

BlackBerry Work Client User Guide for iOS Devices

Product Version: 2.7
Last updated: 27-April-17



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Welcome to the World of Secure Mobile Collaboration!

Congratulations on choosing the BlackBerry Work™ app for your mobile device. BlackBerry Work now provides you with a secure, synchronized connection to your company email account so you can send and receive email, view attachments, manage your calendar, and even look up and add important contacts while away from your desk and on the go. From the BlackBerry Work Launcher, you can also launch all your other permitted BlackBerry Dynamics apps that are installed and activated on your device.

In concert with these other BlackBerry mobile applications and services for iOS, BlackBerry Work leverages push notifications to instantly alert you to new mail and IM/chat requests from colleagues. The Presence feature shows you who among your contacts is available for online communication, who's busy, and who's offline.

Easy to use and navigate intuitively, stepwise instructions for all the app's features are included in this guide. No special training is necessary. If you've got an iPhone, iPad, or even an iPod, you're ready to get started. It all begins with downloading the app and activating it on your device(s).

Getting Started: App Installation and Setup

You can install your app using an access key or the BlackBerry UEM Client.

Using an Access Key

As soon as your IT administrator adds you to the system, you'll receive an email message telling you to download the BlackBerry app from Google Play if you haven't done so already. Included in this email will be your registered corporate email account and the 15-digit access key you'll need to activate the app after it's installed. You can also generate an access key from your organization's self-service portal. If you do not know how to access your self-service portal, contact your administrator.

Note: If allowed by your organization, you can activate BlackBerry Notes using Easy Activation. An Easy Activation key, when permitted, is supplied by another BlackBerry Dynamics app like BlackBerry Work if it is installed on your device. If available, you can activate BlackBerry Notes using the login password for the activation app. Contact your administrator to see if this is an available option.

With your activation email or self-service information handy, here's what to do:

1. Make sure your Android device is fully charged and that it has a strong wireless connection.
2. On your Android device, click the link to the Google Play included in your invitation email or go directly to Google Play and enter a search for "BlackBerry Tasks," then download the BlackBerry Tasks app  by tapping **INSTALL**.
When you do, you'll be asked to accept the BlackBerry Tasks' device access requirements.
3. Tap **Accept**, and BlackBerry Tasks is automatically downloaded and installed on your device.
4. Once installation completes, tap **OPEN**, then enter your **Email Address** and your **Access Key** from your email invitation, and tap **Go**.

Getting Started: App Installation and Setup

5. When secure communications have been established, set your application **Password** and confirm it, then click **Go**.
6. Enter your corporate email account **Password** and tap **Next**.

Note: If your system administrator has enabled Kerberos authentication, you are prompted to also enter your domain each time you log on for a new session in BlackBerry Work. However, this also means you do not have to provide credentials for access to other BlackBerry apps during the same session. For more information about Kerberos-constrained delegation, contact your support team.

If your enterprise uses RSA multifactor authentication, see [Using RSA Soft-Token Authentication](#) below.

7. Finally, as indicated, tap the **BlackBerry** launcher to begin using the app.

Using the BlackBerry UEM Client

If you have installed the BlackBerry UEM Client on your device and your administrator has allowed the BlackBerry UEM Client to manage the activation of BlackBerry Dynamics apps, you do not have to use access keys to activate your app or any other BlackBerry Dynamics app that you want to install. 1.

1. If the app was not automatically pushed to your device by your administrator, open your Work Apps app and install your app. If you do not see your app in your work apps catalog, contact your administrator to make the app available to you.
2. On your device, tap BlackBerry Tasks.
3. Click Allow to allow BlackBerry Tasks to send notifications.
4. Tap Set up using BlackBerry UEM Client.
5. Enter your password for the BlackBerry UEM Client.

Note: If your system administrator has enabled Kerberos authentication, you are prompted to also enter your domain each time you log on for a new session in BlackBerry Work. However, this also means you do not have to provide credentials for access to other BlackBerry apps during the same session. For more information about Kerberos-constrained delegation, contact your support team.

If your enterprise uses RSA multifactor authentication, see [Using RSA Soft-Token Authentication](#) below.

6. Wait while the activation completes and then click I agree to accept the end user license agreement.
7. Finally, as indicated, tap the **BlackBerry** control to begin using the app.

Apple Watch Setup

BlackBerry Work is supported on the Apple Watch. Use the instructions at <https://support.apple.com/en-us/HT204505> to make the application available to you on your Apple Watch, once it is installed on your iPhone.

Click My Watch  in the bottom toolbar.

Turn on "Show App on Apple Watch."

Using the BlackBerry Launcher

The Launcher allows you to quickly switch between the BlackBerry application currently open and any other BlackBerry Dynamics apps on your device. You can move between Mail, Calendar, Contacts, and Docs when BlackBerry Work is installed, and BlackBerry Tasks and Notes when installed. The Launcher also gives you access to Quick Create tools for email, contacts, calendar events, and tasks, along with access to your configurable BlackBerry Work application settings.

- a. To open the Launcher, tap . The Launcher is always visible when BlackBerry Work is in the foreground, but you can move it.
- b. To move the Launcher, touch it, then slide it to place it anywhere on the screen.
- c. To open any of the apps listed, tap one of them.
- d. To open the quick Create New menu, tap .
- e. To open your application **Settings**, tap .
- f. To close the Launcher, tap .

Tapping one of your primary BlackBerry Work components, switches you to one of the following:

- [Mail](#)
- [Calendar](#)
- [Contacts](#)
- [Docs](#)

Optional apps that integrate with BlackBerry Work include:

- BlackBerry Tasks
- BlackBerry Notes
- Chat (requires installation of BlackBerry Connect—free download from the App Store)
- Browser (requires installation of BlackBerry Access—free download from the App Store)
- BlackBerry Appstore (requires installation of BlackBerry Access) – a growing ecosystem of secure BlackBerry Dynamics apps designed to maximize your mobile productivity is available from BlackBerry and its certified partners in the BlackBerry Dynamics Marketplace. Contact your IT Department or enterprise mobility office to see if these apps are available to you.

Tap any app on the Launcher to open it.

You can switch between Mail, Calendar, Contacts, and Docs, or Tasks, Notes, and Chat (when BlackBerry Connect is installed), by tapping the Launcher.

Note that on iPhone 6s and later devices you can also display the list of BlackBerry Work apps by using 3D Touch on the BlackBerry Work icon on the device home screen, and then selecting from the BlackBerry Work apps displayed (if policy allows); the BlackBerry Calendar widget is also displayed, if it has been added to the device widgets.

Displaying Your Email

When you open BlackBerry Work for the first time, your email Inbox is displayed. This email list is re-synced with your Outlook account upon launch. It also re-syncs every ten minutes while you are using the app. You can swipe down on the list to force a sync at any time.

Tap  at the bottom left of the screen to toggle between your complete Inbox list of email and a filtered list that you define.

Tap **Filter By** at the center-bottom of the screen to filter the list by unread, flagged, and/or VIP email, and/or email with attachments (tap  first if Filter By is not displayed). Unread email is the default filter.

You can display other email folders by tapping the  icon.

You can order the list by date, sender, or subject. To choose, tap on whichever is currently displayed: By Date, By Sender, By Subject.

You can choose ascending or descending order by typing the  icon.

To mark an email as read, or create a task from within it, swipe right on it.

To delete an email, swipe left on it.

To select multiple emails to mark as unread, report phishing, or flag, or to move multiple emails to a new folder, or to delete them, tap .

You can search for an email using the Search field, create a new email with , or use the Launcher  to open a different BlackBerry Dynamics app from the main tasks window.

Understanding Mail Tools

When you start using BlackBerry Work, first you can see your **Inbox**.

Tap an email in your inbox to open it. You'll find that your BlackBerry Work email tools parallel what you can do on your office computer desktop. So, from top to bottom, let's go through just what you can do.

- Tap  **Inbox** to return to your Inbox.
- Tap  to open the previous email in the list.
- Tap  to open the next email in the list.
- Tap **more...** to reveal the full list of recipients. Tap **Hide** to collapse the list.
- Tap  to view the list of attachments.
- Tap  to flag this email or to mark it as "unread." This places a yellow flag or a blue dot next to the email in the respective inbox or folder. You can also invite the sender to a meeting, print the email (if Breezy is installed on your device), report phishing (if enabled by your administrator), or create a task from within the email (if BlackBerry Tasks is installed on your device).

Understanding Indicators and Alerts

- Tap  to move this email to a different email folder.

Note: Up to 7,000 folders are supported.

- Tap  to move this email to your **Deleted Items** folder. It won't be permanently deleted until you explicitly remove it from the folder. See [Deleting a Mail](#).
- Tap  to **Reply**, **Reply All**, or **Forward** this email.
- Tap  to compose a completely new email, which will be excluded from the current thread.

Voltage: If you have the Voltage for GD app installed on your device and you receive a Voltage email in BlackBerry Work, download the email's attachment and you will be taken to the Voltage app to read its contents.

Understanding Indicators and Alerts

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

Presence

The Presence indicator shows you the current online status of your enterprise colleagues—those who have an active account on Microsoft Lync. If your enterprise doesn't use Lync for IM and desktop collaboration, the BlackBerry Work Presence indicator will not be visible.

Situated on the lower right of the contact's photo (or initials if a photo is unavailable), the Presence indicator shows the current work status of the contact.

Green - Available

Orange - Busy

Red with white bar - Do Not Disturb

Yellow - Away

Gray - Offline

New/Unread Mail

Unread mail is indicated with a blue dot next to the name of the sender. The subject line of the message is also shown in blue.

Importance

When an orange exclamation point is shown, the sender has marked this message as "Important."

Event and New Mail Alerts

Event and New Mail alerts come in three forms—a notification, a sound, or both. You can configure the notification and the sound in BlackBerry Work [Settings](#).

BlackBerry Work alerts display at the top of the screen when your device is in use, and on the lockout screen when the device is idle. Remember, however, that you must be connected to the Internet by Wi-Fi or your wireless service provider to receive these real-time alerts.

Notifications for iOS

BlackBerry Work for iOS relies on Apple Push Notification Service (APNS) to receive changes (new or updates) to your inbox, contacts, and calendar. This provides near real-time updates to the client based on Apple's APNS performance.

Both Foreground and Background notification processing work in the same way; each time the application is launched, the mailbox is synchronized. However, unless your enterprise IT has deployed BlackBerry Enterprise Management Server (BEMS), iOS users do not receive near real-time updates to their Exchange account.

To troubleshoot:

1. In iOS **Settings**, check **Notifications** for BlackBerry Work and enable your preferences.
2. Check iOS **Settings** > **General** > **Background App Refresh** and make sure BlackBerry Work is allowed.

iOS gives preferential treatment on APNS and Background App Refresh to frequently used applications on a device. Allow up to a day of normal use on BlackBerry Work before the notification flow becomes normal.

Added Security Feature for Detailed Notifications

After a configurable amount of time (12 hours by default), if BlackBerry Work has not been unlocked and actively used on a device, the BEMS Push Notification Service removes details about individual email messages from notifications displayed on the device. Message details in notifications sent by the BEMS Push Notification Service resume when BlackBerry Work is next unlocked and used on the device.

Managing Notifications and Sounds

The **Notifications & Sounds** settings for **Mail and Calendar** are accessed from the [Settings](#) menu. You can set or turn off notifications and sounds for mail rules, the VIP list, for general mail, and calendar.

Mail Rules

You can create rules for push notification alerts to notify you who an email is from (specific individual or group) and if it is marked "Important." Rules associate a particular sound (alert) with a type of sender that you define.

To add a mail rule, go to Settings > Notifications & Sounds > Mail > Mail Rules, and tap the **+** button in the top right corner. Enter the name of the rule and select the mail sound. You can turn off the mail notifications for that rule so that they do not appear on the locked screen and in the notification center.

To add filters (sender mails or subject keywords) to the rule, tap . You can also set the High Importance filter.

Save or cancel your changes.

Searching and Sorting Mail

To edit an existing rule, tap on its name in the **Mail Rules** list.

To delete a rule or reorder the list of rules, tap the  button.

VIP List

You can turn on or off notifications and select a VIP mail sound for some or all of your contacts in the VIP list. You can also define individual notification settings for each of your VIP contacts by tapping their name.

General Mail

You can turn off all the mail notifications and sounds, or you can turn them on for Mail Rules and VIP List or for Mail Rules, VIP List, and General Mail from Active Notifications & Sounds.

Calendar

You can turn on or off calendar notifications, and select a sound for them.

Searching and Sorting Mail

You can search your emails for a particular string, for a particular sender, for a subject, and/or by when the message was sent—All, Today, Yesterday, This Week, Last Week, This Month, Last Month. If it is in one of your synchronized mailboxes, BlackBerry Work will find it. And, if not found locally (on the device), BlackBerry Work conducts a server-side search.

To search for a particular email or collection of emails:

1. Open a mailbox or folder, typically your BlackBerry Work **Inbox**, and tap in the **Search** field
2. Enter the full or partial text string you seek, then tap **Search**.
3. Tap one of the following:
 - a. **All** (to search all fields in message)
 - b. **From** (to look for a matching sender only)
 - c. **Subject** (to look for a match in the message subject only)
 - d.  for **Advanced** search, to refine your search criteria and also look for flagged messages and/or those with attachments, then tap **Apply**.
4. Select from the results presented or further refine your search criteria and try again.

You can also sort your emails by date, sender, or subject, and arrange them in ascending or descending order by tapping **By Date** (default), and selecting another option that you want: **By Sender** or **By Subject**, then tapping the arrow.

Using Shortcuts

Shortcuts let you take action fast on any email in your inbox without opening the item. Just tap and slide an item to the right or left to reveal your shortcuts.

Managing Mail

- Swipe right, then tap **Mark as Read/Unread** to list an open email as read/unread.
- Swipe left, then tap **More** to reveal a whole menu of email actions, including:
 - Reply/Reply All** – send a response to the sender and/or every other recipient of the original.
 - Forward** – forward the message to others.
 - Flag** – mark the message for follow-up.
 - Mark as Read/Unread** – change the listed status of mail.
 - Move Message...** – move this email to another folder.
 - Invite to Meeting** – create a new event with the subject of the email.

Or **Cancel** the menu and return to your Inbox.

- Tap **Flag** to mark the message for follow-up. This gives you the same result as tapping **Flag** in the menu above.
- Tap **Trash** to move this item to your **Deleted Items** folder.

Note that on iPhone 6s devices you can preview an email and access the shortcuts available to it by using 3D Touch.

Managing Mail

Use BlackBerry Work to access and manage your company email account similarly to Microsoft Outlook on your desktop. However, with BlackBerry Work you can do it on the go, regardless of the pace you set.

Composing a Mail

You can launch a new email message from your Inbox or another mailbox, from Contacts, or from Calendar.

You can choose the font and font color to use by using the Launcher to go to Applications/Settings/Mail/Fonts and enabling Use Custom Fonts. Tap New Mail or Reply or Forward to choose the font and color you want.

From your Inbox or any folder, tap   (in Contacts and Calendar tap ), then:

1. In the **To** field, enter your intended recipients separated by a comma.

As you begin to enter a name, BlackBerry Work searches your saved Contacts and the company's Global Address List (GAL) for the closest match. Continue entering the email address of a recipient who is not a saved contact or is otherwise outside your enterprise. When finished, double-tap the email address (now in red), then tap **Add to Contacts** to immediately add this person to your contacts. For more information, see [Managing Contacts](#).

When composing a new email, you can remove one or more suggested recipients cached based on the **Sent Items** folder.

If you enter an incorrect (non-existent) address, the Send icon is flagged  and an error prompts you to correct the address or send the email anyway.

2. Tap in the **Cc/Bcc, From** field to expand it, then tap in the respective field, **Cc** or **Bcc**, to copy additional recipients.
3. Tap in the **Subject** field to enter the subject line of your email.

Managing Mail

4. You can attach a file or add a link to the email by tapping **...**. For more information, see [Sending Attachments and Links](#).
5. You can also mark an email as high or low priority.
6. Tap in the body of the email form and compose or edit your message:
 - a. To select a word or all the text, long-press it and tap **Select** or **Select All**.
You can expand or narrow your selection by dragging the left or right handles of the selection.
 - b. To **Cut, Copy, Replace**, to format (**Bold, Italics, Underline**), or to **Define** your selection, tap the relevant toolbar item after selecting the text that you want to edit.
 - c. To **Paste** a cut or copied selection, long-press elsewhere in the message body.
7. When your message is complete, tap **➤** to send it (or tap **Cancel** to **Delete Draft** or **Save Draft**).

Restrictions on Mails

You can define (policies on) how recipients can use your mail when you compose a new message by setting the following restrictions:

- Mail cannot be edited
- Mail cannot be exported
- Rights Management Protection cannot be removed
- Mail cannot be extracted
- Mail cannot be forwarded
- Mail recipients cannot be modified
- Mail cannot be printed
- Mail cannot be replied/replied all to
- For your eyes only (print)
- For your eyes only (no print)
- Content expires (in a given time)

Expired messages are deleted automatically, but their headers are kept.

Restricted mails are marked with the restriction icon. To see details on the restriction, tap the icon.

Add new image: IRM.png (sources are also attached, two png ad one ppt file)

Responding to a Mail

You can choose the font and font color to use when replying to an email by using the Launcher to go to Applications/Settings/Mail/Fonts and enabling Use Custom Fonts. Tap Reply or Forward to choose the font and color you want.

To reply to an email:

1. Make sure the email you want to respond to is open.
2. Tap  in the toolbar at the bottom of the screen. Tap either **Reply** or **Reply All**.
Remember that **Reply** responds to the original sender only, whereas **Reply All** addresses your response to all the original recipients of the sender's email, preserving the discussion thread.
3. The compose form opens with the recipients and subject line already populated and the existing discussion thread appended, ready for you to compose your reply.
4. Specify a classification (NONE, INTERNAL, or CONFIDENTIAL) and caveat (NONE, NO FORWARD, or NO REPLY).
5. Include an attachment or add a link by tapping , then follow the steps in [Sending Attachments and Links](#).
6. When your message is complete, tap  to send it (or tap **Cancel** to **Delete Draft** or **Save Draft**).

Forwarding a Mail

Forwarding an email is very similar to sending a Reply or Reply All, except that you have to supply the name(s) for the new recipients.

To forward an email to recipients outside the current distribution:

1. Make sure the email you want to respond to is open.
2. Tap  in the toolbar at the bottom of the screen, then select **Forward** by tapping it.
The unaddressed compose form opens with the original discussion thread appended.
3. Enter your intended recipients, separated by commas.
4. Include an attachment or add a link by tapping , then follow the instructions under [Sending Attachments and Links](#).
5. When your message is complete, tap  to send it (or tap **Cancel** to **Delete Draft** or **Save Draft**).

Sending Attachments and Links

The type of files and links you can attach in a secure BlackBerry Work email message depends on where the source is located (on the device, on an enterprise file share, SharePoint, or Box site) and whether your BlackBerry Work policy allows the file type.

To include an attachment or a link:

1. In a new or a reply/forward message, tap , then tap **Add Attachment** or **Add Link**.

Managing Mail

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

- **Take Picture or Video** – activate your device's camera. As soon as you take a picture or a video, it is added to your message as an attachment.
- **Photo Library** – access your native Photo repository to choose an existing picture file.
- **Docs** – launch BlackBerry Work Docs to browse your local device repository and/or enterprise data sources for the file(s) that you want to attach. After making your selection(s), tap **Attach** at the bottom of the screen. See [Managing Your Documents](#) for details on navigating and managing your data sources.

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

If you have not done so yet, address the email, enter a subject, compose your message, and send it with the selected attachments and links included.

Deleting a Mail

Removing an email from a mailbox using the  tool does not erase it immediately. Instead, the selected email is moved into the **Deleted Items** folder, from where you can retrieve any discarded items until you delete them permanently.

To move an email to the **Deleted Items** folder:

- a. Tap  and select each message that you want to delete by tapping it, then tap **Delete** at the bottom of the screen; or
- b. Swipe left on an unopened email and tap **Trash**; or
- c. Open the email that you want to remove and tap  in the toolbar at the bottom of the screen.

To view the contents of your **Deleted Items** folder:

1. Tap  in the upper left-hand corner of any mailbox or folder.
2. Tap **Deleted Items**.
3. Tap and slide left on any single item, tap **Trash**, then **Delete**.

You can also search for a message or tap  to select any message(s) that you want to delete. After making your selection (), tap **Delete** at the bottom of the screen. Or tap **Delete All** to remove all the messages without making a selection.

You are prompted to confirm the deletion.

4. Tap **Delete** to permanently delete the emails. Tap **Cancel** to abort the removal.

Moving a Mail to a Different Folder

For better management and organization of your messages you have a couple of options for moving items to a different folder/location.

To move a single email to another folder:

1. Open the email you want to move.
2. Tap  to view the list of available folders.

Note: Currently, new folders can only be created on (a) your desktop Outlook application or (b) in the OWA app in your browser.

3. Tap the destination folder for the email you are moving.

To move multiple emails to another folder:

1. Tap  at the top of the mailbox or folder.
2. Tap each of the items you want to move so that the empty circle becomes .
3. Tap **Move** at the bottom of the screen.
4. Select the destination mailbox or folder.

Moving Between Folders

To move between folders so you can take stock of the respective contents:

1. Tap  in the upper left of the screen, then select from the available list of folders and mailboxes by tapping one, and its content is displayed.
2. Open any listed item by tapping it.
3. Return to the list of folders and mailboxes by tapping  again.

Understanding Smart Filters/Smart Folders

BlackBerry Work's smart filters help you organize your unread email for pending action without having to manually move items to/from your user-defined folders.

To take advantage of smart filters, you can mark/unmark a contact as VIP (see [Adding a Contact to Your VIP List](#)), group emails by High Priority (importance), add a flag as a reminder to follow-up on the message, and/or mark an email as read/unread. Mail marked in any of these ways is automatically added to a corresponding smart folder, as well as remaining in the Inbox list or in the user-defined folder where you move it.

In the same way, mail received on the current day are grouped in the **Today** folder, and emails with pending meeting invites and emails with attachments are grouped in their own smart folders for easy access.

To access your smart folders:

1. Tap  in the upper-left of your screen.
2. Tap the smart folder desired. Smart folders are listed at the top of your **Folders** list.
3. Browse the list, then open the filtered item that you want by tapping it.
4. Tap  again to return to Folders.
5. Tap **Close** to go back to where you started from or tap **Inbox** to return to your unfiltered Inbox.
6. To modify the list of smart folders, tap Edit, then select or deselect the folders that you want to appear in your smart folders list.

Saving Attachments

You can save files attached to emails in a containerized Docs repository on your device.

Note: You can open/play audio files only when you use a headset.

To save a single email attachment to the device:

1. In the open message containing the attachment, tap the paperclip  adjacent to the date and time in the **Subject** line. The number of attachments included in the message is shown next to the paperclip.
2. In the list of attachments, tap the one that you want to download and save. The download progress indicator is displayed next to the attachment.
3. When the item indicates "Downloaded", tap it again to open it.
4. Tap  in the upper right of the screen, then tap **Save to Docs**.
5. Select a repository or recent folder by tapping it, or tap  to create a new folder, give it a name, then tap **OK**.
6. Tap **Save** at the bottom of the screen.

To save multiple attachments:

1. Tap  in the open email, then tap **Select**.
2. Select the attachments to save by tapping them ( = selected), or tap **Download All**.
3. Tap **Save**.
4. Tap **Quick Save** or **Choose Destination** to select a location where to save the attachment(s), or tap  in the Docs repository to create a new folder.
5. Tap **Save**.

To view saved files:

1. Tap the Launcher .
2. Tap the Docs icon .
3. Browse your **Local Docs** for the folder/file you want.
4. Tap to open.

Tapping on a BlackBerry Workspaces document link in a BlackBerry Work email or event launches BlackBerry Workspaces and downloads the associated document on your device.

For additional guidance on using BlackBerry Work Docs, see [Managing Your Documents](#).

Using PDF Presentation View with Timer

The presentation view for PDF files works with downloaded **.pdf** attachments, as well as with PDF files in your **Local Docs** and online repositories (**File Share**, **SharePoint**), and **Box**. See [Managing Your Documents](#) for more on BlackBerry Work Docs and working with repositories.

Managing Mail

Equipped with a timer and basic transition controls, you can run your presentation directly from your mobile device and even connect to a projector or flat screen TV with an [Apple HDMI adapter](#).

To use PDF Presentation View:

1. Open a **.pdf** attachment in an email:
 - a. In the open message containing the attachment, tap  adjacent to the date-time in the **Subject** line. The number of attachments included in the email is shown next to the paperclip.
 - b. In the list of attachments, tap the one that you want to download and save.
 - c. When the item indicates "Downloaded", tap it again to open it.

Or, open a **.pdf** file in a Docs repository—**Local Docs**, **File Share**, **SharePoint**, or **Box** (see [Viewing, Editing, Moving, and Sharing Files](#)).

2. Tap  in the upper-right of the screen and select **Presentation View** by tapping it. This reveals a presentation toolbar at the top of the screen.

- Tap  to start a rehearsal timer.
- Tap  to transfer control to a remote control, when available.
- Tap  to list page thumbnails in multiple rows.
- Tap  to list your slide transition options:

- ▶ **Fade**
- ▶ **Flip**
- ▶ **Page**
- ▶ **No Animation**

Select one by tapping it.

- Tap  exit **Presentation View**.

Choosing Mail Folders to Sync

You set the mail synchronization interval for BlackBerry Work in [Settings](#). By default, this Sync setting applies to your Inbox only. However, you can also choose to keep any or all of your other email folders automatically in sync with your enterprise Exchange account. Otherwise, an out-of-sync folder will update only when opened.

Note: The number of folders you choose to automatically sync will proportionately increase battery and data usage. If you notice a significant decrease in battery life and/or an unacceptable increase in cellular data usage, you may want to consider reducing the number of email folders that are synchronized automatically.

To choose which email folders to keep synchronized with your enterprise Exchange account:

1. From your Inbox or other mailbox, tap  in the upper left of the screen.
2. Tap **Edit** in the upper right of the **Folders** display.
3. Click on **Managed Synced Folders**.

4. Tap a mailbox folder to select/deselect it;  indicates a selected folder.
5. Tap **Done** to save your changes.

Managing Contacts

Every time you open BlackBerry Work, your contacts are synchronized with your enterprise Outlook account. With BlackBerry Work, you can also add contacts, edit a contact's relevant information (email address, phone numbers, physical address, and more), as well as delete contacts you no longer want in your list.

Then, once you've captured this information for a contact, you now have it at your fingertips, making it easy to exchange secure instant messages using BlackBerry Connect, send an automatically addressed email, call phone number(s) if your device is so equipped, send a text message to a contact's mobile phone, locate the contact's work address on Maps, and add or remove contacts from your VIP list, which issues special alerts and notices when a message is received from one of your designated VIPs.

Viewing a Contact

There are a number of ways to open contact information for a specific individual. These include:

- Opening Contacts from the Launcher (see [Using the BlackBerry Work Launcher](#)).
- Opening Contact information for a [Calendar Event](#).
- Opening Contact information from an email.

We'll address the last method here. You can jump to the other two methods ([Launcher](#) and [Calendar](#)) by tapping the respective link.

To open a contact's record from an email:

1. Open an email received from the contact who you are looking for.
2. Tap the contact's name at the top of the opened message.
3. View all the information for this contact that is currently on file.
4. To review your email correspondence with this contact, tap **History**. Tap a message to open an item.
5. To see the position of this contact in the team or organization, tap **Team**.

To open contact information for another recipient of the email, tap a name in red.

Adding a Contact

You can add individuals to your contacts list directly from an email or manually. To add a contact manually—typically someone from whom you have not yet received an email—see [Using the BlackBerry Work Launcher](#) and, specifically, [Using the Quick Create Tool](#).

To add a contact from an existing email:

1. Open the email.
2. Tap the name of the sender or one of the recipients. Recipients are listed in red as discussed in [Viewing a Contact](#).
3. When the Contact information screen opens, tap **Add to Contacts**.

This opens the contact form for editing with the available information for this individual pre-populated. Add or change the information in accordance with the instructions found in [Editing Contact Information](#).

Editing Contact Information

To change some or all of a contact's existing information, tap **Edit** in the upper right of the Contact screen, then use the following methods to make changes:

- Tap in a field to change it.
- Tap , then **Delete** to remove a field.
- Tap  to add information—another phone number, another email address, or another street address.
- Tap in the **Notes** field to insert any additional information on this contact.
- Tap **Done** when your changes are complete.
- Tap **Delete Contact** to remove this contact from your Contacts list. BlackBerry Work prompts you to confirm the deletion. tap **Cancel** to abort.

Sending a Mail

To send an email to a contact whose record is open in BlackBerry Work, tap the email address or mail icon . Then, with the exception of having to address the email, follow the instructions in [Composing a Mail](#).

Sending a Text Message

To send an insecure message to a contact's device:

1. Tap  next to the contact's phone number. To ensure that the message is received, check that the number is for a chat-enabled mobile device.
2. Type your message, then tap **Send**.

Dialing a Contact's Phone Number

To call a contact by phone:

Tap  next to the number you want to call.

Adding a Contact to the VIP List

In BlackBerry Work, VIPs are contacts you designate for priority handling. Then, with VIP Notifications turned on, you can turn on an alert sound or have the phone vibrate or both when a VIP's message is received, even when **Email Notifications are disabled**.

To add a contact to your VIP Contacts (see [Using the BlackBerry Work Launcher](#) to quickly access **Contacts**):

1. Open the contact's record.
2. Swipe up until you see **Add to VIP List** at the bottom of the screen and tap it.

Managing Calendar

This individual's name, title, and email address are now displayed in your Contacts list in blue, accompanied by a blue star.

Tap **Remove from VIP List** to reverse the designation.

To set a special alert notification rule for this contact, see [Understanding Indicators and Alerts](#).

To view the complete list of your VIP contacts, tap , then tap **VIP** to open the list.

Searching Contacts

To search for a particular contact:

1. Open Contacts.
2. Tap in the **Search** field.
3. Enter a partial search string that begins the contact's name, first or last.

The more specific your search string is, the closer the matching results will be, first reflecting matches in your Contacts list, followed by any matches in your company's Global Address List (GAL), where applicable. When you find the individual you're looking for, just tap the listing to open the associated contact information.

You can also search for other fields in the contact profile, for example, title, location, and so on.

Managing Calendar

You can stay on top of your appointments and meetings when you're away from your desk. Now, you can accept or decline meeting invitations while on the go, and even send quick notes to other meeting attendees to tell them you're running late, won't be able to make it, or you need to cancel the meeting altogether.

Viewing Your Schedule and Tasks – Month, Week, Day, or Agenda (List)

BlackBerry Work offers you different views of your calendar—by the month, by the week, by the day, or in agenda list form—all with just a tap and/or a swipe.

To see your calendar and change the focus:

1. Open Calendar from the Launcher (see [Using the BlackBerry Work Launcher](#)). It will automatically display the current day and date.
2. Use the following tap and swipe techniques to advance or reverse through the calendar:
 - Tap **Month** at the bottom of the screen to see a whole month at a time.
 - Tap **Week** to see a whole week. In Settings, you can choose whether to display a seven-day or five-day work week,
 - Tap **Day** to see a whole day.
 - Tap **Agenda** to see a list of all appointments.
 - Swipe right or left on the dateline to scroll the days or weeks.
 - Swipe up and down to scroll the timeline in any view.
 - In **Month** view, tap a day to open the view to that date.

- Tap **Week** to view the week's scheduled events in larger context.
 - Tap any numbered date in the weekly dateline to jump to it.
3. A task count is displayed for active (blue) and completed (gray) tasks in the Agenda, Day, and Week views, if BB Tasks 2.1 or higher is installed. (Requires Exchange 2013 or higher.) Tap on a blue or gray box to open BB Tasks and display the active or completed tasks for the given day. Tap  to return to the Calendar screen.

Calendar Folders

BlackBerry Work synchronizes with Outlook to display your calendar folders in your device calendar. Tap the  icon in the Calendar app to display the Calendar folders page.

Tap a folder to select/deselect its calendar for display in your device calendar. The status bar's color for an event in the calendar will reflect which folder the event is contained in.

To select a color for a folder, go to My Calendars in Calendar Settings.

Tap > for a folder to display a list of colors.

Tap a color to assign it to a folder. The default is to assign colors to a list of folders in the order that the colors appear in this window.

Opening a Scheduled Event

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

To open an Event:

1. Locate the event in **Agenda**, **Week** or **Day** view and tap it.
2. Scroll up or down in the Event record to see all of its contents.
3. If you haven't accepted or declined this invitation, you can see your available options near the top of the screen. Tap the one that's appropriate.
4. You can choose to respond with or without comments or not to send a response at all. Again, tap the one that's appropriate or tap **Cancel** to abort the action.
 - If you are using an iPhone and a phone number is provided for conferencing, just tap it to automatically call the number.
 - If a conference URL for sharing and collaboration is provided, just tap it to launch the conference web site in your device's browser, if supported.

Searching for an Event

The Agenda view provides a search field to help you find a particular event. Begin typing in any portion of the event's title. All matching strings will be displayed in a list.

Contacting Event Attendees

With a calendar Event record open, you can contact the organizer and attendees without having to look up their contact information. Tap a name and you can access the individual's information in Contacts, with options for phoning, sending a text message, or emailing to them directly. Also, in Calendar, you can quickly send a note to the meeting organizer about your status.

To view contact information for the organizer, tap the name.

Tap the **Required** field to expand the list of attendees, then tap a name to see their information in Contacts.

To send a quick email to the event organizer and other attendees about your status, or to forward the original meeting invitation to others:

1. Tap  at the top right of the screen.
2. Select from the options listed by tapping one:
 - **I'm running late!** sends quick note to the meeting organizer. You can select one of the preset messages or tap **Write own response...** to compose a more specific note.
 - **Forward Event** sends the original invitation on to others whom you would personally like to invite. As a courtesy, you should also notify the event organizer.
 - **Email Attendees** pre-populates an email with the **Event** name and the addresses of everyone invited to the meeting, then let's you compose a custom message you can send to them all.
 - **Edit event** - Change any of the event's attributes.
 - **Delete Event** removes the event from your calendar. You will be asked to confirm the deletion before it's final.

Adding an Event

To add a new event with yourself as the organizer and one or more invitees:

1. Tap  at the top of the Calendar.

This opens the **New Event** form and you can fill in the details.
2. In any order you choose prior to tapping **Add**, complete the following meeting details. Note that numbers entered in fields will be displayed as links, so that phone numbers can be entered, for example, in the Subject, Location, and Notes fields.
 - Enter a subject for the event by tapping in the **Subject** field.
 - Enter a **Location** where the event will be held—conference room, office, offsite, etc. You can enter a call-in phone number and passcode here. A setting available in Calendar settings under Passcode causes any phone number in this field to be displayed as the default. (Numbers in all fields are otherwise displayed as the default.)
 - If this is an **All Day** event, slide the indicator to ON (green).
 - Choose a start date and time by tapping the **Starts** field and using the date spinner. Tap **Starts** again to set the start date selected.
 - If you schedule an event, your availability is shown under **Participants/Organizer**.

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- Choose an end date and time by tapping the **Ends** field and using the date spinner. Tap **Ends** again to set the end date selected. Specify your time zone.
- Tap **Repeat** and then tap one of the available intervals (the default value is **Never**).
- Tap **Add Participants** to add individuals from your Contacts and GAL (each one listed will receive a meeting invitation by email from your enterprise account):
 - Tap in the **Required** field and begin typing a name, then select from the available matches.
 - Tap in **Optional** and do the same thing for optional attendance.
 - Tap in **Resources** to add resources, for example, meeting rooms.

You can remove one or more suggested participants cached based on the **Sent Items** folder.

- Tap **Reminder** to set a meeting reminder. From the list that is displayed, check when you want the reminder to be sent.
- Tap **Show As** to set your Presence while you are attending the event.
- Set **Private** to ON (green) to restrict attendance to only invitees.
- Tap in the **Notes** field to provide information pertinent to the event—conference URLs, phone number(s), agenda, and so forth.

When all the information has been filled in, tap **Add** at the top right of the screen. The new event is then added to your Calendar and the invitations are emailed to your invitees, from whom you will typically receive an acceptance email or one declining the invitation due to conflicts.

Editing an Event

To edit a scheduled event for which you are the organizer:

1. Tap the event to open it—see [Opening a Scheduled Event](#)—then tap ◻◻◻ in the upper right of the screen and select **Edit Event**.
2. If this is a recurring event, select one of the following options:
 - a. Tap **Edit This Event** to modify a single occurrence.
 - b. Tap **Edit The Series** to modify all occurrences.
3. Tap into any field to change its content.
4. Change the start/end date and time by tapping the respective date field and then selecting a new date and time from the spinner.
5. Tap **Save** to save your changes.

Calendar Delegate

You can add up to ten shared calendars on your device. You can view the added calendars and the details of calendar events.

If you are assigned the Editor role, you can accept/tentative/decline invites on the calendar for Exchange 2013 and 2016, but not for Exchange 2010; tap on a grayed-out calendar entry to accept/tentative/decline. You will receive email

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invites for shared calendars, but you cannot accept/tentative/decline them in email. You can add/edit/delete calendar events.

If you are assigned the Reviewer role, you can view shared calendars but not change them.

To add a shared calendar:

In the Launcher, tap .

On the BlackBerry Work Settings page, tap Calendar ()

Tap Shared Calendars.

Tap the Add (+) button.

In the Shared Calendars window, enter email addresses to display available calendars. You can only add calendars from the same GAL/Exchange.

To display a shared calendar, tap  in the Work Calendar view. The shared calendars you have chosen are listed on the page that is displayed. Check the box next to those shared calendars you want to display.

Managing Documents

BlackBerry Work Docs delivers the app-level encryption and data protection you need to safely share documents and other content, combined with the app-to-app interoperability you demand to get your work done. This means the most comprehensive and secure document handling across nearly any workflow imaginable, whether the data resides on the local device, in email, in SharePoint or Box, on file shares, or across multi-device synchronization. Combining security with flexibility, BlackBerry Work Docs makes it easy to access, edit, save, share, and send documents without putting corporate data at risk.

To get started using BlackBerry Work Docs: Tap  from anywhere in BlackBerry Work to open the Launcher, then tap .

Docs opens to the area last visited. To change repositories, tap  and choose the repository or related option desired.

Continue with the guidance below to learn more about using [Local Docs](#). For guidance on File Share, SharePoint, and Box data sources, see [Managing Your Online Repositories](#).

Accessing Docs Repositories

BlackBerry Work furnishes a special container on your mobile device, called **Local Docs**, within which you can securely store your enterprise documents separately from other apps and directories on the device. Your local docs will typically originate as file attachments in a BlackBerry Work email, files transferred from a File Share, SharePoint, or Box site, or photographs imported from your native Photos repository or taken on spot with your device camera.

Note: The Local Docs repository on your device will initially be empty after BlackBerry Work activation. See [Managing Files and Folders](#) for guidance on adding folders and files to your repositories.

To access a Docs repository:

1. In the main **Docs** menu, tap the repository that you want – **Local Docs**, **File Share**, **SharePoint**, **Box**, or other repositories that your admin has made available.
2. Open an individual folder or file by tapping it.
3. To select multiple files, tap , then tap the empty circle next to the individual files. If you want to select all the files, tap the topmost empty circle. Tap  to deselect the item(s).
4. To perform an action on the selected file(s), tap  at the bottom of the screen.

Managing Online Repositories

An online repository can be either of the following:

- a collection of files and folders on an enterprise server or network attached storage (NAS) that is available to all authorized users
- an enterprise SharePoint or Box site available to authorized users

With respect to the second—**File Shares**—your BlackBerry Work administrator configures your root access and any read/write/save/print permissions that apply to your mobile account, although within the access permitted, you can define additional sources by specifying a network path and giving it a new data source name.

The same is true of additional SharePoint and Box sites as long as you are an authorized user of the site you attempt to define as a new data source.

For file access issues and to request additional permissions, contact your BlackBerry Work administrator and/or your IT department.

Access to your enterprise **SharePoint** and **Box** sites gives you even more channels for near-instant mobile collaboration with your enterprise team members. Heavily used by organizations large and small for on-demand file sharing and updating, SharePoint and Box are web application frameworks developed that integrate intranet, content management, and document management onto a holistic platform.

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

You access and manage your SharePoint and Box data sources in the same way as your enterprise file shares. However, with SharePoint and Box, if you have been granted the corresponding permissions, you can check-in and check-out files. For guidance on the fundamentals of multi-author sharing, consult your SharePoint or Box documentation.

Navigating and Browsing Repositories

In addition to File Shares, SharePoint, and Box sites on your secure enterprise servers, BlackBerry Work furnishes a special container on your mobile device, **Local Docs**, within which you can securely store files separately from other

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apps and directories on the device. These Local Docs will typically originate as file attachments in a BlackBerry Work email, files transferred or copied from a File Share, SharePoint, or Box site, or photographs imported from your native Photos repository or taken on the spot with your device camera.

Note: Initially, the **Local Docs** repository on your device will be empty after BlackBerry Work activation. See [Managing Files and Folders](#) for guidance on adding folders and files to your repositories.

You can also access your 20 recently accessed folders in the **Recent Locations** repository.

To browse the content of a repository (Box, Local Docs, File Share, SharePoint, Bookmarks, Recent Locations, or Offline Files):

1. Tap , then open the repository you want by tapping it.
2. Tap the corresponding  to view your permissions with respect to the share (Box, File Share, SharePoint, or other repository that your admin has made available).

Note: You won't see  next to folders or files in Local Docs because these are under your complete control within the restrictions imposed more broadly by the applicable BlackBerry Control policy set. Contact your BlackBerry Work/BlackBerry Control administrators for details.

3. Tap a folder to open it.

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

4. At the top of the screen, tap the parent to display its position in the hierarchical tree.
5. Tap a higher level in the tree to move up to that level.

To select one or more files:

1. Tap .
2. Make your selections by tapping the corresponding empty circle.  indicates a selected item.
3. Tap  at the bottom-left of the screen.
4. Select an action by tapping it.

File options include:

- Save
- Add to Bookmarks
- Open In (another app) - only single files
- Mail
- Delete
- Duplicate
- Paste a copy

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- Compress file(s) to zip

In case of files in shared folders you have the following additional options:

- View online
- Create PDF (from .docx and .pptx)
- Add to Offline Files

Viewing, Editing, Printing, Moving, and Sharing Files

To view a file, open it for editing in a compatible app on the device or OWA, move or share it:

1. Tap any single item to open and view the file. Depending on its size, it may take a moment to download.
2. Tap  to list your active options.

- view the file's Properties
- open a .pdf file in Presentation View
- Rename - only offline files
- Save to Docs
- Add to Bookmarks (folders)
- Mail the item
- Mail Link (SharePoint and Box) to the item
- Delete
- Print (requires Breezy to be installed upon your device)
- Open In...

In case of files in shared folders you have the following additional options:

- View online (.docx and .pptx) in an Office Web App (for OWA-compatible files)
- Create PDF (from .docx and .pptx)
- Add to Offline Files

3. Tap the desired option.

For information on using PDF **Presentation View**, see [Using PDF Presentation View with Timer](#).

For the Mail Link option in Box, you specify who will have access to the link when you mail it: people in the company, people in the folder, or people with the link (that is, everyone). Those who receive the link can open it on the desktop, in BlackBerry Work, or in BlackBerry Access.

Managing Folders and Files

File management includes methods and techniques for naming, storing and handling files. These methods and techniques are often dictated or enforced by your enterprise information office.

Managing Documents

In all cases, by using appropriate file and folder naming strategies, you can make the most of your BlackBerry Work Docs repositories. Your Local Docs repository, for example, can be organized and managed similarly to the files on your primary desktop workstation. File Share, SharePoint, and Box repositories, however, are restricted by the administrator's directory access and change policies, in addition to the applicable policy set that your BlackBerry Work/BlackBerry Control administrator has assigned to you as a member of a distinct Application Group.

To create a folder:

1. Tap  in the upper right of the screen.
2. Tap **Add Folder**.
3. Name the new folder, then tap **OK**.

Repeat to add more folders.

Repeat to add more folders at the same level.

To add a new folder (subfolder) to an existing folder:

1. Navigate to the parent folder of the new folder that you want to create and tap  in the upper right of the screen.
2. Tap **Add Folder**.
3. Name your new folder and tap **OK**.

To move a file to another folder or data source:

1. Tap  and select the file(s) that you want to move.
2. Navigate to a destination in **Local Docs**, **File Share**, **SharePoint**, or **Box**.
3. Tap  at the bottom-left of the screen.
4. Tap **Move**.

See also [Saving Attachments](#) and [Sending Attachments](#) under [Managing Mail](#).

To delete a file:

1. Tap , then select the file to delete by tapping it.
2. Tap  at the bottom-left of the screen.
3. Tap **Delete** and confirm or cancel.

Working with Bookmarks

Adding a file to Bookmarks does not physically move the file; it creates a pointer to the file in its existing location—on the device in **Local Docs** or online in a **File Share**, **SharePoint**, or **Box** repository—for easy access.

Bookmarked items are tagged with  for easy identification.

To bookmark a file or folder:

1. Select it by tapping  and then selecting the item(s) that you want to bookmark ( = selected).
2. Tap  in lower left of the screen, then tap **Add to Bookmarks**.

3. Tap , then **Bookmarks** to see that your selection is now listed in **Bookmarks**.

Tip: In an open file, tap  in the upper right to select **Add to Bookmarks**.

To remove a folder or file from Bookmarks:

1. Open the file or select the folder and tap .
2. Tap **Remove from Bookmarks** and the pointer to the item is removed. The file/folder itself is unaffected.

Working with Offline Files

Your **Offline Files** repository contains a copy of File Share, SharePoint, and Box files that you want to be able to work on even when you are not connected to the Internet.

Offline Files are tagged with  for easy identification.

To add a file to your Offline Files repository:

1. Select it by tapping  and then selecting the item(s) you want to bookmark ( = selected).
2. Tap  in lower left of the screen, then tap **Add to Offline Files**.
3. Tap , then **Offline Files** to see that your selection is now listed.

Tip: In an open file, tap  in the upper right to select **Add to Offline Files**.

To remove a file from Offline Files:

1. Open the file or select the folder and tap .
2. Tap **Remove from Offline Files** and the copy is deleted. The latest online version of the file is unaffected.

Managing Pending Uploads

Pending Uploads are files you have created/changed offline or checked out from a SharePoint or Box repository to edit. The list is maintained to remind you to upload (save) them to the corresponding repository when you come back online, typically after a period on native Airplane Mode, out of carrier signal range, and Wi-Fi is otherwise unavailable.

Your BlackBerry Control administrator sets the time limit on pending uploads before they are automatically uploaded and cleared from the list the next time you reconnect to the Internet by carrier or Wi-Fi. Contact your IT administration to find out what the duration is.

Remember that, when it comes to shared files, no one else will get the benefit of your revisions and feedback until you actually do upload the revised file to the shared repository.

Adding a New Data Source

Depending on your Docs permissions, when your BlackBerry Work admin is unavailable to assist, you can add new data sources of which you are already an authorized user directly from your device.

You will need the following for a File Share, Box, and SharePoint data source, respectively:

- **File Share** – your enterprise intranet path to the share
- **SharePoint** or **Box** – the fully qualified URL of the SharePoint or **Box** site. If a **Secure** connection is enabled (recommended), the protocol is **https://**. Otherwise, the protocol is **http://**.

To add the new data source:

1. Open Docs from the Launcher, tap , then tap **Add New Source**.
2. Select either **File Share**, **SharePoint**, or **Box** by tapping it.
3. Enter a **Name** for the new source.

Note: It can be called anything you like but the name should, if possible, designate its purpose and/or general contents. It is also recommended that you verify the data source path from a browser on a PC/Mac to confirm that connectivity is available.

4. Enter the **Path**.
5. Tap **Save**.

If the path is verified and a connection is made, then the new source will now be listed in BlackBerry Work Docs under either **File Share**, **SharePoint**, or **Box** by the name you have given it.

Note that Box, unlike SharePoint and File Share, requires you to authenticate with your enterprise Box password (your username is pre-populated) the first time that you use the repository. Box does not support check in/check out in this release.

Using the Docs Self-Service Web Console

Very similar to the method for adding user-defined repositories on/from the device, authorized users can conveniently login to a BEMS-Docs Self-Service Web Console from a browser on their office workstation or laptop to add user-defined File Share, Box, and SharePoint repositories. The self-service console is included in your BEMS installation and automatically configured with the Docs service in the BEMS Dashboard.

The URL is **http://<bems_server_fqdn>:<port>/docconsole**.

Contact your BEMS/BlackBerry Work administrator for the specific URL in your environment.

To login and use the Docs Self-Service Console:

1. In your workstation browser, enter the URL above with the appropriate substitutions.
2. Login with your AD credentials—**Username**, **Password** and **Domain**.
3. Click **Add Repository** to define a new data source.
4. Enter a **Display Name** - this is what will be displayed in repository lists in the console and on your device(s).
5. Enter a **Storage Type**, either **File Share**, **SharePoint**, or **Box** (iOS).
6. Enter the **Path** in accordance with the format indicated by the example.
7. Click **Save**.

Your new user-defined repository is now listed and will be available on your device the next time login to BlackBerry Work. To remove a repository, just click the **X** next to it.

Using the Quick Create Tool

When you're in a hurry, BlackBerry Works is there for you with a Quick Create tool in the Launcher. Tap  at the bottom of the BlackBerry Work Launcher, then select a shortcut to [compose a new email](#), [schedule a new event](#), [add a new contact](#), [add a new task](#), or [add a new note](#).

Apple Watch

BlackBerry Work supports the Apple Watch. Refer to [Apple Watch Setup](#).

BlackBerry Work functionality on the watch includes the ability to:

- Check emails from watch. Mark Read/Unread/Delete emails.
- Check notifications for Email, Calendar alerts.
- Check today's calendar events.
- Control presentation on iPhone PDF presentation mode.
- Glance to check email badge count and next meeting.

Changing BlackBerry Work Application Settings

You can access your BlackBerry Work application settings from the Launcher. Tap  at the bottom center of the Launcher.

To view or set/change the information in **Settings**:

General

- Tap **About** to review the application version number and BlackBerry End User License Agreement.
- Tap **Account** to edit your account information.
- Tap **Change Password** to enter and confirm a new secure password. Turn on/off **Touch ID** to enable/disable native fingerprint detection for logging back in after timing out.

Application Settings

- Tap **Launcher** under Application Settings to set the display intensity of the BlackBerry Launcher; i.e., .
- Tap **Mail** to view/change your **Mail Settings**, including:
 - **Badge Count** sets the message status type—**Unread Mail** or **New Mail**—that is shown in the BlackBerry Work badge count on the iOS desktop.
 - **Show Avatar** enables/disables display of a contact's photo or initials, if a photo is unavailable.
 - **Conversation Mode** lists email messages by common subject.
 - **Signature** changes how you sign your outgoing email messages.
 - **User tag when editing** adds your username in brackets at the start of any inline edits in reply email.

Changing BlackBerry Work Application Settings

- **Auto Advance** chooses which screen to display after you delete: **New Mail** or **Mail List**.
- **Default Classification** changes the default classification for your compose Email screen to None, Internal, or Confidential, if your administrator has enabled this feature. The initial default is None.
- **Default Caveat** changes the default caveat for your compose Email screen to None, No Forward, or No Reply, if your administrator has enabled this feature. The initial default is None.
- **User Custom Fonts** enables you to choose font size, style, and color for new mail and replies and forwarded mail.
- **Sync** to change the synchronization interval between your device and office desktop. You can select a sync window of 1 or 3 days, 1 or 2 weeks, or 1 month back. You also have the option of **No Sync Limit**.
- **Download Entire Message...** to view messages offline. If this setting is turned off, only the header and 20KB (default) of a message are downloaded. Your administrator may adjust the default download size. Note that turning on this setting increases data and battery consumption.
- **Empty "Deleted Items" folder** to permanently remove deleted messages.
- Tap **Calendar** to view/change your calendar settings. You can select to display a seven-day or five-day week (the five-day week omits Saturday and Sunday), the starting day of the week, and you can choose to show long events as all-day events.
- Tap **Contacts** to view/change your address book settings, including:
 - **Sync to Device** – enables/disables synchronization of your contacts to the "BlackBerry" group in native contacts on the device. Your IT administrator may not allow all fields to sync.
 - Contact List **Sort Order** – lets you set the sort order of names in your contacts to either **Last, First** or **First, Last**.
- Tap **Docs** to automatically adjust your device's recent cache size and/or to clear it.

Tools

- Tap **Out of Office** under **TOOLS** to turn on an automatic reply to incoming messages while you're away.
 - Slide the **Out of Office** switch to ON.
 - Slide the **Time Period** switch to ON to set when this auto-reply **Starts** and when it **Ends**.
 - Tap inside the message block create/edit your out-of-office reply.
 - Turn on **Outside my company** to set a different reply to incoming messages from outside your organization, then tap either **Contacts Only** to only respond to senders in your Contacts or tap **Anyone**, if you wish to make no distinction.
 - Tap in the optional message block for external replies to create/edit a message to external senders, or press to display the clipboard menu and paste in copied text.
 - Tap **Save** to keep these settings.

Notifications& Sounds

Refer to [Understanding Indicators and Alerts](#).

Support

- Tap **FAQ** to display additional application information.
- Tap **Upload Logs** to send troubleshooting information to your authorized BlackBerry support representative.

Opening a Voltage SecureMail Attachment

- Tap **Run Diagnostics** to perform a series of tests to identify common issues that will impact the application's performance.
- Tap **Feedback** to send comments to the BlackBerry service team.

Tap **Save** to save the new settings and/or exit back to the Launcher.

Opening a Voltage SecureMail Attachment

Used by many organizations, SecureMail™ is an email protection service developed by Voltage Security, Inc. that provides email encryption.

With each secure email, there is an HTML attachment named **message_zdm.html** that furnishes access to the Zero Download Messenger (ZDN). The encrypted body of the original message and any attachments to the original email are contained within this attachment.

By using BlackBerry Work's **Open In** feature to access your Voltage SecureMail app and authenticate yourself, you will be able to view any secure email and attachments sent via ZDN right on your mobile device.

Before you can do so, however, there are a couple of prerequisites:

- i. You will need to install the Voltage SecureMail app on your device (go to the Apple App Store to download and install).
- ii. The Voltage SecureMail app must be whitelisted in BlackBerry Control by your IT administrator. Contact your IT department to verify that Voltage is whitelisted if you have difficulty accessing the Voltage app from BlackBerry Work.

When these two requirements are satisfied, you're ready to get started with SecureMail on BlackBerry Work.

To open and view a SecureMail message in BlackBerry Work:

1. [Open the message](#) in the Mail component of BlackBerry Work.
2. [Download and open the attachment](#) called **message_zdm.html**. You are switched over to the SecureMail mobile app to sign-in to the HP SecureMail Cloud.

Using RSA Soft-Token Authentication

If your organization has implemented multifactor authentication for BlackBerry Work, then after activating BlackBerry Work on your device, make sure that the following is provided by your IT administrator:

- Two-factor authentication app needed to access your network or resources. This application varies from company to company and will therefore have its own unique set of instructions and conditions.
- Email message from your administrator with a link for an RSA token.

To use two-factor authentication:

1. Read the email from your administrator that contains the compressed token format (CTF) URL.
2. In the email, tap the link provided.

3. When prompted to set a PIN for RSA authentication, BlackBerry Access will display your RSA token code. This token is timed to expire after the number of seconds displayed.
4. Tap the button on the left to copy the code or the button on the right to display the next token code if you feel you do not have sufficient time to paste the code into your authentication application.
5. Paste the copied token into your authentication application.

After setup in BlackBerry Access, the Launcher shows a **Softtoken** icon you can use to configure your **Token Settings**.

Consult your IT administrator for the specifics of the authentication system implemented in your enterprise.

Data Storage and Aging

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

- The storage limit for BlackBerry Work data (mail, calendar, and contacts) depends on available memory on your device. In controlled test environments, as many as 5,000 emails and 3,000 contacts were successfully synchronized with the user's Outlook account.
- In initially synchronizing your Calendar, the timeframe is set to the past month plus two (2) years into the future. There is no practical limit on the size of your Calendar. However, depending on the device, performance will degrade with a very large set of data.
- Email, Contact, and Calendar data is stored in a database, except for the body and attachments to emails, which are stored in an external flat file.
- Because Contacts data is stored in the database, there is no practical limit on the number of contacts. But, again, very large data sets will tend to degrade performance, especially on older devices.
- There is no cache for attachments and therefore no limit on the size of an attachment.
- BlackBerry Work synchronizes the entire body of emails without limitations on size, although synching and attachment downloads will fail when the device runs out of storage space.

Old data is not purged automatically; you must purge old data manually by permanently deleting it.

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

Exchange ActiveSync (EAS) Search Limits

ActiveSync Search Command

Mailbox (email search): 100 limit. Search will return the top 100 entries. It also returns the total match. You can then refine your filter to get the relevant data into the top 100 entries.

GAL (to find contacts/recipients in GAL): up to 100 entries.

Compose Email Recipient Search

Less than 3 chars: Combine data from Local Contacts DB + data from **GCSCRecipient** table in DB.

More than 3 chars: Use GAL Search. (see above)

Appendix: Keyboard Shortcuts

BlackBerry Work supports Bluetooth keyboard shortcuts and navigation. By pressing a combination of keys, you can do things that normally require multiple screen taps.

Shortcuts

To use a keyboard shortcut, hold down one or more modifier key while pressing the last key of the shortcut. For example, to use the shortcut Command-C (copy), hold down Command, press C, then release both keys. Shortcuts often use symbols for certain keys, including the modifier keys:

Command ⌘

Shift ⇧

Option/Alt

Control

TAB ↵

Return ↵

DEL

ESC

If you're using a keyboard made for Windows PCs, use the Alt key instead of Option, and the Windows logo key instead of Command ⌘

By pressing and holding the Command ⌘ key, iOS displays the list of available shortcuts. Some available keyboard shortcuts may not be displayed on this popup. These are marked with an † in the descriptions of the shortcuts.

Global Shortcuts

Shortcut	Description
⌘1	Switch to Mail
⌘2	Switch to Calendar
⌘3	Switch to Documents
⌘4	Switch to Contacts
⌘5	Show settings
⌘N	Create new mail
⇧⌘-N	Create new event
⌘L	Show/hide launcher

Note: Some of the features might not be available, it depends on the Module/Service availability.

Mail List

Shortcut	Description
⌘ -F	Toggle search
⌘ -M	Show multiselect
⌘ -R	Refresh mail list
⌘ -F	Change folder
⇧ →	Switch focus to email detail
⌘ ↑	Show Previous Mail †
⌘ ↓	Show next mail †

Note: ⇧ → Toggles between split views.

Email Detail

Shortcut	Description
⌘ R	Reply
⌘ ⇧ -R	Reply all
⌘ J	Forward
⌘ U	Mark as read / unread
⌘ F	Flag / unflag
⌘ T	Toggle fullscreen
⇧ →	Switch focus to email detail
⌘ ↑	Show previous mail †
⌘ ↓	Show next mail †

NOTE: ⇧ → Toggles between split views (email list and email details).

Multiselect Email List

Shortcut	Description
⌘ ↑	Jump to previous mail
⌘ ↓	Jump to next mail
⌘ ⇧	Select / deselect mail
⌘	Delete mail(s)
⌘ M	Move mail(s)
⌘ -M	Exit multiselect

Folder Lists

Shortcut	Description
⌘ ↑	Jump to previous folder

⌘ ↓	Jump to next folder
⌘ ⇐	Select cell
⌘ →	Toggle cell (fold/unfold list)
⌘ ⌫	Cancel

Settings View

Shortcut	Description
⌘ ↑	Jump to previous cell
⌘ ↓	Jump to next cell
⌘ →	Click on cell
⌘ ←	Back

Event Compose View

Shortcut	Description
⌘ ↑	Jump to previous cell
⌘ ↓	Jump to next cell
⌘ ⇐	Select cell
⌘ ⌘D	Add event
⌘ ⌫	Cancel

Email Compose View

Shortcut	Description
⌘ ↑	Jump to previous cell
⌘ ↓	Jump to next cell
⌘ ⌘D	Send email
⌘ ⌫	Cancel email
⌘ →	Move cursor to end of line
⌘ ←	Move cursor to beginning of line
⌘ ⇐	Select cell
⌘ ⌵ - ↓	Toggle dropdown menu