



# **BlackBerry Workspaces for Mac**

## **User Guide**

11.x



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# Introducing BlackBerry Workspaces app for Mac

BlackBerry Workspaces app for Mac enables you to easily and intuitively sync and share your folders and files to collaborate with other users directly from your Mac.

Installing BlackBerry Workspaces app for Mac creates a workspaces folder on your Mac from where you can manage your files in workspaces and subfolders, just as with any folder on your computer. The Workspaces folder is automatically synced with the BlackBerry Workspaces server and can be accessed from the BlackBerry Workspaces Web Application and on any other devices where you have BlackBerry Workspaces installed.

The Workspaces folder contains workspaces which are folders that you create or that are shared with you by other users. According to the company policy assigned to you, you are also assigned a personal workspace when you first sync with the BlackBerry Workspaces Web Application. When using the **Copy to My Workspace** command, files are automatically placed in your personal folder called My Workspace.

Share your workspaces with other users. New files and changes you or other users make in a shared workspace are automatically updated to all the members of the workspace.

Use BlackBerry Workspaces app for Mac to open protected Microsoft Office files with Office for Mac 2011 and 2016, and open protected PDFs files in the BlackBerry Workspaces app for Mac viewer.

# Getting started

## Setting up and installing BlackBerry Workspaces app for Mac

Download and install BlackBerry Workspaces app for Mac. After the installation, a Workspaces folder is created in the sidebar on your Finder, and a corresponding icon in the menu bar, through which you can perform various BlackBerry Workspaces related actions.

## Signing in to BlackBerry Workspaces app for Mac

After installation you are prompted to sign in to BlackBerry Workspaces. Sign in using the relevant method as set by your organization, see:

- [Sign in using your email address](#)
- [Sign in with username and password](#)

### Sign in using your email address

**Before you begin:** Follow these steps if your organization is configured for email authentication.

1. If you have closed the prompt, from the BlackBerry Workspaces icon in the menu bar, click **Sign in**.
2. In the **Email** box, enter your email address.
3. In the **Site** box, enter the URL provided by your BlackBerry Workspaces Organization Administrator; otherwise leave it with the preset default value.
4. Click **Sign in**. An authentication email is sent to the email address supplied.
5. Open this email in your regular email, copy the verification code, and return to the sign-in screen.
6. Enter the verification code.  
You are signed in. The Preferences BlackBerry Workspaces window opens on the **Sync workspaces** tab.
7. Select the workspaces that you want to sync to your computer and click **Apply changes**. For more information, see [Manage synced workspaces](#).

### Sign in with username and password

**Before you begin:**

Follow these steps to authenticate if your organization is configured for sign in by username and password.

1. If you have closed the prompt, from the BlackBerry Workspaces icon in the menu bar, click **Sign in**.
2. In the **Email** box, enter your email address.
3. In the **Site** box, enter the URL provided by your BlackBerry Workspaces Organization Administrator; otherwise leave it with the preset default value.
4. Click **Sign in**.  
A sign-in screen with **Email** and **Password** fields. The **Email** field is populated with the email address that you entered.
5. Enter your password.
6. Click **Sign in**.  
You are signed in. The Preferences BlackBerry Workspaces window opens on the **Sync workspaces** tab.
7. Select the workspaces that you want to sync to your computer and click **Apply changes**. For more information, see [Manage synced workspaces](#).

## Sign out

1. Click the BlackBerry Workspaces icon in the menu bar, and select **Preferences**.
2. Click the **Accounts** tab.
3. Do one of the following:
  - To sign out of one account, next to the account that you want to sign out of, click **Sign out**.
  - To sign out of all of your accounts, click **Sign out of all accounts**.

The BlackBerry Workspaces folder of the sync account, and all workspaces and files in it, are removed from your Mac. The workspaces and files remain on the BlackBerry Workspaces server, and can be restored to the desktop BlackBerry Workspaces folder if you sign in again using this user account.

## Add a new account

Add an account to authenticate additional BlackBerry Workspaces accounts on your Mac.

1. Click the BlackBerry Workspaces icon in the menu bar, and select **Preferences**.
2. Access the **Accounts** tab.

The **Accounts** area displays a list of accounts you can use to sign in to BlackBerry Workspaces. BlackBerry Workspaces synchronizes the files of the account selected as the sync account to the Workspaces folder. You can open files that were sent to any of your BlackBerry Workspaces accounts, as long as you are signed into that account and it is set to sync.
3. Click **Add account**.
4. Sign in to BlackBerry Workspaces with your email or username and password.
5. Click **Sign in**.

The account is added and set as the new sync account.
6. If this is the first time that you are signing in to this account, select which workspaces you want to sync and click **Apply**.

Your workspaces are synced.

## Switch accounts

1. Click the BlackBerry Workspaces icon in the menu bar, and select **Preferences**.
2. Access the **Accounts** tab.
3. Click **Set as sync account** next to the account that you want to set as the current sync account.

**Note:** If you do not see the account that you want, click **Add account**, and add the account. The account you added will then be set as the sync account.

The account you selected is set as the sync account. A confirmation message appears.
4. Click **OK**.

If you have already worked with this account, your account workspaces are synced to your computer. If this is the first time you are using the selected account, you are prompted to apply changes to select which of your account workspaces you want to sync.

## Set the language

1. Click the BlackBerry Workspaces icon in the menu bar, and select **Preferences**.
2. Access the **Advanced** tab.
3. Select the desired language and click **Apply**.  
BlackBerry Workspaces app for Mac is restarted in the chosen language.

## Force BlackBerry Workspaces app for Mac to quit

Follow this procedure if it becomes necessary to force BlackBerry Workspaces app for Mac to quit.

1. Click the search icon in the top right corner of your desktop.
2. Search for **Terminal**.
3. Open Terminal and type `KillAll - 9 BlackBerry Workspaces`.



# Working with workspaces

Workspaces are folders that you create or that are shared with you. Workspaces can contain folders and files. Use workspaces to manage your documents and content collaboration.

## Access the Workspaces folder

You can access your workspaces and any files they contain as you would in a regular folder.

New folders added under the Workspaces folder from the sidebar, will create new workspaces on the server.

In Finder, from any location outside of the Workspaces folder, click the BlackBerry Workspaces icon in the top menu bar and select **Open Workspaces folder**.

Finder opens on the Workspaces folder.

## Workspace types and roles

### About workspace types and roles

If you are a workspace owner, a personal workspace named **My Workspace** is created for you following your first sync. Your personal workspace is the default for files that you move to the Workspaces folder using the **Copy to My Workspace** command.

Your personal workspace is marked with the following icon:



Workspace icons show the workspace type and your role in the workspace, as shown in the following table:

Role	Workspaces workspace
Administrator	
Contributor	
Visitor	

## Workspace statuses

Small status icons to the right of each workspace, folder, or file indicate the status of synchronization for that item.

If there is no status icon, it can indicate that there is currently no connection with the BlackBerry Workspaces server, or that the folder has not been synced.

Icon	Description
	File, folder or workspace is synced.
	File, folder or workspace is syncing (files are being uploaded or downloaded).



The file, folder or workspace has a sync error.

Attempting to save or move a file into a workspace where you do not have the necessary permissions creates an error. Once the file is removed, the error icon disappears.

## Annotated files

The following icon indicates that a file has annotations:



Annotations can be made, viewed and shared by opening the file in BlackBerry Workspaces Viewer. See [Annotating files](#) for more information.

## Syncing workspaces

Manage your synced workspaces, check the sync status and troubleshoot any errors. Re-sync a workspace if necessary.

### Manage synced workspaces

After signing in, you are prompted to select workspaces to synchronize to the Workspaces folder. BlackBerry Workspaces downloads these workspaces and any files they contain into your Workspaces folder. Thereafter, manage the workspaces you want to sync on your computer by selecting them in the **Manage synced workspaces** window. All workspaces selected in this window are continuously synced.

1. Click the BlackBerry Workspaces icon in the menu bar, and select **Preferences**.
2. In the Preferences window, select the **Sync Workspaces** tab.
3. Select the workspaces that you would like to sync.

BlackBerry Workspaces downloads the selected workspaces into the Workspaces folder. If you clear a workspace in the list, it is deleted from the local Workspaces folder and is no longer synced.

**Note:** Not all files and folders can be synced with the BlackBerry Workspaces server. Some file types are not supported, and in addition, your organization administrator may configure settings that prevent certain file types or files above a certain size from syncing with Workspaces. Hidden files and folders are not synced. If you encounter problems syncing files or folders, contact your administrator.

4. Select **Use Microsoft Office to view and edit protected files** to sync RMS-protected files and make them available for viewing and editing in Office for Mac. Clear this checkbox to sync a protected-PDF version of the file named `<filename>.original_exp.protected` that can be viewed in the BlackBerry Workspaces Viewer.

**Note:** This checkbox gives RMS-enabled organizations the ability to edit RMS-protected files.

5. Click **Apply changes**.

### Sync new workspaces

1. Check to see that you've been invited to a new workspace.  
The workspace appears in the Preferences window **Sync workspaces** tab.
2. Select the shared workspace(s) that you want to sync, and click **Apply changes**.

## Check sync status

After a user performs a sync, they can view errors on the Sync status dialog which provides details and suggested solutions.

1. Click the BlackBerry Workspaces icon in the menu bar, and click **Sync status**.  
The Sync status dialog displays all files that were synchronized, details about any issues, and possible solutions. The sync status shows the progress of items that are being synchronized while the synchronization is in progress. Once the upload or download is complete, the items do not appear in the list. Any synchronization errors that occur display until you fix the issue or clear the list.
2. To see more information, click the info icon.

## Re-sync a workspace

Re-sync with the BlackBerry Workspaces server to ensure that the local workspace is up to date.

1. Right-click the workspace folder and select **Re-sync**.
2. Verify the workspace is re-synced.

## Share workspaces, folders, or files

Workspace administrators can share their workspaces, folders, or files with other users. Workspaces are folders located directly under the list of workspaces.

1. Right-click the workspace, folder, or file and select **Share**.
2. Select one of the following options:

**Users > Add members** To manually add recipient email addresses, enter the email addresses of the intended recipients.  
Optionally, you can type a message in the Add message field.

**Existing group** Type a group in the Select group field. Only permitted groups display in the list when you start to type.  
To manually add recipient email addresses, enter the email addresses of the intended recipients in the Add members to selected group field. Note that adding a user to an existing group grants the new user access to all files the selected group is permitted to access.  
Optionally, you can type a message in the Add message field.

**New group** Type a group name. Add group members and, optionally, add a group description or message.

**Email domain** Type a domain name.

3. In the Sharing permissions area, click **Edit** or **Advanced settings**.
4. In the **Role** list, select the role that you want to assign to the members you are adding. For more information, see [Roles](#).
5. In the **Permission** list, select the user access rights for the workspace. For more information see [Permissions](#).
6. 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**, choose the desired date.

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

8. To enable commenting, select the **Commenting** checkbox.
9. Optionally, if you are adding a new group, on the **Advanced settings** page, 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**. For more information about permissions, see [Customizing access to folders or files](#).
10. Optionally, if you are adding a new group, on the **Advanced settings** page, in the **Group managers** field, type the email address to enable a group member to add and remove people from the group.
11. To notify users that the workspace or folder has been shared, select the **Notify members** option.
12. Click **Share**.

## Copying and moving folders and files to the Workspaces folder

Use the BlackBerry Workspaces context menu to copy folders and files of up to 10GB on your Mac into the Workspaces folder. Drag folders and files to move them to your Workspaces folder.

**Note:** You must be defined in your organization with the "workspace owner" role to perform this action. For more information, contact your organization BlackBerry Workspaces administrator.

### Copy a folder and its contents to the Workspaces folder

1. Right-click the folder that you want to sync, and select **Copy & create new workspace**.  
The folder is copied to the BlackBerry Workspaces folder as a new workspace, and is synced. A confirmation message appears.
2. Click **OK**.

### Copy a folder and its contents to the Workspaces folder, and share the workspace with other users

1. Right-click the folder that you want to sync, and select **Copy & create workspace and share**.
2. In the **Add members** area, enter the email addresses of users you want to share the workspace with.
3. In the **Message** box, enter a message (optional).
4. In the **Role** list, select the role that you want to assign to the members you are adding. For more information, see [Roles](#).
5. In the **Permission** list, select the user access rights for the workspace. For more information see [Permissions](#).
6. In the **Watermark** list, set whether workspace PDF files are displayed with a watermark.
7. In the **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**, choose the desired date from the calendar.
8. Click **Share**.

### Move folders and files

Move folders and files to your Workspaces folder:

1. Drag the file or folder that you want to sync to the Workspaces folder.
2. Verify the item is moved to the Workspaces folder, and synced.

## Copy the link to a workspace, folder, or file

Copy the link to a synced workspace, folder, or file, to share the link with other users.

1. Right-click a synced workspace, folder, or file, and select **Copy link**.  
A screen notification appears informing you that the link was copied to the clipboard.
2. Paste the link into an email and send the mail.  
The link is sent to the recipient. Recipients can access the link if they already have access to the workspace. If you wish to share with a new user, see [Share workspaces, folders, or files](#).

## Remove an item

Move a workspace, folder, or file from the Workspaces folder to remove it from the list of synced items.

1. Do one of the following:
  - Drag the item out of the Workspaces folder.
  - Right-click the item and select **Move to trash**.
2. To restore a removed item, drag the item to the desired location in the Workspaces folder. For more information, see [Move folders and files](#).

## Delete an item

Delete a workspace, folder, or file from the Workspaces folder to permanently remove it from the Workspaces folder and from the BlackBerry Workspaces server.

### Before you begin:

**Note:** You must be an administrator of the workspace to perform this action.

1. Right-click the workspace that you want to delete, and select **Delete**.
2. To restore a deleted item, access the BlackBerry Workspaces Web Application, and restore the item from the Recycle bin.

# Working with files

## Viewing and editing files

### Open files in the default program

If you have full access permissions, you can open files on your Mac in their native application, or in the BlackBerry Workspaces Viewer. For organizations that are RMS-enabled, you can also open protected Microsoft Office documents in their native application.

**Note:** For more information on your organization configuration, contact your organization administrator.

- To open a file in the native application, double-click the file.

### Open files in Workspaces Viewer

Use Workspaces Viewer to open and view protected files and files with annotations created via Workspaces.

**Note:**

Protected files that are within your workspaces are displayed in the Workspaces folder with a **.protected** suffix.

Protected files that have been shared with you or downloaded via BlackBerry Workspaces Web Application do not have a **.protected** suffix.









- Right-click the file and select **Open in Workspaces Viewer**.









### Use Workspaces Viewer

This section explains how to use the Workspaces Viewer for regular and annotated files.

For regular files, right-click the file and select **Open in Workspaces Viewer**. For annotated files, right-click the file and select **View annotations**.

Use the toolbar buttons to perform actions on the open document:

Buttons	Description
	Print the file (printer must be configured).
	Send the file (if you have permissions to do so).
	Display the file in the actual file size.
	Display the file in full view.
	Display the file in fit to width view.
	Rotate the file clockwise.
	Rotate the file counter-clockwise.
	Zoom in to the file.

Buttons	Description
	Zoom out of the file.
	Zoom in to or out of the file by percentage.
	Enter a specific page in the file you wish to open and view.
	Open the file annotation menu.
	View the file page thumbnails.
	Edit Office documents (Microsoft Word, Microsoft Excel, and Microsoft PowerPoint) files in the online editor (if you have the necessary permissions).
	Use the search box to search for text within the file.
	View your file permissions on the file.

## Edit files in Office Online Editor

Edit \*.docx, \*.xlsx, and \*.pptx files in Office Online Editor if you have the necessary permissions and workspace role.

1. Right-click the file, and select **Edit**.
2. Edit the file as desired.

## File locking

Workspace files can be locked to prevent others users from uploading and overriding a version of a file. File locks automatically apply for a default of 24 hours or until they are removed by the user who placed the lock -whichever comes first. Within BlackBerry Workspaces app for Mac, when you attempt to upload a different version of a locked file, your file will be saved and displayed as a conflicted version.

## Send a copy of a file

Send a copy of a file located in the Workspaces folder to any email address.

**Note:** You must be a workspace owner or contributor with Download – Full Access permissions to perform this action.

1. Right-click the file that you want to send, and select **Send**.
2. In the **To** box, begin typing recipients email addresses. The autocomplete feature suggests matches as you type. You can choose to add individual users (by email address) or distribution list.
3. In the **Subject** box, change the subject if desired.
4. In the **Message** box, type a message, if desired. The permissions available and their defaults depend on what your organization administrator has set for your organization.
5. In the **Permission** list, select the user access rights for the workspace. For more information see [Permissions](#).
6. In the **Watermark** list, set whether workspace PDF files are displayed with a watermark.

7. In the **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**, choose the desired date from the calendar.

8. If you require recipients to sign in, in the **Allow access to** list, select who can access the file:

- **Everyone:** Everyone can access the file.
- **Recipient's email domain:** The recipient, and anyone else who signs in with an email in the same domain as the recipient, can access the file.
- **Recipients only:** Only the recipients of the email can access the file.

9. In the Send a protected file window, click **Send**.


A confirmation message appears.

10. Click **OK**.

A copy of the file is sent to your recipient(s).

## Manage permissions for sent documents

Manage permissions for your sent documents in the BlackBerry Workspaces Web Application.

1. Access the BlackBerry Workspaces Web Application.
2. From the navigation pane, select the  **Sent files** list.
3. Select the sent file that you want to manage permissions for, and access the **Permissions** tab.
4. Change the current permissions per user, revoke the permissions, or add new users by forwarding the file, as desired.

**After you finish:** For more information, refer to the *BlackBerry Workspaces Web Application User Guide*.

## Acknowledge a file

Depending on organizational policy, a read acknowledgement request can be implemented on files in a workspace, or on files sent via BlackBerry Workspaces. Read acknowledgement requires the recipient of the file to complete a read confirmation process and notifies the initiator when the process is complete.

1. Tap and open a file pending read acknowledgement using any BlackBerry Workspaces viewer.
2. At the bottom of the file, tap **Tap here to acknowledge you have read the file**.

Your acknowledgement is registered. To learn more, see [Read acknowledgement](#).



# Annotating files

Documents in BlackBerry Workspaces can be marked up with various forms of annotations to enable better collaboration with other users. Annotate any document file with colored markers, text highlights, lines, or sticky notes and place the annotations anywhere in the file. Annotations are stored separately from the file and remain private until shared. Remove or modify your annotations from a file at any time.

1. Open BlackBerry Workspaces from Finder.
2. For files without annotations, right-click the file and select **Annotate**. For annotated files, right-click the file and select **View annotations**.
3. Click on the options in the menu bar to use the line, sticky note, highlight, and drawing markup tools.


## Use the free drawing tool

1. Select the free drawing tool to draw freely within the file. By default, the last-used color, thickness, and transparency are selected.
2. Use the tool as you would use a pen to draw on your file.
3. To customize the drawing tool (change color, opacity, stroke), click the option arrow.
4. Do one of the following:
  - To change the color, select the desired color.
  - To change the thickness, select the desired thickness.
  - To change the transparency, select the desired transparency.

The tool changes according to your selection. To change another attribute, repeat this step.




5. To change the color of the drawing, thickness or transparency of the line after drawing, select it and change the tool attributes as desired.
6. To move the drawing to another part of the screen, select it and drag it to the desired location.
7. To select the drawing after creating it, select any part of the drawing on the file. Select the drawing and edit the drawing color, thickness, or transparency, as described above.
8. To delete the drawing, highlight the markup and press **Delete**.

## Use the line drawing tool




1. In an open file, tap  in the annotations toolbar.
2. In the file, click and hold the left mouse button where you want to place an anchor point, drag the line across the screen to the place in the file that you want the line to end, and release the mouse button.
3. To move one end of the line, click and hold the left mouse button on the end of the line, and move it to the place in the file where you want the line to end.
4. To move the entire line, tap the line, click and hold the left mouse button anywhere on the line and move it 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, select from the options in the toolbar.

## Highlight your documents

**Before you begin:** The highlight annotation can be used on textual files only.



1. Click  to select the text highlighter. By default, the last-used color is selected.
2. Use the highlighter as you would use a pen to highlight text in your file.
3. To change the highlighter color, select the down arrow next to the  icon and select the desired color.  
Once selected, the highlighter color menu closes.
4. To change the color of the highlighted text, select it, and then select the desired color.
5. To delete the highlight click  in the annotation bookmark pane and select **Delete**.
6. To select the highlighted text after creating the highlight, select any part of the highlighted text, or select the highlight in the annotations bookmark pane. You can then click the highlight and edit the color or delete the highlight, as described previously.

## Add a sticky note

1. Click , and select the location on the file where you want to add the sticky note. By default, the last-used color is used.
2. Type your comment.
3. To change the sticky note color, select the down arrow next to the  icon and select the desired color.  
Once selected, the highlighter color menu closes.
4. To edit the note, select the sticky note and edit as desired.
5. To move the note, select the sticky note and move it to a new location within the file.
6. To delete the sticky note, click  in the annotation bookmark pane and select **Delete**.


## Review annotations

**Before you begin:** When an annotation is created on a file, it is added to annotations bookmark pane on the right side of the screen. Annotations are listed in the annotation bookmark pane and appear by default in the order they were created. The annotation bookmark pane can be expanded and collapsed as needed and the list can be filtered according to the type of annotation or by the user that created them. Annotations can be searched based on the user who created them or by contained text.

- To filter annotations, in the annotation bookmark pane, select  and then choose to filter by annotation type or user.
- To search annotations, enter the user name of the creator, or contained text into the search field in the annotation bookmark pane.
- To move an annotation you created, select it and then move it to a new location on the file.
- To change an annotation, you created, select the annotation and then change the details (color, thickness) of the annotation according to your wishes.
- To delete an annotation you created, click  in the annotation bookmark pane and select **Delete**.

## Share annotations

There are two methods to share your annotations using BlackBerry Workspaces app for Mac. As the file owner, you can **Send a copy** of the file to others and chose to include the annotations when sending, or, as a file contributor, you can create annotations in the viewer, then **Share Annotations** with another user who already has workspace access to the file.

1. Create annotations in viewer.
2. Click  > **Share Annotations**.
3. Select recipient(s) to receive your annotations.

**Add individual recipient(s)**

Type a name, email address, or distribution list in the **To** area.

**Add all permitted members**

Select the **Add all permitted members link** above the **To** area


**Remove all permitted members**

Select the **Remove all permitted members link** above the **To** area.

4. Optional: Type a new subject in the **Subject** area.
5. Optional: Type a personal message in the **Message** box.
6. Click **SHARE** to share your annotations with the selected recipients.

## Erase annotations

**Before you begin:** You can delete annotations you have created, or that were made by others on files you own. The annotations bookmark pane on the right side of the file screen provides a list of all the file annotations on a file.

To delete an annotation, click  next to the annotation you wish to delete, and then select **Delete**. The selected annotation is deleted.

# 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. Define roles when you create a workspace, and change or remove roles later by editing access.

There are three standard roles with pre-defined 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	-	-	-	-

<b>Spotlight view</b>	-	-	Spotlight view only (blurred outside of subject area to block over the shoulder viewing)	-	-	-	-
<b>No access</b>	-	-	-	-	-	-	-

## 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.

# Read acknowledgement

Requiring read acknowledgement on files enables you to track and verify who has read a file.

Place the requirement on all files in a workspace, and when sending a copy of a file. The process requires anyone with access to the file to acknowledge reading the file when opened in the viewer.

In the case of a sent file, the sender receives notification that the file has been acknowledged. In the case of a workspace, the workspace administrators receive the notification.

The **Read acknowledgement required** toggle option is displayed only when creating new workspaces in organizations where the feature is enabled according to policy, and applies to all files added to the workspace.

# Accessing BlackBerry Workspaces Support

If you encounter a problem, you can contact BlackBerry Support.

## Open the BlackBerry Help Center

1. Click the BlackBerry Workspaces icon in the menu bar, and select **Preferences**.
2. Click the **Help** tab.
3. In the **Help Center** area, click **Learn More**.  
The online BlackBerry Help Center portal opens, where you can browse for help, view product updates, and access additional training resources.

## Access the BlackBerry myAccount Support portal

1. Click the BlackBerry Workspaces icon in the menu bar, and select **Preferences**.
2. Click the **Help** tab.
3. In the **Support** area, click **Learn More**.  
The online BlackBerry myAccount support portal opens, where you can browse for self-service tools and access enhanced management capabilities for your account.

## Generate and send log files

**Before you begin:** If you encounter an issue, generate log files to send to BlackBerry Support to help with their investigation.

1. Click the BlackBerry Workspaces icon in the menu bar, and select **Preferences**.
2. Click the **Help** tab.
3. In the **Support Logs** area, click **Generate logs**.
4. Do one of the following:
  - Click **Send** to generate the log file and to send it by email. An email opens with a zipped log file attached; add your comments and send your mail (**Send** is available where your default mail client allows other programs to add attachments only).
  - Click **Save** to generate and save the log file on your computer to send later.



# Uninstalling the BlackBerry Workspaces app for Mac

If it is necessary to uninstall the BlackBerry Workspaces app for Mac, perform the following steps, depending on which Mac OS you are working on.

**Note:** You do not need to uninstall BlackBerry Workspaces app for Mac when upgrading the application.

## Uninstall the app

**Before you begin:** Quit the BlackBerry Workspaces app for Mac.

1. In **Finder**, click the **Go** menu in the menu bar, and select **Go to Folder**.
2. Enter the following: `/Applications/BlackBerry Workspaces.app/Contents/SharedSupport/Uninstall Workspaces.app`
3. Click **Go**.
4. Follow the instructions to run the uninstall wizard.

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