BlackBerry Notes for iOS

User Guide

2.17

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What is BlackBerry Notes?

BlackBerry Notes provides you with a secure, synchronized connection to the notes in your work email account. You can use BlackBerry Notes to create and manage your notes while you're away from your desk.

BlackBerry Notes provides the following features:

Feature	Description
Rich-text editing	Create notes with a full set of rich-text editing features.
Organize and categorize	• Sort notes by title, last modified, or creation date • Organize your notes: Find a note by title, body, or both with the search tool, search in individual rich-text notes • Assign categories to your notes for an added level of organization • Synchronize your root notes folder
Secure sharing and storing of data	• Share your notes as email messages (requires BlackBerry Work) • Keep your data secure with FIPS-validated cryptography

Installing and activating BlackBerry Notes

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

- Install BlackBerry Notes and activate using an access key: Choose this option if you have not installed the BlackBerry UEM Client on your device or if your administrator has not allowed the BlackBerry UEM Client to manage the activation of BlackBerry Dynamics apps.
- Install BlackBerry Notes and activate using the BlackBerry UEM Client: Choose this option if you have installed the BlackBerry UEM Client on your device and your administrator has allowed the BlackBerry UEM Client to manage the activation of BlackBerry Dynamics apps. This option appears in BlackBerry Notes only if both of these conditions are met. If you do not see this option when you open BlackBerry Access, you must set up BlackBerry Notes using an access key.

System requirements

To use BlackBerry Notes, your iOS device must meet the following requirements:

- OS: iOS 9 and later
- Phones: iPhone 5 and later
- Tablets: iPad 3 and later, iPad mini 2 and later
- Device fully charged
- Wireless network connection

Install BlackBerry Notes and activate 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 BlackBerry Notes or any other BlackBerry Dynamics app.

1. If the app was not automatically pushed to your device by your administrator, open your Work Apps app and install the BlackBerry Notes app. If you do not see the BlackBerry Notes app in your Work Apps app, contact your administrator to make the app available to you.
2. On your device, tap BlackBerry Notes.
3. Tap **Allow** to allow BlackBerry Notes to send notifications.
4. Tap **Set up using BlackBerry UEM Client**.
5. Enter your password for the BlackBerry UEM Client.
6. When the activation completes, click **I agree** to accept the license agreement.

Install BlackBerry Notes and activate using an access key

To get an access key, choose one of the following options:

- Request an access key from your administrator. Your administrator will send you an email with activation details and the access key.

- 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.

1. Request an access key from your administrator or generate an access key from your organization's self-service portal.
2. After you receive the email message with the access key information or have generated your own access key, download and install BlackBerry Notes from the App Store.
3. Open BlackBerry Notes.
4. In the **Email Address** field, type the email address located in the activation email message that you received from your administrator or type your work email address if you generated your own access key.
5. In the **Access Key** field, enter the access key, without hyphens, located in your activation email message that you received from your administrator or enter the access key that you generated from the self-service portal. The access key is not case sensitive.
6. Create a password for BlackBerry Notes. If your device is equipped with Touch ID, you can turn on this option to use instead of the password, except on initial startup.
7. Read the license agreement and, if you accept the terms, tap **Accept**.
8. If other devices, including your principal workstation, are also signed in, you will receive a notice advising you of this condition. Tap **OK**.
9. Tap the BlackBerry Dynamics Launcher in the bottom right of the screen to start using BlackBerry Notes.

Using BlackBerry Notes

Use the BlackBerry Dynamics Launcher

The BlackBerry Dynamics Launcher is the blue BlackBerry icon located in your BlackBerry Dynamics apps. It allows you to perform the following actions:

- Quickly switch between the BlackBerry Dynamics app that is currently open and any other BlackBerry Dynamics apps on your device.
- Move between BlackBerry Work Mail, Calendar, Contacts, and Docs.
- Access the Enterprise Appstore or your work apps catalog.
- Access Quick Create tools for email, contacts, and calendar events.
- Launch browser-based web clips and non-BlackBerry Dynamics apps installed on your device. Requires admin permission and the UEM Client. Launching browser-based web clips requires BlackBerry UEM server version 12.7 or later. Launching non-BlackBerry Dynamics apps requires BlackBerry UEM server version 12.7 MR1 or later.
- Search for BlackBerry Dynamics Launcher items (iOS only).
- Access settings.
- See when there are new or updated apps available. The Apps icon displays a blue circle icon in the BlackBerry Dynamics Launcher when there are new apps or updates.

Note: Your device must be activated on BlackBerry UEM version 12.9 or later.

1. To open the BlackBerry Dynamics Launcher, tap .
2. Perform any of the following tasks:

Task	Steps
Open an app listed in the Launcher.	Tap the icon for the app that you want to open. Your options vary depending on the apps that you have installed. If you have more icons than can be displayed in the Launcher window, use the Search feature to find the app icon that you want to use (iOS only).
Rearrange app icons in the Launcher.	Press and slide the icons in the Launcher to reorder them. If you have more icons than can be displayed in the Launcher window, search for the app icon that you want to reorder (iOS only). Tap the checkmark to save your arrangement.

Task	Steps
Open a non-BlackBerry Dynamics app or web clip listed in the Launcher.	If the BlackBerry UEM Client is installed on your device, your administrator can add app shortcuts for non-BlackBerry Dynamics apps and web clips in your Launcher. When you click an app shortcut, your browser opens the non-BlackBerry Dynamics app or opens the browser to the URL location specified by your administrator. The app shortcut can open in your BlackBerry Access browser or you may be prompted to choose which browser to use (BlackBerry Access or a native browser).
Search for an app or web clip on an iOS device.	Tap . Launcher icons are searched and listed by first letter. Click on an icon to launch the app or clip. (iOS only)
Open the BlackBerry Dynamics app Settings.	Tap .
Open the Quick Create menu.	Tap .
Open the Enterprise Appstore.	Tap **Appstore**.
Open the BlackBerry UEM App Catalog.	Tap **Apps**. This option is only available if your device is managed by BlackBerry UEM.
Adjust the BlackBerry Dynamics Launcher icon brightness.	Tap and tap Launcher.
Close the Launcher.	Tap .
Move the location of the BlackBerry Dynamics Launcher icon.	Tap and slide it to place it anywhere on the screen.

Viewing Notes

When you open BlackBerry Notes your notes are automatically synchronized with the notes in your work email account. After you open the app, notes are synchronized every ten minutes. You can swipe down on the list to force synchronization at any time. BlackBerry Notes supports Bluetooth keyboard navigation and shortcuts. Press and hold the Command key to display available shortcuts.

To view your notes, do any of the following:

- Tap **Notes** at the top of the Notes page to order notes by title, creation date, or last modified.
- Tap to toggle ascending or descending order.
- To filter notes by date or category, tap . A Categories page is displayed. Tap a date classification or category to display only the notes in it on the main page, or type All Notes to turn off the filter.

- Tap ⋮ on a note to move it to a folder or delete it.
- Tap a note to edit it.
- Tap 🔍 to search for a string in a note title or text.
- Tap to create a new note.

View an attachment

Attachments with the following file types can be viewed in BlackBerry Tasks and BlackBerry Notes.

- bmp, bmpf, cur, dib, gif, heic, ico, jpg, jpeg, png, tiff, tif, doc, docx, ppt, pptx, xls, pdf, txt, html, htm

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

1. Tap the task or note with the attachment that you want to view.
2. Tap **Attachments**.
3. In the **Attachments** list, tap the attachment that you want to download.
4. Tap the downloaded attachment to view it.

Search for a note

To search for a note:

1. On the main page, tap 🔍.
2. Tap **All**, **Title**, or **Notes**.
3. Type some text that is in the title or body or either of the note you want to find. Depending on the filters that you have set, notes that contain the search text are displayed.
4. Tap **Create Note** to open a new note with your search text as the title.
5. Tap ⊗ to clear the search field. Tap **Cancel** to exit the search window.

Create a note

To create a note:

1. Tap .
2. Tap **Tap to create title** to enter an optional title for the note.
3. Tap **Save** to save the title.
4. Enter the text for your note. Use the rich text toolbar below the text field to show or hide the keyboard and change font style, size, and color.
5. To add the note to a category, tap ⋮ > **Edit Categories**. Do one of the following:
   - Tap an existing category to add the note to it.
   - To create a new category, type a name in the **Add category** field.
   - Tap ✕ to remove the note from that category.
6. Tap **Done** > **Save**.
7. To send the note as an email, perform the following actions:

a) Tap > **Send As Email**.
b) If you are prompted, enter your BlackBerry Work password.
c) Compose your email message.
d) When you're done, tap .
e) To return to your notes, tap .

8. Tap to save the note.

Delete a note

Tap on a note and choose **Delete** to delete it.

Move a note to a folder

Tap on a note, choose **Move to folder**, and select the destination folder.

Manage your categories

BlackBerry Notes supports synchronization with the categories in your work email account. New categories that you add in BlackBerry Notes are automatically assigned a color and added to your work email account.

BlackBerry Notes and BlackBerry Tasks support categories, but BlackBerry Work does not support categories. When you change the name of a category in BlackBerry Notes, all current notes in that category are added the new category. Items from other apps remain in the previous category.

When you delete a category on your device or in your work email account, it is retained with the notes in it but removed from the list in your email account. On your device, its color is removed, it is moved to the bottom of the category list, and it is treated as a local category.

1. Tap to display the Categories page.
2. If the **General** list is displayed, tap **Categories**.
3. Tap a category to display the notes in it.
4. Tap to add a category or swipe left to edit or delete a category.
5. On the **New Category** or **Edit Category** page, enter or change the name for the category.
6. To select the color of the category, tap the color that you want.
7. Do one of the following:
   - Tap **Add** or **Save** to save your changes.
   - Tap **Cancel** to leave the page without saving your changes.

Change your app settings

To access and change your BlackBerry Notes for iOS app settings:

1. Access your app settings from the BlackBerry Dynamics Launcher by tapping .
2. Tap **Change Password** to change your password or enable the fingerprint option, if allowed by your administrator.
3. If your administrator asks you to update settings in your Outlook account, tap **Account Settings** to make the changes.
4. Tap **Launcher** to adjust the brightness of the Launcer icon.
5. If BlackBerry technical support asks you to generate diagnostic information and device troubleshooting logs, tap **Run diagnostics** and **Upload logs** to create and send the log files. Tap **Feedback** and provide your app password to open an email that is addressed to the support group to provide feedback and, optionally, attach log files.

Using the Quick Create tool

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

Troubleshooting

Generate a diagnostics report on iOS devices

If this feature is enabled by your administrator, you can generate a diagnostics report and send the results to your administrator.

1. Tap to open the BlackBerry Dynamics Launcher.
2. Tap .
3. In the **Support** section, tap **Run Diagnostics**.
4. Tap **Start Diagnostic**.
5. When the diagnostics complete, click **Share logs** to send an email with the report details.

Upload log files to BlackBerry Support

If requested by BlackBerry Support, you can upload log files to help troubleshoot an issue you are having with BlackBerry Dynamics apps.

1. Tap to open the BlackBerry Dynamics Launcher.
2. Tap .
3. In the **Support** section, click **Upload Logs**. The Log upload status bar displays the upload progress.
4. Click **Close**.

Send feedback to BlackBerry

If you have feedback about the BlackBerry Dynamics app that you are using, you can send it to BlackBerry.

1. Tap to open the BlackBerry Dynamics Launcher.
2. Tap ⚙.
3. In the **Support** section, click **Feedback**.
4. In the **Comments** field, type your message. By default, the **Upload Logs** is enabled.
5. Tap **Send**.
6. An email message with the proper recipient name, subject line, app details, and comments is prepopulated for you. Tap the **Send** icon.

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