b) In the **File expiration** list, set the time when the file will no longer be accessible by the recipients. Select a specific date, a time period from the list, or never.

   If you select **Specific date**, click 🗓 and specify the date and time.
   c) In the **Watermark** list, set whether workspace .pdf files are displayed with a watermark.

   **Note:**  Watermarks are not displayed on Microsoft Office workspace files, even when .pdf files are set to display them.
   d) In the **Commenting** list, select **On** to enable recipients to comment on the file.
   e) In the **Allow access to** list, select who can access the file: **Recipients only**; **Anyone within recipients' domain**; or **Everyone**.
8. If you want to share your annotations with the file, select **Include annotations**.
9. Select the **Require recipients to sign in** check box if you want recipients to sign in before accessing the file.
   a) Select **Require read acknowledgement** to require read acknowledgement for the file.
   b) Select **Enable collaboration** to enable your recipients to upload new versions of the file.
10. Click **Apply**.
11. If you do not want to notify anyone that you are sending a file, clear the **Notify recipients** checkbox. This is useful when you want to send yourself a file to continue working on it later.
12. Click **Send**.
    Your file(s) are sent, and can be accessed by you on the **Sent items** page. The recipient receives a notification or email message with a link to the file.

# View and manage sent files

From the BlackBerry Workspaces Web Application home screen, access your sent files by clicking the **Sent files** icon in the navigation pane.

In the **Sent files** area, you can view your sent items, share them with additional members, and download, share a copy, or delete them. You can also view file information, permissions, and track activity for each sent file.

| ⬆ | Click **Sent files** in the navigation pane to view your sent items. |
|---|---|

Perform the following actions on sent files from the action bar:

- Download the file. For more information, see Download files.
- Add to Favorites. For more information, see View and manage favorites.
- Add recipients. For more information, see Add recipients to a sent file.
- Send a copy. For more information, see Send a copy.
- Copy link. For more information, see Copy link.
- Upload a new version. For more information, see Upload a new version of a file.
- View previous versions of the file. For more information, see Working with file versions.
- Edit the file. For more information, see Edit a file.
- Delete the file. For more information, see Delete a folder or file.
- Manage permissions. For more information, see Managing file permissions.
- Create and respond to comments. For more information, see Working with comments.
- Track activity. For information about using the tracking map, see View the tracking map, and for more information viewing the file activity log, see View a file activity log.

Perform the following actions on sent files from the file action menu:

- View the file. For more information, see View files in the online viewer.
- Download the file. For more information, see Download files.
- Add to Favorites. For more information, see View and manage favorites.
- Upload a new version. For more information, see Upload a new version of a file.
- View version history. For more information, see Working with file versions.
- Enable collaboration on the file. For more information, see Collaboration.
- Edit the file. For more information, see Edit a file.
- Delete the file. For more information, see Delete a folder or file.

# Copy link

Use **Copy link** to capture the link location for a file in one of your workspaces, and save it for easy access or to send the link to another BlackBerry Workspaces user. If the user you send a copied link to, does not have permissions, they can chose to request access permissions. Sending a copied link gives access to the original file in your workspace while sending a copy of a file creates a new instance of the file each time you perform the action.

1. Select the desired file.
2. In the action toolbar, click **Copy link** icon 🔗.
   The link is copied to your clipboard.
3. Paste the link and share or send it as you would any other web link.
   The file link is shared or sent. Users with existing permissions to the file will be able to gain file access via the link. Users with no access will be prompted to request access permissions from the file owner.

# Sign with DocuSign

If you have upload capabilities in the workspace of the file you are sharing, as well as full access permissions on the file, you can share it via DocuSign. This will request an electronic signature from the recipient on the file.

**Note:** The ability to sign with DocuSign is enabled by organizational policy; contact your organization administrator for more information.

1. Locate the file that you want to send for review with DocuSign.
2. Click ⋮ next to the file and select **Sign with DocuSign**.
3. In DocuSign, add recipients and prepare the file as desired.
4. When you are ready, send the file.

After you prepare and send files for review with DocuSign, recipients receive an email notification inviting them to review the file in DocuSign. Once they have completed their review, a PDF version of the reviewed document is automatically uploaded to the workspace, and you are notified by email. If multiple recipients need to review the file, the reviewed version is only available after all parties have completed their review.

# Add recipients to a sent file

Adding recipients to a sent file is a way to share files with new recipients in addition to your existing recipients. This action is useful when you want to add new members to an existing collaboration group on a specific item.

1. From the navigation pane, click **Sent items**.
2. From the content area, select the file you want to forward in the sent items list.
3. In the action toolbar, click ⁺👤.
4. In the action toolbar, click
5. Enter the name, email address, or distribution list for each recipient.
6. To set the file permissions, expiration, watermark settings and to include annotations, click **Settings**.
7. If you want to share your annotations with the file, select **Include annotations**.
8. In the **Permission** list, edit the permission for the selected file, as desired: For more information see Permissions.
9. In the **File expiration** list, set the time when the file will no longer be accessible by the recipients. Select a specific date, a time period from the list, or never.

   If you select **Specific date**, click 📅 and choose the desired date from the calendar.
10. In the **Watermark** list, set whether workspace PDF files are displayed with a watermark.

    **Note:** Watermarks are not displayed on workspace Microsoft Office files, even when PDFs are set to display them.
11. In the **Commenting** list, select **On** to enable recipients to comment on the file.
12. In the **Allow access to** list, select who can access the file (**Recipients only**, **Anyone within recipients' domain**, or **Everyone**).
13. Click **Done**.
14. If desired, change the subject of the notification email.
15. If desired, add a personal message.
16. If you do not want to notify anyone that you are sending a file, clear the **Notify recipients** checkbox. This is useful when you want to send yourself a file to continue working on it later.
17. Click **Send**.

Your file(s) are sent, and you can access them from your **Sent files** area in the navigation menu from every screen. The recipient receives a notification or email message with a link to the file.

# Manage access to a sent file

Follow these steps to modify or revoke user access to a file located in your Sent files.

1. From the navigation pane, select ⬆ **Sent files** and select the desired file.
2. Access the file's **Permissions** tab in the action bar menu.
   The **Permissions** tab displays a list of users and permitted groups.
3. Click **All recipients**.
4. Select the recipient(s) you want to modify permissions for, and click ⋮ > **Edit**.
5. Update the permissions as desired.
6. Click **Apply**.

# Revoke access to a sent file

You can revoke access to sent items at any time.

1. From the navigation pane, select ⬆ **Sent files** and select the desired file.
2. In the **Permissions** tab, select the recipient that you want to revoke access for.
3. Do one of the following:

   - In the **Permissions** tab, click 🚫.
   - Next to the recipient, click ⋮ and select **Revoke access**.
4. In the confirmation message, click **OK**.
   The recipient can no longer access the file. To restore access, edit access as described in Manage access to a sent file.

# Manage collaboration

The BlackBerry Workspaces Web Application allows you to manage collaboration for a file, even if it was initially sent without collaboration enabled. You can upload a new version yourself, and allow or block recipients from uploading new versions.

For more information, see Collaboration.

1. From the navigation pane, select ⬆ **Sent files**.
2. Select the file you want to manage.
3. To upload a new version of a sent file, next to the file, click ⋮ > **Upload new version**, and follow the on-screen instructions.
4. To allow recipients to upload new versions of the selected file, click ⋮ and select **Enable collaboration**.
5. To block recipients from uploading new versions of the selected file, click ⋮ and select **Turn off collaboration**.

# Access received files

Click the **Received files** icon on the navigation pane to access your received files.

Here you can view, download, add to favorites, share a copy, upload a new version, and hide received items.

| | |
|---|---|
| ⬇ | Click **Received files** in the navigation pane to view your received items. |
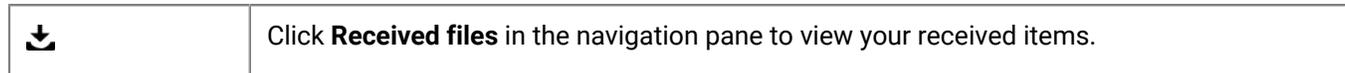
Perform the following actions on received files:

- View the file. For more information, see View files in the online viewer.
- Download the file. For more information, see Download files.
- Add to Favorites. For more information, see View and manage favorites.
- Send a copy. For more information, see Send a copy.
- Upload a new version of the file (when collaboration is enabled for the file), see Upload a new version of a file.
- Hide the file. For more information, see Working with hidden files and the recycle bin.

# Acknowledge a file

Read acknowledgement may be requested on files in a workspace or files sent via BlackBerry Workspaces. It requires the file recipient to complete an acknowledgement process before viewing the file.

This feature is set by organizational policy. All files pending read acknowledgement can be accessed directly from the **Pending read acknowledgement** area of the home screen. When working in other screens, click the 🗒 icon on the left navigation menu to access all items in your workspaces that are pending acknowledgement. Throughout your workspaces, individual files that require read acknowledgement are also marked with the read acknowledgement required icon 🔴 in the file details area.

1. Open a file marked with **Read acknowledgement required**.
   When opened, you will see a **Read this document and click the acknowledgement bar at the end** banner at the top of the file.
2. Once you have read the file, click **Click here to acknowledge you have read the file** at the bottom of the file. Notification of your acknowledgement is sent to the workspace administrator or file sender. The file is removed from your **Pending read acknowledgement** file list.

# Managing workspaces

Each workspace is labeled with one of with the following icons to show your workspace role.

| | |
|---|---|
| 📇 | Signifies that the workspace is your personal workspace. For more information, see About My Workspace |
| 📁 | Signifies that you are a workspace administrator. Workspace administrators have full control over the workspace and its folders and files. As an administrator, you can also manage workspace groups and users. |
| 📁 | Signifies that you are a contributor to the workspace or have a custom role with upload capabilities. As a workspace contributor, you can manage folders and files within the workspace, and upload new files. |
| 📁 | Signifies that you are a visitor to the workspace. As a workspace visitor, you can access the workspace according to your permissions. As a visitor, you cannot upload files to the workspace. |

Workspace owners and administrators can manage workspaces, their folders and files, and access permissions. For more information on roles and permissions, see User roles and sharing permissions.

## Access workspaces

The navigation pane contains all BlackBerry Workspaces and external repositories that you have permissions to access.

- From the navigation pane, select 📁 **Workspaces** or the desired external repository.
  The workspaces are displayed in the content area.

## About My Workspace

If you have a "workspace owner" role in your organization, you are assigned a personal workspace named **My Workspace**.

**My Workspace** is intended to be used as a personal workspace, and is especially useful when working with a BlackBerry Workspaces desktop application.

When moving files and folders into BlackBerry Workspaces for Windows or BlackBerry Workspaces app for Mac, they are placed in your personal workspace unless otherwise specified. They then are synced with BlackBerry Workspaces on your mobile devices and on the web.

For more information, refer to the BlackBerry Workspaces for Windows User Guide or BlackBerry Workspaces app for Mac User Guide.

## Create a workspace

1. From the **Workspaces** screen, click 📁 in the action bar. Or, click ➕ then select **New workspace**.
2. In the **Workspace name** field, enter a name for the workspace.

3. In the **Workspace description** field, enter a description (optional).
4. In the **Workspace Administrators** field, enter the email address of a user or users you want to assign administrator privileges to for this workspace, and press Enter after each one.
5. Select **Read acknowledgement required** to require read acknowledgement for every file in the workspace.
6. Click **Add**.

   A confirmation message confirms the operation, and the new workspace appears in the list.
7. In the confirmation message, click **Open** to open the workspace or **Upload Now** to start uploading files to the new workspace.

   You are added as an administrator by default. Administrators can add additional users to the workspace and set general access permissions.

# Create a transient workspace

This procedure describes how to create a new transient workspace in BlackBerry Workspaces Web Application for repositories configured using the Unified Content Connector. This action is available for users with the **Workspace owner** role.

1. Sign in to the BlackBerry Workspaces Web Application.
2. Access the Unified Content Connector repository.
3. In the action bar, click 📁 or click ➕ and select **New workspace**.
4. In the **Workspace name** box, enter a name for the workspace.
5. In the **Workspace description (optional)** box, enter a description if desired.
6. In the **Path** box, enter the repository path.

   The path value determines the root level of the repository. It must begin with the same **Allowed path** as set by the Organization Administrator when the connector was configured.

   For example: Where the Organization Administrator set the allowed path to `\\fileshare\`, the following paths are valid:
   
   - `\\fileshare\`
   - `\\fileshare\folderA\folderB`

   An example for systems with an Alfresco server: Where the Organization Administrator set the allowed path to `http://<server ip or FQDN>:8080/alfresco/api/-default-/public/cmis/versions/1.1/atom/,` the following paths are valid:
   
   - `http://<server ip or FQDN>:8080/alfresco/api/-default-/public/cmis/versions/1.1/atom/-default-`
   - `http://<server ip or FQDN>:8080/alfresco/api/-default-/public/cmis/versions/1.1/atom/-default-/repositoryA`

7. In the **User name** and **Password** boxes, enter your access credentials for the external repository.
8. Click **Add**.

# Share a workspace

Sharing a workspace is one way to invite new members to the workspace. You can also add groups, email domains and individuals by managing workspace permissions.

**Note:** The BlackBerry Workspaces share flow allows you to easily and quickly share workspaces without making unnecessary decisions. It now takes only three clicks to share a workspace using the default permissions set by the organization administrator. You have the option to modify these permissions if necessary.

1. In the content area, do one of the following:
   - Click ⋮ next to the workspace that you want to share, and select **Share workspace**.
   - Hover over the workspace name and click **Share**.
2. Choose **Users**, **Existing group**, **New group**, **Email Domain**, or **Active Directory Group** from the drop-down list.
3. If you choose **Users**:
   a) In the **Add members** box, enter the email addresses of users you want to share the workspace with.
   b) In the **Message** box, enter a message (optional).
   c) To notify users that the workspace has been shared, click **Notify members**.
4. If you choose **Existing group**:
   a) Add one or more groups to the **Select group** field. You can click **View all permitted groups** to see a list of groups that are available to you.
   b) In the **Add members to selected group** box, type the email addresses of users you want to share the workspace with.
   c) In the **Message** box, enter a message (optional).
   d) To notify users that the workspace has been shared, click **Notify members**.
5. If you choose **New group**:
   a) Add a **Group name**.
   b) In the **Group members** field, type the email addresses of users you want to share the workspace with.
   c) Optionally, add a **Group description** and a **message**.
   d) To notify users that the workspace has been shared, click **Notify members**.
6. If you choose **Email domain**, type a domain in the **Domain name** field (e.g., blackberry.com).
7. If you choose **Active Directory Group**, type a Group name.
8. To modify the default **Sharing permissions**, click **Edit**, or **Advanced settings**:
   a) In the **Role** list, select the role that you want to assign to the members you are adding. For more information, see Roles.

      **Note:** The default permissions for contributors and visitors are set and can be changed by your organization administrator. For more information, contact your organization administrator.
   b) In the **Permission** list, select the user access rights for the workspace. For more information see Permissions.
   c) In the **File expiration** list, set the time when the workspace will no longer be accessible by the recipients. Select a specific date, a time period from the list, or never.

      If you select **Specific date**, click ▦ and choose the desired date from the calendar.
   d) To specify whether .pdf files in the workspace are displayed with a watermark, turn on or turn off Watermarks.

      **Note:** Watermarks are not currently displayed on workspace Microsoft Office files, even when .pdf files are set to display them.
   e) To specify whether recipients can comment on files in the workspace, in the **Commenting** field, set the toggle to on or off.
   f) Optionally, in the **Apply permissions settings** section choose whether to apply the settings to **This folder and subitems that inherit permissions only** or **This folder and all subitems**.
   g) Optionally, in the **Group managers** field, type the email addresses of the users that you want to assign the group manager's role to.

h)  Click **Apply**.
9.  Click **Share**.
A confirmation message confirms the operation.

# Favorite a workspace

Marking a workspace as **Favorite** is an ideal method of highlighting items of importance to you. Workspaces, folders, and files marked as favorite display in the **Favorites** area of the Home screen, as well as on the **Favorites** page, which can be accessed by clicking ★ on the navigation bar.

Favorite tags are user specific; they are not shared or shown to other users.

In the content area, do one of the following:

*   Click ⋮ next to the workspace that you want to mark as Favorite, and select **Add to favorites**.
*   Hover over the workspace, right click and select **Add to favorites**.

The workspace is marked as a favorite and added to your **Favorites** page.

# Manage workspace permissions

For administrators of a workspace, the **Permissions** tab is displayed when the workspace, or any folder or file within that workspace, is selected. For more information on managing access, see Managing access.

You can filter the display of the **Permissions** tab in the following ways:

*   Display permitted entities only or all defined entities (including those with no access) by selecting **Show permitted only** or **Show all**.
*   To search for a particular user or group member, start typing the name or email address in the **Search** box.
*   To sort the list alphabetically, click the **Sort** arrow. Note that the **Administrators** group always appears at the top of the list.
*   Filter the displayed list by choosing one or more assigned organization roles and entity types available in the filter ▼.

# Rename a workspace

Workspace administrators can rename workspaces. You cannot rename **My workspace**.

1.  In the content area, locate the workspace that you want to rename.
2.  Hover over the item, and select **Rename**.
3.  Click in the name box, and edit the workspace name as desired.
4.  Do one of the following:

    *   To confirm, click ✓.
    *   To cancel, click ✕.

    A confirmation message confirms the operation, and the renamed workspace appears in the list.

# Edit the workspace description

Workspace administrators can add or edit the workspace description at any time. Administrators can also add a note that only administrators and workspace owners can view.

1. In the content area, click the workspace name to access it.
2. In the management pane, in the **Workspace info** tab, do one of the following:
   - To add a description, click **Add** beside **No description**.
   - To add a note for administrators and workspace owners only, click **Add** beside **Admin Note**.
   - To edit an existing description, click the current description next to **Description**.
3. Enter the desired text, and click ☑.

# Delete a workspace

Workspace administrators can delete workspaces.

1. In the content area locate and select the workspace that you want to delete.
2. In the action toolbar, click **Delete**.

   **Note:** You cannot delete **My workspace**.

   A confirmation message confirms the workspace is deleted.
3. If necessary, click **Undo** to restore the workspace.

**After you finish:** To restore a deleted workspace, contact your BlackBerry Workspaces administrator.

# View workspace information

Access the management pane to view workspace information, including a list of your capabilities in the workspace.

In the content area, click the workspace.

The **Workspace info** tab is displayed in the management pane on the right.

# Recover workspaces from ransomware

Ransomware is a form of cryptovirology extortion, in which your data is encrypted and the attacker demands payment to restore access to that data. Ransomware Recovery allows an organization administrator to recover workspaces infected by malicious software. Workspace files are reverted to a point in time prior to the ransomware infection. If you fall victim to a ransomware attack and are unable to access your Workspaces content, do not communicate with or negotiate payment with the attacker!

1. Contact your organization administrator.
2. Provide details of the affected workspaces, and the time at which you believe the ransomware attack occurred.
   The organization administrator will revert your workspaces to a state prior to the ransomware event.

# Working with iManage repositories

The iManage connector for BlackBerry Workspaces  enables you to access iManage and iManage Cloud repositories.

The BlackBerry Workspaces connector provides workspace access to iManage matters (root folders), folders, and files. You can use the iManage connector to:

- Share matters or their link, add matters to favorites, and manage access to matters
- Share links to, rename, and delete folders
- Send a copy, share a link to, rename, delete, and track activities for files
- Open and edit iManage documents for existing mapped workspaces

## Access an iManage repository

**Before you begin:** Your BlackBerry Workspaces administrator must configure a connection to your organization's iManage Cloud repository before you can access your iManage files.

1. Click .
2. Click **Sign in**.
3. Enter your user name and password.
4. Click **Login**.

**After you finish:**

After you are signed into your iManage repository, your My Matters List displays. You can perform most of the same actions that you perform in your workspace, such viewing and downloading files. You cannot move or share folders.

Once you have interacted with a matter, the icon changes from an iManage icon to a workspace owner icon.

When you sign out from an iManage repository, all workspaces and files in it are removed from your computer. The workspaces and files remain on the iManage server, and are re-synchronized to your computer when you sign in again using the user account.

# Access a Dropbox repository

**Before you begin:** Your BlackBerry Workspaces administrator must configure a connection to your organization's Dropbox repository before you can access your Dropbox files.

1. Click .
2. Click **Sign in**.
   You are redirected to a Dropbox authentication page.
3. Based on your configuration you might need to click **Continue** to approve the application
   and click **Allow** to permit BlackBerry Workspaces to access the files and folders in your Dropbox repository.
4. Type your email address and password.
   After finishing the authentication process with Dropbox you are redirected to Workspaces where your mapped account displays.

**After you finish:** You cannot share your Dropbox workspace. You can share folders and files in the workspace.

When you disconnect from a Dropbox repository, your Dropbox content no longer displays, and user permissions are removed.

# Access Dropbox folders that are shared with you

When a Dropbox user shares a Dropbox folder with you, you must accept the invitation to access the files in that folder from the BlackBerry Workspaces app. Invitations appear at the top of the Dropbox file list.

**Before you begin:** Sign in to your Dropbox account from BlackBerry Workspaces.

1. In the BlackBerry Workspaces web app, in the left pane, click **Dropbox**.
2. Click your Dropbox account folder.
3. Beside the invitation that you want to accept, click ⋮ > **Accept**.

# Managing folders

Folders can be used to organize and manage the files within your workspaces. You can set unique roles and permissions for each folder.

**Note:**  When working with folders or subfolders with broken inheritance, all permitted actions are available based on your role in the parent folder or workspace.

For more information on roles and permissions, see User roles and permissions.

## Create a new folder

 You can create new folders in a workspace.

1. Click a workspace name in the content area to access that workspace.
2. Click  in the action bar or click  and select **New folder**.
3. Enter the **Folder name**.
4. If you want to set the permissions this folder:
   a) Select the **Set permissions** checkbox.

      **Note:**  If you do not select **Set permissions**, this folder will inherit the permissions of the parent folder or workspace. You can edit the permissions after the folder has been created. For more information, see Manage folder permissions.
   b) Click **Set permissions**.
   c) Click **Accept**.
   d) Type in or select the group(s) that you want to give access to this folder, and assign the permissions of your choice.
5. Click **Create folder**.
   A confirmation message confirms the operation. The new folder appears in the workspace. Groups that have access to the parent workspace/folder will also have access to the new folder.

## Upload a folder

If you are using a Google Chrome browser, you are now able to upload a folder and all of its contents from your local file system, by dragging the folder to your Workspaces navigation pane.
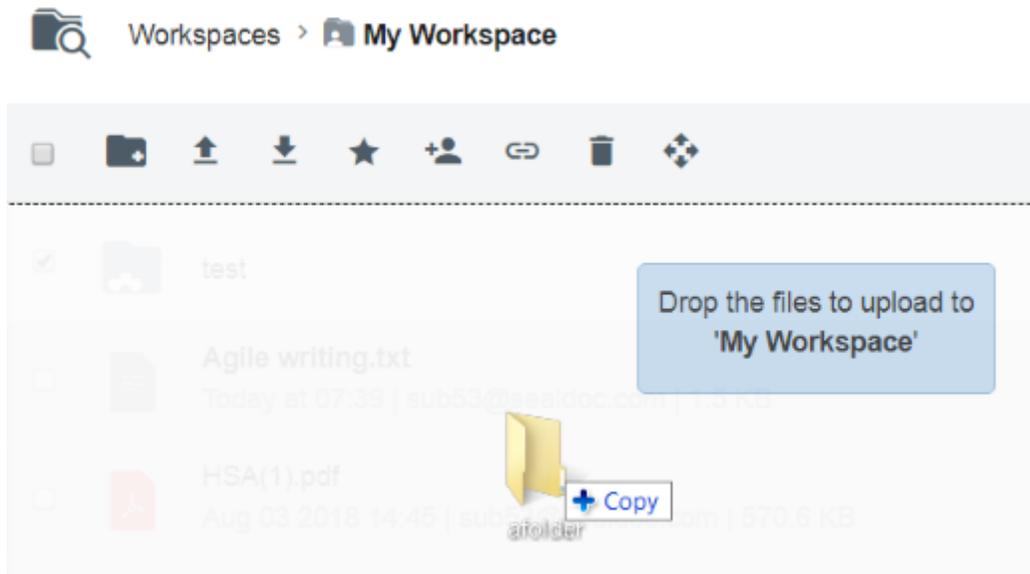
1. In the web app, browse to the location where you would like to upload the folder.
2. Drag a folder from your local file system to the navigation pane.
   The folder will be uploaded to the current location.
3. If you would like to notify members of the workspace about the new folder upload:
   a) Check **Notify group members and users**.
   b) Optionally, change the notification subject.
   c) Optionally, add a personal message.
4. If you want to set the permissions for this folder, click **Set permissions**, check or uncheck groups/users from the list, then click **Done**.

   **Note:**  If you do not select **Set permissions**, this folder will inherit the permissions of the parent folder or workspace. You can edit the permissions after the folder has been created. For more information, see Manage folder permissions.
5. Optionally, click **Add Files** to select additional files to add to the new folder.
6. Click **Next**.
7. Click **Done**.

# Share a folder

Sharing a folder is one way to invite new members to the folder. You can also add groups, email domains and individuals.

**Note:**  The BlackBerry Workspaces share flow allows you to easily and quickly share folders without making unnecessary decisions. It now takes only three clicks to share a folder using the default permissions set by the organization administrator. You have the option to modify these permissions if necessary.

1. In the folder content area, do one of the following:

   - Click ⋮ next to the folder that you want to share, and select **Share folder**.
   - Select the folder in the folder list, and then click ⁺≛ in the actions bar.
2. Choose **Users**, **Existing group**, **New group**, **Email Domain**, or **Active Directory Group** from the drop-down list.
3. If you choose **Users**:

a) In the **Add members** box, enter the email addresses of users you want to share the folder with.

b) In the **Message** box, enter a message (optional).

c) To notify users that the workspace has been shared, click **Notify members**.

4. If you choose **Existing group**:

a) Add one or more groups to the **Select group** field. You can click **View all permitted groups** to see a list of groups that are available to you.

b) In the **Add members to selected group** box, type the email addresses of users you want to share the folder with.

c) In the **Message** box, enter a message (optional).

d) To notify group members that the workspace has been shared, click **Notify members**.

5. If you choose **New group**:

a) Add a **Group name**.

b) In the **Group members** field, type the email addresses of users you want to share the folder with.

c) Optionally, add a **Group description** and a **message**.

d) To notify group members that the workspace has been shared, click **Notify members**.

6. If you choose **Email domain:**

a) Enter a domain in the **Domain name** field (e.g., blackberry.com).

7. If you choose **Active Directory Group**, type a **Group name**.

8. To modify the default **Sharing permissions**, click **Edit** or **Advanced settings**:

a) In the **Role** list, select the role that you want to assign to the members you are adding. For more information, see Roles.

   **Note:** The default permissions for contributors and visitors are set and can be changed by your organization administrator. For more information, contact your organization administrator.

b) In the **Permission** list, select the user access rights for the folder. For more information see Permissions.

c) In the **File expiration** list, set the time when the folder will no longer be accessible by the recipients. Select a specific date, a time period from the list, or never.

   If you select **Specific date**, click 🗓 and choose the desired date from the calendar.

d) To specify whether .pdf files in the folder are displayed with a watermark, turn on or turn off Watermarks.

   **Note:** Watermarks are not currently displayed on folder Microsoft Office files, even when .pdf files are set to display them.

e) To specify whether recipients can comment on files in the folder, in the **Commenting** field, set the toggle to on or off.

f) Optionally, in the **Apply permissions settings** section choose whether to apply the settings to **This folder and subitems that inherit permissions only** or **This folder and all subitems**.

g) Optionally, in the **Group managers** field, type the email addresses of the users that you want to assign the group manager's role to.

h) Click **Apply**.

9. Click **Share**.
   A confirmation message confirms the operation.

# Favorite a folder

Marking a folder as **Favorite** is an ideal method of highlighting folders of importance to you. Workspaces, folders, and files marked as favorite display in the **Favorites** area of the Home screen, as well as on the **Favorites** page, which can be accessed on the home screen or by clicking ★ on the navigation bar.

Favorite tags are user specific; they are not shared or shown to other users.

In the content area, do one of the following:

- Click ⋮ next to the folder that you want to mark as Favorite, and select **Add to favorites**.
- Hover over the folder, right click and select **Add to favorites**.

The folder is marked as a favorite and added to your **Favorites** page.

# Manage folder permissions

The **Permissions** tab is displayed in the management pane for a selected workspace, folder, or file, when you are an administrator in the workspace. For more information, see Managing access.

# Download a folder

You can download a folder and all of the files and sub-folders it contains to your computer. **Full access** user permissions allow you to download the original version of the files. **Protected** allows you to download a tracked version of the files, and view, edit, print, and copy the files according to your user permissions.

1. Navigate to the folder you want to download.
2. Do one of the following:

    - Hover over the folder that you want to download, and select **Download**. The folder and its contents are downloaded with the highest level of permissions you have based on your role in this folder.
    - Select the folder and in the action bar click ⬇ and choose **Full access** or **Protected** from the drop down menu.
    - From the folder entry, click ⋮ > and choose **Download - Full access** or **Download - Protected**.

    The folder is zipped and downloaded to your computer. If the folder has full access permissions, an unprotected copy is downloaded. If the folder is protected, a protected copy is downloaded and your ability to view, edit, print or copy the content is determined by the user permissions for the folder.

# Rename a folder

1. Navigate to the folder you want to rename.
2. Hover over the folder, and select **Rename**.
3. Click in the name field, and edit the name as desired.
4. Do one of the following

    - To confirm, click ✔.
    - To cancel, click ✕.

    A confirmation message confirms the item was renamed.

# Move a folder or file

Move folders and files to other folders in the workspace, or to the workspace itself. You can move one or a number of items at once. When moving folders, its sub-folders and files are also moved.

1. Navigate to the item(s) that you want to move.
2. Select the item(s), and then click ✥.
3. Select the folder in the content list that you want to move the item(s) to, and then click **Move**.
   The item(s) are moved to the selected destination.

# Delete a folder or file

Folders and files can be deleted by workspace members with the **Administrators** or **Contributors** role.

1. Navigate to the item(s) that you want to delete.
2. Check the item(s), and click 🗑 in the action bar or click ⋮ and select **Delete**.
   The item(s) are moved to the Recycle bin and if necessary, can be restored later by a BlackBerry Workspaces administrator.

# View folder information

When you select a folder, the **Folder info** and **Permissions** tabs are shown in the management pane to the right. The **Folder info** tab displays information about your selection, including the list of capabilities (such as upload, move, share, etc.).

1. In the content area, select the folder.

   The **Folder info** and **Permission** tabs are displayed in the management pane.
2. Click 🔗 to copy a link to the folder to share with others.
   The link is copied to your clipboard.
3. Paste and send the link as desired.

# Managing files

The BlackBerry Workspaces Web Application allows you:

- Share a file
- Upload files to workspaces and folders
- Manage file permissions
- Access previous versions
- Access annotated versions of your files

To view your files, open them in the online viewer, or download then open them in a native application.

## Share a file

Sharing a file is one way to invite new members to the file. You can also add groups, email domains and individuals.

**Note:** The BlackBerry Workspaces share flow allows you to easily and quickly share files without making unnecessary decisions. It now takes only three clicks to share a file using the default permissions set by the organization administrator. You have the option to modify these permissions if necessary.

1. In the file content area, do one of the following:

   - Click ⋮ next to the file that you want to share, and select **Share file**.
   - Select the file in the list, and then click ⁺🚶 in the actions bar.

2. Choose **Users**, **Existing group**, **New group**, **Email Domain**, or **Active Directory Group** from the drop-down list.

3. If you choose **Users**:
   a) In the **Add members** box, enter the email addresses of users you want to share the file with.
   b) In the **Message** box, enter a message (optional).
   c) To notify users that the workspace has been shared, click **Notify members**.

4. If you choose **Existing group**:
   a) Add one or more groups to the **Select group** field. You can click **View all permitted groups** to see a list of groups that are available to you.
   b) In the **Add members to selected group** box, type the email addresses of users you want to share the file with.
   c) In the **Message** box, enter a message (optional).
   d) To notify members that the workspace has been shared, click **Notify members**.

5. If you choose **New group**:
   a) Add a **Group name**.
   b) In the **Group members** field, type the email addresses of users you want to share the file with.
   c) Optionally, add a **Group description** and a **message**.
   d) To notify group members that the workspace has been shared, click **Notify members**.

6. If you choose **Email domain**, enter a domain in the **Domain name** field (e.g., blackberry.com)

7. If you choose **Active Directory Group**, type a Group name.

8. To modify the default **Sharing permissions**, click **Edit** or **Advanced Settings**:
   a) In the **Permission** list, select the user access rights for the folder. For more information see Permissions.
   b) In the **File expiration** list, set the time when the file will no longer be accessible by the recipients. Select a specific date, a time period from the list, or never.

If you select **Specific date**, click ▦ and choose the desired date from the calendar.

c) To specify whether .pdf files in the folder are displayed with a watermark, turn on or turn off **Watermarks**.

   **Note:**  Watermarks are not currently displayed on Microsoft Office files, even when .pdf files are set to display them.

d) To specify whether recipients can comment on files in the folder, in the **Commenting** field, set the toggle to on or off.

e) Optionally, in the **Group managers** field, type the email addresses of the users that you want to assign the group manager's role to.

f) Click **Apply**.

**9.** Click **Share**.
   A confirmation message confirms the operation.

# Uploading files

The BlackBerry Workspaces Web Application allows you to:

• Upload a new file to a workspace
• Upload a new version of a file, which overwrites the existing file

The maximum file size for upload via the BlackBerry Workspaces Web Application is 10GB.

**Note:**  Files of up to 10GB can be uploaded, however, the capability to upload may be limited by your computer's available system resources or by your organization administrator who may have set a sync policy that restricts the type or size of files that you upload. Contact your organization's BlackBerry Workspaces administrator for more details.

**Permissions and supported file types**

This section lists the supported file types for each group of permission templates:

**Full access**

Users can download a copy of the file for full access.

Users can view Microsoft Office, .pdf, and image files through the online viewer[1] and Workspaces mobile apps.

All file types can be securely transferred with BlackBerry Workspaces.

**Advanced Rights Management**

These permissions enable users to download protected files with rights management controls. BlackBerry Workspaces for Windows or the BlackBerry Workspaces app for Mac are required to open the protected files.

Users can also view rights protected files through the online viewer[1] and Workspaces mobile apps.

• Supported files: *.doc, *.docx, *.xls, *.xlsx, *ppt, *pptx, *.pps, *.ppsx, *.txt, pdf
• Image files: *.eps, *.jpg, *.jpe, *.jpeg, *.gif, *.bmp, *.png, *.tif, *.tiff, *.psd are also supported, if enabled by your organization.
• All other file types (e.g. *.avi, *.mp4, *.xlsm) are granted with "Full access".

**Note:**  Image and text files (.txt format) are downloaded for view as PDF files.

**Online only**

These permissions require users to access protected files through the online viewer[1].

Users can also view files through the BlackBerry Workspaces mobile apps.

- Supported files: *.doc, *.docx, *.xls, *.xlsx, *ppt, *pptx, *.pps, *.ppsx, pdf
- Image files: *.eps, *.jpg, *.jpe, *.jpeg, *.gif, *.bmp, *.png, *.tif, *.tiff, *.psd are also supported, if enabled by your organization.
- All other file types (e.g. *.avi, *.mp4, *.xlsm) are granted with "Full access".

[1] These files are converted for viewing with the online viewer. If you are unable to access a file, contact your BlackBerry Workspaces organization administrator.

## Upload a file

You can upload one or more files at a time to a workspace or folder.

1. Browse to the workspace or folder where you want to upload a file.
2. Do one of the following:

    - Click ⊕ and select **Upload**, browse to and select the file(s) that you want to upload, then click **Open**.
    - Drag the desired file to the desired location.
    - Click ⬆ .

    **Note:** If you attempt to upload a file with the same name as an existing file at the location, you must choose to either update the existing file or keep both files.

    Your file(s) are uploaded. When your file(s) have finished uploading, the green check mark appears next to the file name.
3. Clear the **Notify group members and users** checkbox, if you do not wish to notify workspace members about the new files.
4. If desired, change the subject of the notification email.
5. To add a personal message to the notification, add your message in the **Add a personal message** box. By default, the permissions of the parent folder are assigned to each file.
6. If you want to change the default access permissions for the uploaded file(s) in the current batch:
    a) Click **Set permissions**.
    b) In the list of groups/user names, select the entity(ies) that you want to give access to the file(s) you are currently uploading.

        **Note:** Entities that are not selected will have no access to the file(s) you are currently uploading, even if they have access to this folder. They will not see the file(s) in the folder.
    c) Click **Done**.

        **Note:** You cannot change permissions at this stage. If necessary, change the permissions after you have finished uploading. For more information, see Managing access.
7. If you want to upload additional files, click **Add files** or drag the desired file to the **Upload** window.

    **Tip:** If you have navigated away from the location you are uploading your files to, click **Go to location** in the **Upload** window to return to that location.
8. Click **Next**.

    **Note:** Access to some file types cannot be controlled. If your file is marked with **File will be uploaded with 'Full access' permissions**, anyone who can access the file can do so with "Full access" permissions.

    Your file(s) are secured by BlackBerry Workspaces.

9. Click **Done**.
   The file(s) are uploaded. If you elected to send a notification of the uploaded file(s), an email notification is sent to everyone who has access to the folder.

## Upload a new version of a file

You can upload new versions of files in workspaces or in the **Sent items** area.

1. Browse to the file for which you want to upload a new version.
2. Next to the file, click ⋮ > **Upload new version**.
3. Locate and select the file(s) that you want to upload, and click **Open**.
   The file is uploaded to Workspaces.
4. To notify users that have access to this document, ensure that **Notify group members and users** is selected.
5. If desired, change the subject of the notification email.
6. If you want to send a personal message with the new version notification, enter your message in the **Add a personal message** box.
7. Click **Next**.
8. Click **Done**.
   The new version replaces the existing file in the workspace. Should you need to roll back to an earlier version, you can do so at any time. See Restoring a file to an earlier version for more information.

# Download files

If you are the workspace owner or administrator, or the file owner, you can download the original file (without any access restrictions controlled by BlackBerry Workspaces) or the protected version of it (with access protected by the BlackBerry Workspaces permissions).

**Note:**  If you are not the owner or an administrator, and the file permissions do not permit unprotected downloading, you are able to download a protected version only.

1. Browse to the file that you want to download.
2. Do one of the following:
   - Hover over the file, then click **Download**. The file is downloaded with the highest level of permissions you have for your role in this folder.
   - Select the file in the content list, then in the action toolbar click ⬇. Choose **Full Access** or **Protected**.
   - Click ⋮ > then choose **Download - Full Access** or **Download - Protected**.

   The file is downloaded to your computer. If you chose to download a "Full access" copy of the file, an unprotected copy is downloaded, and your actions on the file are not tracked by BlackBerry Workspaces. If you chose to download a "Protected" copy, your ability to view, edit, print or copy the content is determined by your user permissions for the file.

# Managing file permissions

The **Permissions** tab is displayed in the management pane for a selected workspace, folder, or file, when you have administrator rights on the item. For more information on managing access, see Managing access.

# Locking files

Lock a file to prevent other users from uploading a new version for 24 hours. This feature is enabled by organizational policy.

**Lock a file**

- Do one of the following:

    • In the content area, next to the file you want to lock, click ⋮, and select **Lock**.
    • When viewing an Office file in the online editor, click 🔒 to lock the file. For more information on editing online, see Edit a file.

    The file is locked for 24 hours, and during that time can only be unlocked by yourself or a workspace administrator. After that time, the lock is automatically removed.

**Unlock a file**

Locked files are marked in the content area with 🔒, and in the Workspaces Editor with 🔒

Files can be unlocked at any time by the user who locked them, or by the Workspaces organization administrator. By default, files are locked for 24 hours then released automatically.

To unlock a file, do one of the following:

- In the content area, next to the file you want to unlock, tap ⋮ > and select **Unlock**.
- In the Workspaces Editor, click 🔒 to unlock a Microsoft Office file for others. For more information on editing Microsoft Office files in the Workspaces Editor, see Edit a file.

The file is unlocked.

# Favorite a file

Marking a file as **Favorite** is an ideal method for highlighting files of importance to you. Workspaces, folders, and files marked as favorite display in the **Favorites** area of the Home screen, as well as on the **Favorites** page, which can be accessed on the home screen or by clicking ⭐ on the navigation bar.

Favorite tags are user specific; they are not shared or shown to other users.

In the content area, do one of the following:

- Click ⋮ next to the file that you want to mark as Favorite, and select **Add to favorites**.
- Hover over the file, right click, and select **Add to favorites**.

The file is marked as a favorite and added to your **Favorites** page.

# Edit a file

You can edit Microsoft Office files if you have permission to do so. The BlackBerry Workspaces Web Application launches the appropriate Microsoft Office app when you want to edit a file. If you have BlackBerry Workspaces for Windows on your computer, you can also open the files from your Workspaces sync folder and edit them.

If your organization is using Microsoft Office Online, you can edit the files in your browser. Any changes you make are saved automatically.

**Before you begin:** Install BlackBerry Workspaces for Windows

1. Browse to the Microsoft Office file in the content area and do one of the following:

   - Hover over the file and click **Edit**.
   - Click ⋮ > **Edit**.

2. Do one of the following:

   - To open the file in the appropriate Microsoft Office app that is installed on your computer, when prompted, open the BlackBerry Workspaces Launcher.
   - To open the file in your browser using Microsoft Office Online, click **Edit with Office Online**.

3. Edit and save your file.

# View files in the online viewer

You can use the online viewer to view Microsoft Office and .pdf documents in the browser without downloading them to your computer. You can add comments and annotations and share them with others.

When you view a file that is password-protected, you are prompted to enter the password. Also note the following limitations for password-protected files:

- Annotation buttons are hidden.
- You may be prompted to enter the password again when you change between viewing modes.
- Watermarks are not supported.
- Password-protected documents cannot be sent to DocuSign.

1. Browse to the content area, and do one of the following:

   - Click the filename.
   - Hover over the file and click **View**.
   - Click ⋮ > **View**.

2. If the document is password-protected, enter the password and click **Open**.

3. If you want to maximize the viewer and open it in a new browser tab, click ⬈ on the viewer's title bar.

4. Use the toolbar to perform the following actions (some actions might be restricted depending on your permissions):

| | |
|---|---|
| ⊞ ☑ | Enable Thumbnails view and Annotations view<br><br>• Thumbnails view: Shows the thumbnails of each page in the document and  you can click a page to jump to that page.<br>• Annotations view: Show annotations in a list view and click them to highlight and make changes to them. |
| ◀ 1 ▶ | Jump to a page. |

| | |
|---|---|
| | Change viewing mode<br><br>• Page: Select single page, double page, or let the viewer automatically choose.<br>• Page transition: Continuous or jump.<br>• Rotation: Rotate left or rotate right. |
| | Use pan mode. |
| | Zoom out or zoom in. |
| 100% | Change the view size. |
| | Add annotations (for example, free drawing, sticky note, highlight, line).<br><br>For more information about working with annotations, see Working with annotations. |
| | Add or view comments. |
| | Search the document. |
| | Print the document. |
| | Download the document. |
| | Send a copy or share annotations. |

# Working with annotations

In BlackBerry Workspaces, you can annotate and edit files in the file viewer. Files with annotations are marked ⊘ in the content area. You can share annotations with others, but they can only be edited by their creator.

### Use the free draw tool

You can use the free draw tool to annotate a document in your own style. You can customize the color, thickness, and transparency of the lines. You can click the annotation and change the customization, or drag the annotation to move it where you want it.

1. Open the document in the online viewer.
2. Select the free draw tool on the toolbar. The customization toolbar appears.
3. If necessary, click ⊘ to show the annotations toolbar.
4. On the annotations toolbar, you can customize the following attributes of the free draw tool:

   • Change the color of the lines
   • Change the thickness of the lines
   • Change the transparency of the lines

   The tool changes according to your selection. To change another attribute, repeat this step.
5. Click and drag on the document to draw on it.
   The annotation is saved automatically.

## Use the line tool

You can use the line tool to annotate documents in the online viewer.

1. When you view a file in the Workspaces viewer, tap  in the annotations toolbar.
2. In the file, click where you want to place an anchor point, and drag the line across the screen to the place in the file that you want the line to end.
3. To move one end of the line, hover over the end of the line, then click, hold, and move the line to the place in the file where you want the line to end.
4. To move the entire line, hover over the line until the  icon displays, then click, hold, and move the line to the place in the file where you want the line to be.
5. To change the line color, width, transparency, or anchor point shape, click on the line and click one of the options in the toolbar.

## Highlight text

You can highlight text and click on it to customize the color of the highlight.

1. Open the document in the online viewer.
2. Select and enable the highlight tool on the toolbar. The highlight tool is enabled when the icon is blue.
3. Click and drag the mouse over text to highlight it.
   The annotation is saved automatically.

## Add a sticky note

You can add a sticky notes and customize the color of it. You can also drag the sticky note to where you want it on the document.

1. Open the document in the online viewer.
2. Select and enable the sticky note tool on the toolbar.
3. Click on the document where you want the sticky note. A customization toolbar appears.
4. If necessary, customize the color of the sticky note.
5. Type your note.
   The annotation is saved automatically.

## Download a document that has annotations

You can download the file as a .pdf file that includes all of the annotations

1. Open the document in the online viewer.
2. Click the download icon.
3. Save the file to you computer.

## Share annotations

Share annotations that you've made on a file.

1. In the content area, locate the annotated file that you want to share.
2. Do one of the following

   • To share the file from the workspace:

      a. Click the  next to the file.
      b. Select **Me** and then click **Share**.

- To share the file from the online viewer:

  a. Open the file in the online viewer.

  b. Click 🖶 and then click **Share annotations**.

3. Enter the name, email address, or distribution list for each recipient.

   **Tip:** To share your annotations with everyone who has access to the file, click **Add all permitted members**.

4. If desired, change the subject of the notification email.

5. To add a personal message, add your message in the **Type your personal message here** box.

6. Click **Send**.
   Your file(s) are sent. You can access your files on the **Sent items** page. For more information, see Viewing sent items. The recipient receives an email message with a link to the file; they click the link to open the file.

# Working with comments

You can comment on a file to start a discussion about it. You can mention other people in your comments so that they are notified. You can add comments from the Comments tab in the content area or the online viewer.

- To view comments on a file when working in the BlackBerry Workspaces Web Application, select a file and click the **Comments** tab in the right pane.
- To view comments on a file when working in the online viewer, click 🖃.
- When you view comments, type in the search bar to filter comments.

**Note:** The ability to comment on files is enabled by organizational policy. Contact your organization administrator for more information.

## Add a comment to a file

If you want to collaborate with another user, you can mention them when you add a comment to a file. When you mention someone, they receive an email notification.

1. In the content area, locate the file that you want to add a comment to.

2. In the right pane, click the **Comments** tab.

3. Click in the **New comment** box and type your comment.

4. Type @ and enter an email address or name to mention someone. Select the email address or name from the list.

5. Click **Post**.

   Your comment is posted. If you mentioned someone, they receive an email notification.

If someone that you mentioned does not have the necessary permissions to access the file, a workspace administrator receives an email notifying them that you are requesting permissions on their behalf.

If you are the workspace administrator, you can click **Give permissions** to grant access to the file.

## Reply to a comment

1. In the content area, locate the file that you want to add a reply to.

2. In the right pane, click the **Comments** tab.

3. Below the comment that you want to reply to, click the **Reply** field.

4. Type your reply. To mention someone, type @ followed by an email address (for example, @johndoe@example.com). Click the email address or name from the list.

5. Click **Reply**.

Your reply is posted below the original comment. If you mentioned someone, they receive an email notification.

If someone that you mentioned does not have the necessary permissions to access the file, a workspace administrator receives an email notifying them that you are requesting permissions on their behalf.

If you are the workspace administrator, you can click **Give permissions** to grant access to the file.

### Edit a comment

1. In the content area, locate the file that has the comment that you want to edit.
2. In the right pane, click the **Comments** tab.
3. Beside the comment that you want to edit, click ⋮ > **Edit**.
4. Edit your comment.
5. Click **Save**.

### Delete a comment

1. In the content area, locate the file that has the comment that want to delete.
2. In the right pane, click the **Comments** tab.
3. Beside the comment that you want to delete, click ⋮ > **Delete**.
4. To confirm, click **Delete**.

# Working with file versions

You can view a list of all versions of a file, open a previous version in the online viewer, and restore a file to an earlier version.

### View previous versions of a file

You can view a list of the previous versions of a file. You can view the previous versions and download them if you have permission.

1. In the content area, locate the file that you want to view the previous version for.
2. Beside the file, click ⋮ > **Previous versions**.

   A list of the previous versions appears.
3. Beside the version that you want to view, click ⋮ > **View**.
   The previous version is opened in the online viewer.

### Revert to a previous version of a file

When you revert to a previous version of a file, the previous version becomes the current version.

1. In the content area, locate the file that you want to revert to an earlier version.
2. Beside the file, click ⋮ > **Previous versions**.

   A list of the previous versions appears.
3. Beside a version of a file, do one of the following:

   - To preview this version, ⋮ > **View**.
   - To revert to this version, click ⋮ > **Set as current version**.

# View additional information about files

File information including size, upload and modification history, and your permissions for the file can be viewed in the **File info** tab of the management pane. From here, you can also access previous versions of the file and tag the file.

1. In the content area, select the desired file.
2. Access the file's **File info** tab in the management pane.
3. Click 🔗 to copy a link to the file to share with others.
   The link is copied to your clipboard.
4. Paste and send the link as desired.

# View the tracking map

View a map tracking user activity related to the selected file (including user email address, activity, date and time, and site location - city, state, country) for files in workspaces where you are administrator. View an activity log which shows details regarding activities performed on the selected file.

**Note:** The activity log can be viewed per file only.

1. In the content area, select the desired file.
2. Access the file's **File activities** tab in the management pane.
3. Use your mouse to zoom in and out of, and pan the map.
4. Click a user in the **Last activities** list to view more information about each activity on the map.

# View a file activity log

View an activity log which shows details regarding activities performed on a selected file.

**Note:** The activity log can only be viewed for a file, not a folder.

1. In the content area, select the desired file.
2. Access the file's **File activities** tab in the management pane.
3. Click **Full Log**.

   The log opens in a separate window or tab in your browser. It shows all access activities for the selected file, indicating who accessed it, the device used, and the location.
4. To filter the log by date, enter the range in the **Set date range** area.
5. To export the displayed portion of the log, click **Export log**.

# Work with multiple files

You can select more than one file at a time to perform bulk actions. Actions that are common to all the selected files are available.

1. In the content area, browse to the desired location.
2. Choose a selection option:

| Option | Description |
| --- | --- |
| **Select** | Use the checkbox beside each file to select a file or select multiple files one by one. |
| **Select all** | Use the checkbox at the top of the list to select all listed files. |

**After you finish:** Select an action to perform on the files.

# Managing access

The **Permissions** tab is displayed for a selected workspace, folder, or file, when you are an administrator in the workspace. As workspace administrator, you can manage who can access workspace items. New members can be added as individuals, by defining an email domain, or as a Microsoft Active Directory or regular group. For each member or group of members, you can set their role and access permissions for a selected workspace, folder, or files. If necessary, you can edit the roles and permissions.

For more information on the meaning of user roles and permissions, including customized access to folders and files, see User roles and permissions.

## Use the Permissions tab

Filter and sort the **Permissions** tab to view information on permitted entities.

1. In the content area, select the desired file.
2. Access the file's **Permissions** tab in the management pane.
3. To toggle between displaying all permitted entities for the selected item, click **Show permitted only** or **Show all**.
4. To sort the displayed list, click **Sort** and sort the list alphabetically.
5. To filter the displayed list, click ▼ > **Sort** and pick the desired filters:
    - **Type**: group, user, Active Directory group, or email domain.
    - **Role**: visitors, contributors, or administrators.
6. To search for an entity in the list, start typing the desired group name in the **Search** box.
   The list is filtered to show only matching items.

### Permission access levels

Workspace members in the **Permissions** tab are displayed with an access level icon. The following table provides a description of each icon:

| Access level icon | Description |
|---|---|
| ■ | This icon indicates that the workspace member has full access permissions. |
| ■ | This icon indicates that the workspace member has Advanced Rights Management permissions, meaning that they can view files online and download protected files. |
| ■ | This icon indicates that the workspace member has online only tracked access. |

## Add a member to a workspace, folder, or file

You can add new groups, individuals, Microsoft Active Directory groups, or an email domain to a workspace, folder, or file.

**Note:** You can also add individuals by sharing the workspace, folder, or file.

1. In the content area, select the workspace, folder or file to which you want to add groups, individuals, Active Directory groups, or an email domain.

2. Access the **Permissions** tab in the left pane.

3. Click ⁺👥. You can choose to add individual users (by email address), an entire email domain (company.com) or an Active Directory group (if your Organization's BlackBerry Workspaces server is connected to an Active Directory server).

4. Select the group type: **Group**, **Active Directory Group**, or **Email Domain**.

   a) If you select **User**, enter the email addresses of users you want to add and then press Enter.

   b) If you select **New Group**, enter a group name, group description, and in the group members area, enter email addresses or distribution lists.

   c) If you select **Existing Group**, enter the group name, and in the group members area, enter email addresses or distribution lists

   d) If you select **Active Directory Group**, enter the Active Directory group name and a description.

   e) If you select **Email Domain**, enter the Domain name.

5. Click **Edit** or **Advanced settings** to set permissions.

   **Note:** See User roles and permissions for details about the permissions that can be assigned.

6. Select the **Permission** level. For more information see Permissions.

   **Note:** The **Advanced Rights Management** permissions set is available for BlackBerry Workspaces Enterprise ES Mode and BlackBerry Workspaces Enterprise ES (Restrict Full Access) Mode only. For more information, contact your organization administrator.

7. In the **File expiration** list, set the time when the file will no longer be accessible by the recipients. Select a specific date, a time period from the list, or never.

   If you select **Specific date**, click ▦ and choose the desired date from the calendar.

8. In the **Watermark** list, set whether workspace PDF files are displayed with a watermark.

9. In the **Commenting** list, select **On** to enable commenting.

10. To notify users that the workspace has been shared, click **Notify members**.

11. Click **Add**.
    A confirmation message appears confirming the operation.

# Editing member permissions

You can edit permissions for workspace members, change the group name or description, add or remove users from groups or the workspace, or delete an entity.

### Edit access

1. Navigate to the workspace, folder, or file that you want to edit access to.

2. In the **Permissions** tab on the management pane, select the desired entity.

3. Next to the entity that you want to edit, click ⋮ and select **Edit**.

4. To edit group details, do the following:

   a) To change the group's name, select the current group name and type a new name.

   b) To change the group's description, click the box containing the current group description and type a new description.

5. Select the desired **Role**. For more information, see Roles.

   **Role** appears when editing access to a workspace or folder only.

6. Select the desired **Permission**. For more information see Permissions.

**Note:** The **Advanced Rights Management** permissions set is available for BlackBerry Workspaces Enterprise ES Mode and BlackBerry Workspaces Enterprise ES (Restrict Full Access) Mode only. For more information, contact your organization administrator.

7. In the **File expiration** list, set the time when the file will no longer be accessible by the recipients. Select a specific date, a time period from the list, or never.

   If you select **Specific date**, click ▦ and choose the desired date from the calendar.

8. In the **Watermark** list, set whether the file is displayed with a watermark when viewed using a Workspaces viewer.

9. In the **Commenting** list, select **On** to enable commenting.

10. Click **Apply**.
    Your changes are saved.

## Revoke access

You can revoke access to workspaces, folders, or files for any workspace member.

1. In the content area, select the item that you want to revoke access to.
2. In the **Permissions** tab of the management pane, select the entity that you want to revoke access for.
3. Do one of the following:

   - Click 🚫.
   - Click ⋮ **Revoke access**.

4. In the confirmation message, click **Revoke**.
   The entity can no longer access the item.

## Restore access

You can restore access to workspaces, folders, or files for any workspace member.

1. In the content area, select the workspace, file, or folder for which you want to restore permissions.
2. Access the item's **Permissions** tab.
   The **Permissions** tab displays two sub tab options: **Show permitted only** and **Show all**.
3. Select the **Show all** tab and locate the member or group for which you want to restore permissions.
4. Hover over the member you want to restore, and click ⋮ > **Edit**.
5. In the **Permission** list, set the new permissions level as desired.
6. Click **Apply**.
   A confirmation confirms the operation.

# Working with groups

You can view group members, and add and remove group members.

## View group members

1. In the content area, locate the relevant workspace or folder.
2. In the **Permissions** tab of the management pane, select the relevant group.
3. Next to the desired group, click ⋮ and select **Members**.

   The group's members are displayed.

## Assign group manager

Assign the group manager role to enable a group member to add and remove people from the workspace group.

**Note:**  Group managers cannot manage group permissions, which are managed by workspace administrators.

1.  In the content area, locate the relevant workspace or folder.

2.  Access the item's **Permissions** tab, select the desired group and click ⋮ > **Members**.

3.  Select the group member that you want to make group manager and click ⋮ > **Make Group Manager**.

4.  In the **Permissions** tab of the management pane, select the desired group and click ⋮ > **Members**.
    A confirmation message confirms the operation. The selected member is promoted to group manager.

## Remove group manager

Remove a user from the group managers role to demote them.

1.  In the content area, locate the relevant workspace or folder.

2.  Access the item's **Permissions** tab, select the desired group and click ⋮ > **Members**.

3.  Select the group member that you want to remove from group managers and click ⋮ > **Remove from Group Managers**.
    A confirmation message confirms the operation.

## Add a user to a group

This task can be performed by workspace administrators and group managers.

1.  In the content area, locate the relevant workspace or folder.

2.  Access the item's **Permissions** tab, select the group to which you want to add users.

    **Note:**   You cannot add users to an email domain group.

3.  Next to the group, click ⋮ and select **Members**.

4.  Click +.

5.  In the **Add members** box, enter an email address or distribution list name and press Enter.

6.  In the **Add managers** box, enter an email address and press Enter.

7.  Repeat steps 5-6 for each new member or distribution list you want to add as a member or manager.

8.  Click **Add**.
    The users or distribution lists are added to the group.

    **Note:**   Users do not receive notification that they have been added to the group.

## Remove a user from a group

This task can be performed by workspace administrators and group managers.

1.  In the content area, select the relevant workspace.

2.  In the **Permissions** tab of the management pane, select the group from which you want to remove users.

3.  Next to the desired group, click ⋮ and select **Members**.

4.  Select the group member(s) that you want to delete.

5.  Click 🗑.
    A confirmation message confirms the operation. The selected members are removed from the group.

# Delete a workspace member

Delete groups, individuals, or email domains and remove them from the workspace.

1. In the content area, select the relevant workspace.
2. In the **Permissions** tab of the management pane, select the group that you want to delete.
3. Do one of the following:

   • Select the group from the group list and click 🗑 .
   • Next to the group that you want to edit, click ⋮ and select **Delete**.

   A message confirms the operation, and the selected group is removed from the workspace.

# Send a message to workspace members

Send an email message to one, all, or selected members of the selected workspace, folder, or file. A link to the selected item is included in the email message.

1. In the content area, select the desired workspace, folder, or file.
2. Access the **Permissions** tab of the management pane.
3. Select the group(s) and members that you want to message from the member list.
4. Click ✉.

   **Note:** Sending a message to an email domain is not supported.
5. In the **Subject** box, enter a subject for the message.
6. In the **Message** box, enter text for your message.
7. Click **Send**.
   A confirmation message confirms the operation.

# Restore inheritance

Folders and files that have broken inheritance (different permissions) from their parent workspace or folder are shown with the broken inheritance overlay:

📁

Perform the steps described here to restore the permissions held by the parent workspace or folder.

For more information on inheritance, see Customizing access to folders or files.

1. Browse to and select the item for which you want to restore inheritance.
2. Access the **Permissions** tab in the management pane.
3. Click **Inherit now**.
4. If restoring inheritance to a folder, do one of the following:

   • Select **This folder only** to apply the permissions to this folder only.
   • Select **This folder and all subfolders** to apply the permissions to the folder and all its subfolders, including those with broken inheritance.

   The selected item inherits the access roles and permissions of the parent.

If you selected **This folder and all subfolders**, the inherited permissions are applied to all sub-folders or files that inherit permissions from the folder for which you are restoring inheritance. Any sub-folders or files that have broken inheritance are not affected by this change.

# Working with hidden files and the recycle bin

Items that you delete from the **Workspaces** or the **Sent files** area are moved to a recycle bin in that location. In your **Received files** list, files can be hidden from view and restored from the **Hidden files** list.

You can restore files that were accidentally hidden or deleted, or permanently delete files to clear space.

## Delete files permanently

You can delete files from the **Recycle bin** to permanently remove them from BlackBerry Workspaces.

1. In the management pane of the **Workspaces** or **Sent files** area, click **Recycle bin**.
2. Select the folder(s), or file(s) to delete, then click 🗑.
   The selected folder(s) or file(s) are permanently deleted from BlackBerry Workspaces.

## Restore a deleted or hidden folder or file

You can restore files that were deleted from the **Workspaces** or **Sent files** areas. You can also restore files that were hidden from the **Received files** list. If a folder was deleted, the folder is automatically restored when restoring the files.

Files that are restored inherit the permissions of its parent directory which may be different from the permissions that were set before. Make sure that you review the permissions of the files after you restore them.

A workspace administrator can only restore files that were deleted from a workspace.

**Note:** You cannot restore files deleted from the **Recycle bin** or hidden files.

1. Do one of the following:

   • Browse to the **Workspaces** area and click a workspace.
   • Browse to the **Sent files** area.
   • Browse to the **Received Files** area.

2. In the management pane on the right side, do one of the following:

   • Click **Workspace info > Recycle bin**.
   • Click **Hidden files**.

3. Hover over or select the folder or file that you want to restore, and click **Restore**.
   The selected file is restored and appears in the location from which it was hidden or deleted.

**After you finish:** Review the permissions of the files that you restored.

# Working with notifications

You can access your notifications in BlackBerry Workspaces from the top bar to view comments that you were mentioned in and to manage your workspace, folder, and file permission requests.

- Click 🔔 to view notifications.

## Manage comments

You are notified when someone mentions you in a comment or replies to a comment you made on a file.

1. From the top bar, click 🔔.
2. To view the comment, click it.
   The file is opened in the viewer in a new tab.
3. To clear all comments from your notifications list, click **Clear comments**.

## Manage file permission requests

1. From the top bar, click 🔔.
2. Click **File permission requests**.
3. Click the file request that you want to manage.

   The management options available in the **Requests** tab may vary depending on the nature of the request and the location of the requested file.

   **Note:**  Requests are listed per file, and may include single or multiple requests.

   The **Requests** tab appears in the management pane on the right of the screen.
4. Do one of the following:

   - To approve the request by sending a copy of the file, select **Approve this request**, and set the permission level and/or file expiration date.

     For more information on permissions, see User roles and permissions.
   - To approve the request by adding the user to the workspace, select **Approve by adding the user to**, click **Directly to the workspace**, and then select the desired role, permissions, file expiration, and watermark settings.
   - To approve the request by adding the user to a group, select **Approve by adding the user to**, select **An existing workspace group**, and click **Choose group** to select the group.
   - To deny the request, select **Deny this request**, and select **Notify the user** to send notification.
5. Click **Apply**.
   The user is notified if the request was approved. If you denied the request, no notification is sent unless you chose to send a notification.

   **Tip:**  To view the workspace or folder information or permissions, access the information or permission tabs in the management pane.

## Manage workspace or folder permission requests

1. From the top bar, click 🔔.

2. Click **Workspace/folder permission requests**.
3. Click on the desired request in the list.

   **Note:** Listed requests are per workspace or folder, and may include single or multiple requests.

   The **Requests** tab appears in the management pane on the right after selecting a workspace or folder from the list.
4. Do one of the following:

   • To approve the request by adding the user directly to the workspace, select **Approve by sending a copy of the file**, select the permission level to assign and click **Apply**.
   • To approve the request by adding the user to a group, select **Approve by adding the user to:**, and select from **An existing workspace group** depending on your level of permissions, and click **Apply**.
   • To deny the request, select **Deny this request**, and select **Notify the user** to send the notification.
5. Click **Apply**.
   The user is notified if the request was approved. If you denied the request, no notification is sent unless you chose to send a notification.

# User roles and permissions

User roles and permissions are set for each workspace member and for recipients of shared files.

## Workspace members

Workspace members can be added individually and assigned a role and permission set, or organized into groups with a group role and permission set. Members can access all workspace folders and files unless your organization's BlackBerry Workspaces administrator specifies otherwise. Members are workspace-specific and their defined permissions in one workspace does not grant them access to other workspaces or their folders and files.

## Roles

Use roles to determine user management capabilities within a workspace or folder. Roles are defined when you create a workspace, and can be changed or removed later.

There are three standard roles with predefined capabilities. Organizations that are configured for creating custom roles can offer additional roles with unique capabilities.

The standard roles are described here:

### Administrators

Workspace administrators have full control over the workspace and its folders and files (upload, download, move, delete, and so on). Administrators can also manage workspace groups and users. By default, the workspace creator is added to the Administrators group.

### Contributors

Contributors perform the following actions:
- Folder level: Add and delete folders, move files across folders, and move and rename folders.
- File level: Upload, move, rename, and remove files.

### Visitors

Visitors can access workspace files depending on their permissions. Visitors cannot upload files to workspaces. Default file permissions for visitors are set by your organization administrator.

## Permissions

Use permissions to define user access rights for workspace files. A number of permission sets are available, depending on what has been set by your organization BlackBerry Workspaces administrator, and according to your organization's defined enterprise mode.

# Available permission sets

**Full access**

Users with full access permissions can perform all actions in BlackBerry Workspaces.

**Advanced rights management**

The **Advanced Rights Management** (Download protected) permission sets are available for BlackBerry Workspaces Enterprise ES Mode and BlackBerry Workspaces Enterprise ES (Restrict Full Access) Mode only.

The following table details the available permissions for each advanced rights management permission level.

| | Download Full access | Download Protected | View online | Copy | Edit | Print | Programmatic access |
|---|---|---|---|---|---|---|---|
| **Download protected, edit, copy & print** | - | Yes | Yes | Yes | Yes | Yes | - |
| **Download protected, edit & print** | - | Yes | Yes | - | Yes | Yes | - |
| **Download protected & edit** | - | Yes | Yes | - | Yes | - | - |
| **Download protected & print** | - | Yes | Yes | - | - | Yes | - |
| **Download protected** | - | Yes | Yes | - | - | - | - |

**Online only**

| | Download Full access | Download Protected | View online | Copy | Edit | Print | Programmatic access |
|---|---|---|---|---|---|---|---|
| **View & print** | - | - | Yes | - | - | Yes | - |
| **View** | - | - | Yes | - | - | - | - |

| Spotlight view | - | - | Spotlight view only (blurred outside of subject area to block over the shoulder viewing) | - | - | - | - |
|---|---|---|---|---|---|---|---|
| No access | - | - | - | - | - | - | - |

# Customizing access to folders or files

Entities (individuals, groups, or members of an email domain) can access workspace folders and files, based on the permissions you selected.

Permissions can be adjusted by applying different permission levels. When adding new entities, you can also select if you want to give them access to all workspace folders and subfolders or to add them only to the selected item and any subitems that inherit permissions.

If you choose to allow only certain entities to access a certain folder or file, this creates broken inheritance with the parent workspace or folder, and the item icon is marked with a broken chain .

If you choose to only give permissions to a folder and subitems that inherit permissions, this will break inheritance for the folder, and for all child items as well. All subfolders or files under that folder, will inherit the permissions set for that folder.

If you choose to give permissions to a folder and all subitems, this will override broken inheritance for the folder all subfolders and child items.

# Collaboration

Use BlackBerry Workspaces to easily and seamlessly collaborate with others on shared files.

Collaborate by adding additional members to a workspace or folder; providing access to your original files, sending a copy of your file to others, or by sharing sent files with additional users.

As a workspace administrator or workspace group manager, add group members to a workspace giving members the ability to directly access and collaborate on the files in the workspace.

Send a copy of files to others, allowing your recipients to collaborate with one another and upload new versions. File versions are useful when you want to collaborate with multiple other users on the same file, enabling everyone to share their new versions with all recipients. When sending a copy of a file to others, the original file remains in the workspace, while a new copy of the file is created and sent. The sent file (the copy) and all of its collaboration and version history can be found in your Sent files area.

Another way to enable collaboration on files is to add additional recipients to a previously sent file. Adding additional recipients to a sent file means that you are expanding the group of members who can work on the sent file.

In your Received and Sent files area, files where upload of new versions is allowed are marked with ☺. When you or any of your recipients upload a new version, files are marked with ⓞ. From here, you can view a list of versions, and, from BlackBerry Workspaces app for iOS and Android platforms, you can also switch the current version to another version. In the web application, access the **File activities** tab to see an overview of activities performed on the file by members of a collaboration group.

When a recipient uploads a new version, the file versions icon is updated to reflect the new version, and the file appears in your Received files list. In addition, any member in the group, that uploads a new version can decide whether or not to send a notification. When selected, a notification is sent to the mail client of all of the other recipients in the group.

To turn off collaboration on a file where it was previously enabled, use the **Turn off collaboration** option 👥 on the file action menu.

# Requiring recipient sign in

Organizations that enable users to share files without requiring recipient sign in (simple sharing) can choose whether or not to give users the option to require their recipients to sign in to access sent and forwarded files. If your organization has simple sharing enabled and has given you the option to choose whether or not your recipients are required to sign in, the **Require recipients to sign in** check box is displayed when sending a copy of a file.

Select the **Require recipients to sign in** checkbox to require recipients to sign in to BlackBerry Workspaces to access the file. When the checkbox is selected, the **Manage permissions** link is displayed. Access **Manage permissions** to set the recipient access permissions to the file.

Clear the **Require recipients to sign in** checkbox to waive the need for recipients to access the file without signing in.

When cleared, users are sent a link giving them access to the original version of the sent file. They can download the file and there is no tracking or restrictions on their use of the file. In this case, access to the file is tracked by BlackBerry Workspaces by the user's email when the user is authenticated to BlackBerry Workspaces, or under the alias "anonymous" if the user is not authenticated.

Once the file has been shared without requiring recipient sign in, you cannot change the recipient permissions to the file. Should you need to revoke recipient access to the file, you must delete the file from your sent items.

**Note:** Shared annotations cannot be viewed by recipients unless you select the **Require recipients to sign in** checkbox when sending the file.

# Legal notice

©2022 BlackBerry Limited. Trademarks, including but not limited to BLACKBERRY, BBM, BES, EMBLEM Design, ATHOC, CYLANCE and SECUSMART are the trademarks or registered trademarks of BlackBerry Limited, its subsidiaries and/or affiliates, used under license, and the exclusive rights to such trademarks are expressly reserved. All other trademarks are the property of their respective owners.

iOS is a trademark of Cisco Systems, Inc. and/or its affiliates in the U.S. and certain other countries. iOS® is used under license by Apple Inc. iPad is a trademark of Apple Inc. Microsoft Excel is either a registered trademark or a trademark of Microsoft Corporation in the United States and/or other countries. This documentation including all documentation incorporated by reference herein such as documentation provided or made available on the BlackBerry website provided or made accessible "AS IS" and "AS AVAILABLE" and without condition, endorsement, guarantee, representation, or warranty of any kind by BlackBerry Limited and its affiliated companies ("BlackBerry") and BlackBerry assumes no responsibility for any typographical, technical, or other inaccuracies, errors, or omissions in this documentation. In order to protect BlackBerry proprietary and confidential information and/or trade secrets, this documentation may describe some aspects of BlackBerry technology in generalized terms. BlackBerry reserves the right to periodically change information that is contained in this documentation; however, BlackBerry makes no commitment to provide any such changes, updates, enhancements, or other additions to this documentation to you in a timely manner or at all.

This documentation might contain references to third-party sources of information, hardware or software, products or services including components and content such as content protected by copyright and/or third-party websites (collectively the "Third Party Products and Services"). BlackBerry does not control, and is not responsible for, any Third Party Products and Services including, without limitation the content, accuracy, copyright compliance, compatibility, performance, trustworthiness, legality, decency, links, or any other aspect of Third Party Products and Services. The inclusion of a reference to Third Party Products and Services in this documentation does not imply endorsement by BlackBerry of the Third Party Products and Services or the third party in any way.

EXCEPT TO THE EXTENT SPECIFICALLY PROHIBITED BY APPLICABLE LAW IN YOUR JURISDICTION, ALL CONDITIONS, ENDORSEMENTS, GUARANTEES, REPRESENTATIONS, OR WARRANTIES OF ANY KIND, EXPRESS OR IMPLIED, INCLUDING WITHOUT LIMITATION, ANY CONDITIONS, ENDORSEMENTS, GUARANTEES, REPRESENTATIONS OR WARRANTIES OF DURABILITY, FITNESS FOR A PARTICULAR PURPOSE OR USE, MERCHANTABILITY, MERCHANTABLE QUALITY, NON-INFRINGEMENT, SATISFACTORY QUALITY, OR TITLE, OR ARISING FROM A STATUTE OR CUSTOM OR A COURSE OF DEALING OR USAGE OF TRADE, OR RELATED TO THE DOCUMENTATION OR ITS USE, OR PERFORMANCE OR NON-PERFORMANCE OF ANY SOFTWARE, HARDWARE, SERVICE, OR ANY THIRD PARTY PRODUCTS AND SERVICES REFERENCED HEREIN, ARE HEREBY EXCLUDED. YOU MAY ALSO HAVE OTHER RIGHTS THAT VARY BY STATE OR PROVINCE. SOME JURISDICTIONS MAY NOT ALLOW THE EXCLUSION OR LIMITATION OF IMPLIED WARRANTIES AND CONDITIONS. TO THE EXTENT PERMITTED BY LAW, ANY IMPLIED WARRANTIES OR CONDITIONS RELATING TO THE DOCUMENTATION TO THE EXTENT THEY CANNOT BE EXCLUDED AS SET OUT ABOVE, BUT CAN BE LIMITED, ARE HEREBY LIMITED TO NINETY (90) DAYS FROM THE DATE YOU FIRST ACQUIRED THE DOCUMENTATION OR THE ITEM THAT IS THE SUBJECT OF THE CLAIM.

TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW IN YOUR JURISDICTION, IN NO EVENT SHALL BLACKBERRY BE LIABLE FOR ANY TYPE OF DAMAGES RELATED TO THIS DOCUMENTATION OR ITS USE, OR PERFORMANCE OR NON-PERFORMANCE OF ANY SOFTWARE, HARDWARE, SERVICE, OR ANY THIRD PARTY PRODUCTS AND SERVICES REFERENCED HEREIN INCLUDING WITHOUT LIMITATION ANY OF THE FOLLOWING DAMAGES: DIRECT, CONSEQUENTIAL, EXEMPLARY, INCIDENTAL, INDIRECT, SPECIAL, PUNITIVE, OR AGGRAVATED DAMAGES, DAMAGES FOR LOSS OF PROFITS OR REVENUES, FAILURE TO REALIZE ANY EXPECTED SAVINGS, BUSINESS INTERRUPTION, LOSS OF BUSINESS INFORMATION, LOSS OF BUSINESS OPPORTUNITY, OR CORRUPTION OR LOSS OF DATA, FAILURES TO TRANSMIT OR RECEIVE ANY DATA, PROBLEMS ASSOCIATED WITH ANY APPLICATIONS USED IN CONJUNCTION WITH BLACKBERRY PRODUCTS OR SERVICES, DOWNTIME COSTS, LOSS OF THE USE OF BLACKBERRY PRODUCTS OR SERVICES OR ANY PORTION

THEREOF OR OF ANY AIRTIME SERVICES, COST OF SUBSTITUTE GOODS, COSTS OF COVER, FACILITIES OR SERVICES, COST OF CAPITAL, OR OTHER SIMILAR PECUNIARY LOSSES, WHETHER OR NOT SUCH DAMAGES WERE FORESEEN OR UNFORESEEN, AND EVEN IF BLACKBERRY HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW IN YOUR JURISDICTION, BLACKBERRY SHALL HAVE NO OTHER OBLIGATION, DUTY, OR LIABILITY WHATSOEVER IN CONTRACT, TORT, OR OTHERWISE TO YOU INCLUDING ANY LIABILITY FOR NEGLIGENCE OR STRICT LIABILITY.

THE LIMITATIONS, EXCLUSIONS, AND DISCLAIMERS HEREIN SHALL APPLY: (A) IRRESPECTIVE OF THE NATURE OF THE CAUSE OF ACTION, DEMAND, OR ACTION BY YOU INCLUDING BUT NOT LIMITED TO BREACH OF CONTRACT, NEGLIGENCE, TORT, STRICT LIABILITY OR ANY OTHER LEGAL THEORY AND SHALL SURVIVE A FUNDAMENTAL BREACH OR BREACHES OR THE FAILURE OF THE ESSENTIAL PURPOSE OF THIS AGREEMENT OR OF ANY REMEDY CONTAINED HEREIN; AND (B) TO BLACKBERRY AND ITS AFFILIATED COMPANIES, THEIR SUCCESSORS, ASSIGNS, AGENTS, SUPPLIERS (INCLUDING AIRTIME SERVICE PROVIDERS), AUTHORIZED BLACKBERRY DISTRIBUTORS (ALSO INCLUDING AIRTIME SERVICE PROVIDERS) AND THEIR RESPECTIVE DIRECTORS, EMPLOYEES, AND INDEPENDENT CONTRACTORS.

IN ADDITION TO THE LIMITATIONS AND EXCLUSIONS SET OUT ABOVE, IN NO EVENT SHALL ANY DIRECTOR, EMPLOYEE, AGENT, DISTRIBUTOR, SUPPLIER, INDEPENDENT CONTRACTOR OF BLACKBERRY OR ANY AFFILIATES OF BLACKBERRY HAVE ANY LIABILITY ARISING FROM OR RELATED TO THE DOCUMENTATION.

Prior to subscribing for, installing, or using any Third Party Products and Services, it is your responsibility to ensure that your airtime service provider has agreed to support all of their features. Some airtime service providers might not offer Internet browsing functionality with a subscription to the BlackBerry® Internet Service. Check with your service provider for availability, roaming arrangements, service plans and features. Installation or use of Third Party Products and Services with BlackBerry's products and services may require one or more patent, trademark, copyright, or other licenses in order to avoid infringement or violation of third party rights. You are solely responsible for determining whether to use Third Party Products and Services and if any third party licenses are required to do so. If required you are responsible for acquiring them. You should not install or use Third Party Products and Services until all necessary licenses have been acquired. Any Third Party Products and Services that are provided with BlackBerry's products and services are provided as a convenience to you and are provided "AS IS" with no express or implied conditions, endorsements, guarantees, representations, or warranties of any kind by BlackBerry and BlackBerry assumes no liability whatsoever, in relation thereto. Your use of Third Party Products and Services shall be governed by and subject to you agreeing to the terms of separate licenses and other agreements applicable thereto with third parties, except to the extent expressly covered by a license or other agreement with BlackBerry.

The terms of use of any BlackBerry product or service are set out in a separate license or other agreement with BlackBerry applicable thereto. NOTHING IN THIS DOCUMENTATION IS INTENDED TO SUPERSEDE ANY EXPRESS WRITTEN AGREEMENTS OR WARRANTIES PROVIDED BY BLACKBERRY FOR PORTIONS OF ANY BLACKBERRY PRODUCT OR SERVICE OTHER THAN THIS DOCUMENTATION.

BlackBerry Enterprise Software incorporates certain third-party software. The license and copyright information associated with this software is available at .https://www.blackberry.com/us/en/legal/third-party-software

BlackBerry Limited
2200 University Avenue East
Waterloo, Ontario
Canada N2K 0A7

BlackBerry UK Limited
Ground Floor, The Pearce Building, West Street,
Maidenhead, Berkshire SL6 1RL
United Kingdom

Published in Canada