User Guide

BlackBerry Internet Service

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BlackBerry Internet Service web site basics

About visiting the BlackBerry Internet Service web site for the first time

The first time that you visit the BlackBerry® Internet Service web site, you can add a supported email address, create a BlackBerry email address, or do both.

You might want to add an email address if you have an existing supported email account that you want to access from your BlackBerry device or BlackBerry enabled device.

You might want to create a BlackBerry email address if you do not have another existing, supported email account or if you need an additional email address that you can use to send and receive email messages.

About logging in using a user name and password

By default, when you open the email setup application or visit the BlackBerry® Internet Service web site using a browser on your BlackBerry device, you access your BlackBerry Internet Service account automatically and do not need to provide login information.

To complete some tasks you might need to change the way you access your BlackBerry Internet Service account. For example, if you want to add a Microsoft® Outlook® or Microsoft Outlook Express email address, you must use a browser on your computer. To log in to the BlackBerry Internet Service web site using a browser on your computer, you must first create a user name and password in the email setup application or on the BlackBerry Internet Service web site using a browser on your device.

After you create a user name and password, the next time you access your BlackBerry Internet Service account, you must complete the following actions:
- type the user name and password to log in to your account
- validate your integrated email addresses
- validate your BlackBerry email address, if you created one

Note: You do not receive emails on your device until you log into the BlackBerry Internet Service web site and validate your email address or email addresses.

Related topics

Create a user name and password for your BlackBerry Internet Service account

If you create a user name and password for your BlackBerry® Internet Service account, you can no longer change back to access your account without a user name and password.
1. On the BlackBerry Internet Service web site, on the Services and Settings web page, click **Create User Name**.
2. Complete the **User name** field.
3. Complete the **Password** field.
4. Complete the **Confirm password** field.

5. Click **Next**.
6. Click **OK**.
7. Type the password to validate the email address.
8. Click **OK**.

If you have additional email addresses that are associated with the BlackBerry Internet Service, you receive prompts to validate each email address.

Related topics

Log in using a user name and password

To find the web page address of the BlackBerry® Internet Service web site, see the printed documentation that came with your BlackBerry device, or contact your wireless service provider.

You can only log in to the BlackBerry Internet Service web site if you access your BlackBerry Internet Service account using a user name and password.

1. Using a browser on your computer or on your BlackBerry device, visit the BlackBerry Internet Service web site.
2. If necessary, click a display language for the web site.
3. In the **User name** field, type your BlackBerry Internet Service user name.

   A user name begins with a letter or number and is between 4-32 characters in length. User names can contain upper and lower case letters (a-z, A-Z), numbers (0-9), underscores (_), dashes (-), and periods (.).
4. Complete the **Password** field.

   A password is between 6-16 characters in length and is case-sensitive. Passwords cannot contain accented characters, but they can contain upper and lower case letters (a-z, A-Z), numbers (0-9), underscores (_), dashes (-), and periods (.).
5. Click **Log In**.

To log out of the web site, click **Log Out**.

Related topics

About your BlackBerry Internet Service password

If you access your BlackBerry® Internet Service account automatically each time you visit the BlackBerry Internet Service web site using a browser on your BlackBerry device, you do not have a password for your BlackBerry Internet Service account.

If you log in to your BlackBerry Internet Service account using a user name and password, you can change your BlackBerry Internet Service account password regularly. If you forget your password, from the login web page, you can request the BlackBerry Internet Service to send it to your BlackBerry device.

Change the password for your BlackBerry Internet Service account

You can only change the password for your BlackBerry® Internet Service account if you access your BlackBerry Internet Service account using a user name and password.

1. On the BlackBerry Internet Service web site, on the Services and Settings web page, click **Password**.
2. Complete the **New password** field.

   A password is between 6-16 characters in length and is case-sensitive. Passwords cannot contain accented characters, but they can contain upper and lower case letters (a-z, A-Z), numbers (0-9), underscores (_), dashes (-), and periods(.).
3. Complete the **Confirm password** field.
4. Click **OK**.

About the display language of the web site

When you visit the BlackBerry® Internet Service web site, you can specify the display language of the web site. The display languages that are available for the web site are the languages that are installed on your BlackBerry device and the languages that your wireless service provider supports.

If you access your BlackBerry Internet Service account automatically each time you open the BlackBerry Internet Service web site and you did not specify a display language on the End User Agreement web page, the web page appears in the default display language that is specified for your BlackBerry device. If you specify a new language on the End User Agreement web page, the new display language overrides display language options that you might have set previously for your BlackBerry Internet Service account.

If you access your BlackBerry Internet Service account using a user name and password and you do not specify a display language on the login web page, the web page will display in the default display language that is specified for your BlackBerry device. If you specify a new language on the login page, the new display language overrides display language options that you might have set previously for your BlackBerry Internet Service account.

Change the display language of the web site

1. On the BlackBerry® Internet Service web site, on the Services and Settings web page, click **Language**.
2. Click a display language.
3. Click **Save**.

About the end user agreement

When you create your BlackBerry® Internet Service account, you must read and accept an end user agreement before you can create your account. If you do not accept the end user agreement, you are not able to use the BlackBerry Internet Service.

You can view the end user agreement that you accepted at any time. The BlackBerry Internet Service displays the date and time of when you accepted the end user agreement.

View the end user agreement

1. On the BlackBerry® Internet Service web site, on the Services and Settings web page, click **Email Accounts**.

2. Click **End User Agreement**.
3. Click **End User Agreement**.
4. Click **OK**.

Troubleshooting for the BlackBerry Internet Service web site

I cannot read the language of the BlackBerry Internet Service web site

Open or log in to the web site and change the display language.

The password for my BlackBerry Internet Service account is no longer a secret

You only have a password for your BlackBerry® Internet Service account if you access your BlackBerry Internet Service account using a user name and password.

Log in to the web site and change your password.

I have forgotten my password for my BlackBerry Internet Service account and cannot log in to the BlackBerry Internet Service web site

You have a password for your BlackBerry® Internet Service account if you access your BlackBerry Internet Service account using a user name and password. You can request the BlackBerry Internet Service to send your account password to your BlackBerry device.

1. On the BlackBerry Internet Service web site, on the login web page, click **Forgot password?**
2. Type your user name.
3. Click **Submit**.

Setting up existing email addresses

Email address basics

About adding email addresses

When you add a supported email address to the BlackBerry® Internet Service, the BlackBerry Internet Service creates a link between the BlackBerry Internet Service and the email account that is associated with the email address you have added.

This link enables you to send and receive email messages on your BlackBerry device using the integrated email address. With the BlackBerry Internet Service, you can add up to ten supported email addresses and you can create one BlackBerry email address. If you add email addresses for more than one email account to the BlackBerry Internet Service, you can access all of your email messages in the main message list on your device.

Email messages continue to be delivered to the existing email account as they were before you added the email address to the BlackBerry Internet Service.

You can add email addresses that are associated with the following email account types to the BlackBerry Internet Service:

* email accounts that you access through your Internet service provider
* POP or IMAP email accounts that you access through your Internet service provider
* email accounts that use aMicrosoft® Exchange server that you access using Microsoft® Outlook® Web Access

Note: Depending on your email service provider, you might not be able to add email addresses that are associated with certain email account types. For more information, contact your email service provider. Not all devices with BlackBerry® Connect™ software support more than one email address.

Related topics
I cannot add an email address to the BlackBerry Internet Service, 14

About user names for integrated email addresses

Your user name might take one of the following formats:

* **login ID**: The login ID is the part of the email address before the at sign (@). For example, 'katewahl' in katewahl@internetserviceprovider.com. In some cases, this could be the login name that you use to log in to your organization's network.
* **network domain name and login ID**: If you work for an organization that uses more than one network domain, the user name might use the format domain\username. For example, if the email address is katewahl@myorganization.com and the domain is domain 1, then the login ID is "katewahl," and the network domain name and login ID is "domain1\katewahl."

About email message storage

When you add an email address, the BlackBerry® Internet Service accesses your email messages directly from the integrated email account. The BlackBerry Internet Service does not store your email messages permanently; therefore, the maximum size of the email message storage depends on the limitations that your email service provider sets for your email account.

The BlackBerry Internet Service stores your email messages that are greater than 4K in size on the BlackBerry Internet Service server for 30 days. After 30 days, the BlackBerry Internet Service deletes the email message from the BlackBerry Internet Service server.

About wireless email reconciliation

Email messages that you open or delete on your BlackBerry® device might be marked automatically as opened or marked automatically as deleted in your integrated email account. Generally, changes that you make to email messages in your integrated email account are not reflected on your device.

If you add an email address to the BlackBerry® Internet Service and delete an email message from your email account inbox, the change is reflected on your device. If you turn off wireless email reconciliation on your device, deleted email messages do not synchronize between your device and your integrated email account.

If you have a Microsoft® Exchange work email account, an IMAP personal email account, or an MSN® Hotmail® email account, email messages that you send from your device are copied to the sent items folder in your email account. Likewise, email messages that you delete are copied to the deleted items folder (except for MSN Hotmail).

Note: Depending on your type of integrated email account or email account setup, wireless email reconciliation might not be available for your device.

If you have a work email account that uses Microsoft® Outlook® Web Access version 5.5, email messages that you send from your device are not copied to the sent items folder in your email account.

Depending on your wireless service provider, wireless email reconciliation for the sent items folder on your device might not be available for your MSN Hotmail email account.

Adding a personal email address

Add a personal email address (POP or IMAP)

If you want to add a personal email address that you access using Microsoft® Outlook® or Microsoft Outlook Express, you must use Microsoft® Internet Explorer on your computer to add the email address. If you access your BlackBerry® Internet Service account automatically each time you open the BlackBerry Internet Service web site, you must create a user name and password for your BlackBerry Internet Service account to log in to the web site using a browser on your computer.

Depending on the type of personal email address that you are adding to the BlackBerry Internet Service, you might not need to complete all of the steps in this task.

1. On your BlackBerry device, on the BlackBerry Internet Service web site, on the Services and Settings web page, click **Email Accounts**.
2. Click **Add An Email Account**.
3. Type your email address information. Click **Next**.
4. If the BlackBerry Internet Service cannot add your email address, complete one of the following actions:
   - Select the **I will provide the settings to add this email account** option.
   - Select the **Re-enter email address and password** option. Type your email address and password again.
5. Click **Next**.

6. If necessary, select the **Internet Service Provider Email (POP/IMAP)** option. Click **Next**.
7. If necessary, select the **I will provide the settings to add this email account** option. Click **Next**.
8. If necessary, type advanced setup information for the email address. Click **Next**.

Related topics
Setup fields for email addresses (POP or IMAP), 9
Account access options for email addresses (POP or IMAP), 9
About logging in using a user name and password, 3
About wireless email reconciliation, 8

Setup fields for email addresses (POP or IMAP)

Email address:

Type the complete email address of the email account that you want to add (for example, katewahl@internetserviceprovider.com).

Password:

Type the password for your personal email account that you access using the Internet, or the password that you used to set up your email application. Passwords are usually case sensitive.

User name:

Type the user name that you use to log in to your email account. Usually, the user name is the part of the email address before the at sign (@), for example, "katewahl" in katewahl@internetserviceprovider.com. However, it could also be your complete email address.

Email server:

Type the address of your messaging server. The address of your messaging server can usually be derived from your email address. For example, if your email address is katewahl@internetserviceprovider.com, your messaging server is likely mail.internetserviceprovider.com, imap.internetserviceprovider.com, or pop.internetserviceprovider.com. If you do not know the address of your messaging server, contact your Internet service provider.

Options for email account types

This is my personal email account:

Select this option if you are adding a personal email address to the BlackBerry® Internet Service.

This is my work email account:

Select this option if you are adding a work email address to the BlackBerry Internet Service.

Related topics
About adding email addresses, 7

Account access options for email addresses (POP or IMAP)

I will provide the settings to add this email account:

Select this option if you access your personal email account using another email application (not Microsoft® Outlook® or Microsoft Outlook Express). The BlackBerry® Internet Service prompts you to provide information about the email account.

I have this email account set up in Outlook or Outlook Express:

Select this option if you access your personal email account using Microsoft Outlook or Microsoft Outlook Express. The BlackBerry Internet Service prompts you to add this email account from a browser on your computer. If you access your BlackBerry Internet Service account automatically each time you open the email setup application, you must create a user name and password for your BlackBerry Internet Service account to log in to the BlackBerry Internet Service web site using a browser on your computer to add this email account.

Related topics
About logging in using a user name and password, 3
Create a user name and password for your BlackBerry Internet Service account, 3

Adding a work email address (POP or IMAP)

Add a work email address (POP or IMAP)

If you want to add a POP or IMAP work email address that you access using Microsoft® Outlook® or Microsoft Outlook Express, you must use Microsoft® Internet Explorer on your computer to add the email address. If you access your BlackBerry® Internet Service account automatically each time you open the BlackBerry Internet Service web site, you must create a user name and password for your BlackBerry Internet Service account to log in to the web site using a browser on your computer.

Depending on the type of POP or IMAP work email address that you are adding to the BlackBerry Internet Service, you might not need to complete all of the steps in this task.

1. On your BlackBerry device, on the BlackBerry Internet Service web site, on the Services and Settings web page, click **Email Accounts**.
2. Click **Add An Email Account**.
3. Type your email address information. Click **Next**.
4. If the BlackBerry Internet Service cannot add your email address, complete one of the following actions:
   • Select the **I will provide the settings to add this email account** option. Click **Next**.
   • Select the **Re-enter email address and password** option. Type your email address and password again. Click **Next**.
5. If necessary, select the **Internet Service Provider Email (POP/IMAP)** option. Click **Next**.
6. If necessary, select the **I will provide the settings to add this email account** option. Click **Next**.
7. If necessary, type advanced setup information for the email address. Click **Next**.

Related topics
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Account access options for email addresses (POP or IMAP), 9
About logging in using a user name and password, 3
About wireless email reconciliation, 8

Setup fields for email addresses (POP or IMAP)

Email address:

Type the complete email address of the email account that you want to add (for example, katewahl@internetserviceprovider.com).

Password:

Type the password for your personal email account that you access using the Internet, or the password that you used to set up your email application. Passwords are usually case sensitive.

User name:

Type the user name that you use to log in to your email account. Usually, the user name is the part of the email address before the at sign (@), for example, "katewahl" in katewahl@internetserviceprovider.com. However, it could also be your complete email address.

Email server:

Type the address of your messaging server. The address of your messaging server can usually be derived from your email address. For example, if your email address is katewahl@internetserviceprovider.com, your messaging server is likely mail.internetserviceprovider.com, imap.internetserviceprovider.com, or pop.internetserviceprovider.com. If you do not know the address of your messaging server, contact your Internet service provider.

Options for email account types

This is my personal email account:

Select this option if you are adding a personal email address to the BlackBerry® Internet Service.

This is my work email account:

Select this option if you are adding a work email address to the BlackBerry Internet Service.

Related topics

Account access options for email addresses (POP or IMAP)

I will provide the settings to add this email account:

Select this option if you access your personal email account using another email application (not Microsoft® Outlook® or Microsoft Outlook Express). The BlackBerry® Internet Service prompts you to provide information about the email account.

I have this email account set up in Outlook or Outlook Express:

Select this option if you access your personal email account using Microsoft Outlook or Microsoft Outlook Express. The BlackBerry Internet Service prompts you to add this email account from a browser on your computer. If you access your BlackBerry Internet Service account automatically each time you open the email setup application, you must create a user name and password for your BlackBerry Internet Service account to log in to the BlackBerry Internet Service web site using a browser on your computer to add this email account.

Related topics

Adding a Microsoft Outlook work email address

About adding a Microsoft Outlook Web Access work email address

If you have a Microsoft® Outlook® Web Access work email account, you can add the email address to the BlackBerry® Internet Service. Your Microsoft Outlook email account must use a Microsoft® Exchange server. If you do not know the server type, contact your system administrator.

Add a Microsoft Outlook Web Access email address

1. On your BlackBerry® device, on the BlackBerry® Internet Service web site, on the Services and Settings web page, click **Email Accounts**.
2. Click **Add An Email Account**.
3. Type your email address information. Click **Next**.
4. If the BlackBerry Internet Service cannot add your email address, complete one of the following actions:
   - Set the **I will provide the settings to add this email account** option.
   - Set the **Re-enter email address and password** option. Type your email address and password again.
5. Click **Next**.
6. If necessary, select the **Outlook/Exchange** option. Click **Next**.
7. If necessary, select the **I can access my email account using a Web browser (Outlook Web Access)** option. Click **Next**.
8. If necessary, type advanced setup information for your email address. Click **Next**.

Related topics

Setup fields for work email addresses

Email address:
> Type the complete email address (for example, katewahl@internetserviceprovider.com).

Password:
> Type the password that you use to log in to your organization's network. Passwords are usually case sensitive.

Confirm password:
> Type your password again.

Setup fields for Microsoft Outlook Web Access work email addresses

Outlook Web Access URL:

Type the web page address that you use to access your work email account using a browser on your computer and the Microsoft®
Outlook® Web Access application.

User name:

Type your user name. The user name is the part of the email address before the at sign (@). For example, "katewahl" in
katewahl@internetserviceprovider.com. In some cases, this might be the login name that you use to log in to your organization's
network. If your organization uses multiple network domains, the user name might follow the format domain name\user name. For
example, if the email address is katewahl@myorganization.com and the domain is domain 1, then the user name is "katewahl," and
the network domain name and user name are "domain1\katewahl."

Password:

Type the password that you use to log in to your email account on your organization's network. Passwords are usually case sensitive.

Email address:

Type the complete email address of the email account that you want to add.

Mailbox name:

Type the mailbox name for your Microsoft Outlook account. The mailbox name is the same as your login name, and it is usually case
sensitive.

Account access option for work email addresses

I can access my email account using a Web browser (Outlook Web Access):

Set this option if you access your work email account using a browser on a computer that is outside of your organization's network
(for example, a computer at your home).

Troubleshooting for integrated email addresses

I cannot open email messages from my email account using my device

The email message you are trying to open might be too large. Email messages that the BlackBerry® Internet Service retrieves from supported
email applications cannot exceed 5 MB.

Using a browser on your computer or the email application on your computer, log in to your email address and open the email message.

I cannot add an email address to the BlackBerry Internet Service

You must use a browser on your computer to add some types of email addresses to your BlackBerry® Internet Service account. If you access your BlackBerry Internet Service account automatically each time you open the email setup application or visit the BlackBerry Internet Service web site, you must create a user name and password for your BlackBerry Internet Service account to log in to the BlackBerry Internet Service web site using a browser on your computer.

The BlackBerry Internet Service supports most common email accounts and access options. However, there may be some situations that can prevent you from setting up your email account with the BlackBerry Internet Service.

Perform the following actions:

- Verify that you have provided the correct information for your email account.
- Verify whether your email service provider only allows you to access your email account using a browser on a computer, which might prevent you from adding your email address.
- Verify whether your email service provider requires you to subscribe to a premium email account to set up your email account with the BlackBerry Internet Service.
- Verify whether your email service provider requires you to turn on client access (for example, POP) to set up your email account with the BlackBerry Internet Service.

Note: For more information, contact your email service provider.

Related topics

Setting up a BlackBerry email address

BlackBerry email address basics

About the BlackBerry email address

You can create a BlackBerry® email address that you can use to send and receive email messages on your BlackBerry device. When you create your BlackBerry email address, you can specify a user name for your email address. The BlackBerry® Internet Service uses your user name to create the part of the email address before the at sign (@) (for example, "katewahl" in katewahl@blackberry.com). To change your user name, you must delete your BlackBerry email address and create a new one.

You might want to create a BlackBerry email address in the following situations:

- You do not have an existing email account that you want to access using your device.
- You have added email addresses for existing email accounts to the BlackBerry Internet Service, but you want an additional email address.
- You want to forward email messages from an integrated email account to your device.

Create a BlackBerry email address

1. On the BlackBerry® Internet Service web site, on the Services and Settings web page, click **Email Accounts**.
2. Click **Create A BlackBerry Email Address**.
3. Type the setup information for your BlackBerry email address.
4. Click **Next**.
5. Click **OK**.
6. Under your BlackBerry email address, click **Edit**.
7. Change the options for your BlackBerry email address.
8. Click **Save**.

Related topics

Setup fields for the BlackBerry email address

User name:

Type a user name for your BlackBerry® email address. Your user name will appear before the @ sign in your BlackBerry email address. A user name begins with a letter or number and is between 1-32 characters in length. User names can contain upper and lower case letters (a-z, A-Z), numbers (0-9), underscores (_), dashes (-), and periods (.).

Password:

If necessary, type a password. A password is between 6-16 characters in length and is case sensitive. Passwords cannot contain accented characters, but they can contain upper and lower case letters (a-z, A-Z), numbers (0-9), underscores (_), dashes (-), and periods (.).

Confirm Password:

> If necessary, type the password again.

Secret question:

> If necessary, select a pre-defined secret question or create a secret question. The question cannot exceed 100 characters.

Secret answer:

> If necessary, type an answer for the secret question. Your secret answer must not exceed 100 characters and is not case sensitive.

Setup options for the BlackBerry email address

Email account name:

> Type a description for your email account. This email account name appears on the Home screen of your BlackBerry® device under the message list for this email address.

Reply to:

> Type an email address that replies are sent to when your contacts reply to your email messages. You can use the Reply To email address to hide your BlackBerry email address. If you have added more than one email address to the BlackBerry® Internet Service, you can make email messages that you send from one email address appear as if you sent them from another email address.

Your name:

> Type the display name that you want to appear in the From field of email messages that you send. The display name identifies you as the sender of an email message in a friendly, informal manner.

Signature:

> Type a signature for your email address. Your signature appears at the end of email messages that you send from your BlackBerry device.

Auto BCC:

> Type an email address to automatically forward a copy of email messages to that you send from your BlackBerry device.

Auto forward:

> Type an email address to which you want to automatically forward a copy of all received email messages from your BlackBerry device, including all email message attachments and text.

All messages:

> Specify whether you want to automatically forward a copy of all of your incoming email messages.

Only messages with attachments:

> Specify whether you want to automatically forward a copy of only email messages with email message attachments.

About setting up email message forwarding in a personal email account

Depending on your email service provider, you might be able to specify options to forward incoming email messages from an integrated email account to your BlackBerry® email address. You might encounter one of the following situations:

- Your email service provider might allow you to set up email message forwarding.
- Your email service provider might set up email message forwarding for you, if you request the service.
- Your email service provider might not allow you to forward email messages to other email addresses.

Note: For more information about setting up or stopping email message forwarding, view the online help for your email account or contact your email service provider.

About setting up email message forwarding in a work email account

If your computer is always turned on and has a constant connection to the Internet (such as DSL or cable), you can set up your work email account to forward incoming email messages to your BlackBerry® email address.

To set up email message forwarding for your Microsoft® Outlook® work email account you must create a forwarding rule for email messages. For more information, see the online help that is available in Microsoft Outlook or contact your administrator.

Troubleshooting for the BlackBerry email address

I cannot use a particular name to create a BlackBerry email address

The user name that you typed might be taken by another BlackBerry® Internet Service subscriber.

Perform the following actions:
- Verify that your user name is between 1 - 32 characters long.
- Verify that your user name contains only supported characters.
- Select one of the alternate user names that appear or type another user name.

I cannot reply to or forward an email message

The email message that you are trying to reply to or forward might be more than 30 days old. After 30 days, email messages remain on your BlackBerry® device, but you cannot reply to or forward them.

Perform one of the following actions:
- If the email message is from an integrated email address, reply to or forward this email message from your integrated email account.
- If the email message is from your BlackBerry email address, set up your BlackBerry email address to automatically forward a copy of email messages that you send or receive on your device to another email address, and then reply to or forward the email message from that email account.

Related topics
About email message storage, 7

I cannot remember the password for my BlackBerry email address

You can request the BlackBerry® Internet Service to send the password for your BlackBerry email address to your BlackBerry device.

1. On the BlackBerry Internet Service web site, complete one of the following actions:
   - On the Password Verification web page, click **Forgot Password?**
   - On the Change Password web page, click **Forgot Password?**
2. Type the answer to your secret question.
3. Click **Submit**.
4. Click **OK**.

Related topics

I cannot create my BlackBerry email address

Perform the following actions:
   - Verify that the user name you type contains supported characters.
   - Verify that you do not have an existing BlackBerry email address.

Changing email address information

Changing email address information

About email addresses, user names, and passwords

When you add an email address to the BlackBerry® Internet Service, you provide the email address, user name, and password. You can change the email address password, but you cannot change the user name.

You can view your email address in the User name field; however, you cannot change it.

About changing your email address or the password for your integrated email address

If you change an integrated email address, you must delete the email address from the BlackBerry® Internet Service web site and add the new email address.

If you change the password for an integrated email address, you must update the password on the BlackBerry Internet Service web site.

Related topics

Change the password for your integrated email address

1. On the BlackBerry® Internet Service web site, on the Services and Settings web page, click **Email Accounts**.
2. Under the email address, click **Edit**.
3. Delete the existing password.
4. Type the new password.
5. Click **Save**.

About changing your BlackBerry email address

When you create your BlackBerry® email address, the BlackBerry® Internet Service uses the user name that you provide to create the part of your email address before the at sign (@) (for example, "katewahl" in katewahl@blackberry.com). If you want to change the user name part of your BlackBerry email address, you can delete your existing BlackBerry email address and create a new BlackBerry email address.

When you create a new BlackBerry email address, if the new user name that you type is not available, theBlackBerry Internet Service will provide you with alternate user names. You can select one of the alternate user names or type your own user name.

Note: When you delete your BlackBerry email address, theBlackBerry Internet Service stops sending email messages that are addressed to your previous BlackBerry email address to your BlackBerry device .

About changing the password and secret question for your BlackBerry email address

If you access your BlackBerry® Internet Service account automatically each time you open the email setup application or the BlackBerry Internet Service web site using a browser on your BlackBerry device, when you create a BlackBerry email address, you specify a password and a secret question and answer for the BlackBerry email address. When you make changes to your BlackBerry email address, to save the changes, you must type the password for your BlackBerry email address. If you cannot remember the password for your BlackBerry email address, you must type the answer to the secret question for your BlackBerry email address to have the BlackBerry Internet Service send the password to your BlackBerry device.

You can update the password and the secret question and answer for your BlackBerry email address.

If you log in to your BlackBerry Internet Service account using a user name and password, you do not have a password or a secret question and answer for your BlackBerry email address.

Related topics
Change the password for your BlackBerry email address, 20
Change the secret question and answer for your BlackBerry email address, 20

Change the password for your BlackBerry email address

If you log in to your account using a user name and password, you do not have a password for your BlackBerry® email address and do not need to complete this task.
1.   On the BlackBerry® Internet Service web site, on the Services and Settings web page, click **Email Accounts**.
2.   Under your BlackBerry email address, click **Edit**.
3.   Click **Change <your BlackBerry email address> Password**.
4.   Complete the **Old password** field.
5.   Complete the **New password** field.
6.   Complete the **Confirm new password** field.
7.   Click **Save**.
8.   Click **OK**.
9.   Click **Save**.
10. Click **OK**.

Change the secret question and answer for your BlackBerry email address

If you log in to your BlackBerry® Internet Service account using a user name and password, you do not have a secret question for your BlackBerry email address and do not need to complete this task.
1.   On the BlackBerry Internet Service web site, on the Services and Settings web page, click **Email Accounts**.
2.   Under your BlackBerry email address, click **Edit**.
3.   Click **Change Secret Question**.
4.   Complete the instructions on the screen.
5.   Click **Save**.
6.   Type the password for your BlackBerry email address.
7.   Click **OK**.
8.   Click **OK**.

9. Click **Save**.
10. Click **OK**.

Setup fields for your secret question and answer

Secret question:
Select a predefined secret question for your BlackBerry® email address or create your own secret question for your BlackBerry email address. Your secret question cannot exceed 100 characters in length.

Secret answer:
Type an answer for your secret question. Your secret answer cannot exceed 100 characters in length and is not case sensitive.

Changing access options

Change the options for your POP or IMAP messaging server

1. On the BlackBerry® Internet Service web site, on the Services and Settings web page, click **Email Accounts**.
2. Under a POP or IMAP email address, click **Edit**.
3. Click **Advanced Settings**.
4. Change the advanced options for your email address.
5. Click **Save**.
6. If necessary, type the password for your email address.
7. If necessary, click **OK**.
8. If necessary, click **OK**.

Advanced options for POP or IMAP email addresses

Email server:
Type the name of the POP or IMAP messaging server for the email address.

Use SSL:
Select this check box if your wireless service provider supports SSL encryption and you want to turn on SSL encryption for email messages from the email account.

Change the options for your Microsoft Outlook Web Access messaging server

1. On the BlackBerry® Internet Service web site, on the Services and Settings web page, click **Email Accounts**.
2. Under a Microsoft® Outlook® Web Access email address, click **Edit**.
3. Click **Advanced Settings**.
4. Change the advanced options for your email address.
5. Click **Save**.
6. If necessary, type the password for your email address.

7. If necessary, click **OK**.
8. If necessary, click **OK**.

Advanced options for your Microsoft Outlook Web Access email address

Outlook Web Access URL:
   Type the web page address that you use to access your work email account using the Microsoft® Outlook® Web Access application.

Email account:
   Type the complete email address of the email account.

Changing display options

About email address names

On the BlackBerry® Internet Service web site, by default, the Email account name field displays your email address name. If you add an email address, the BlackBerry Internet Service creates a default email address name for you. You can change the name of your BlackBerry email address or any other email address names to make them more meaningful to you. For example, if your email address is katewahl@myorganization.com, you could change the email address name to "Kate Wahl at work."

When you send an email message from your BlackBerry device, your email account name appears in the Send Using field at the top of the email message. Your email account name also appears on the Home screen of your BlackBerry device.

Change an email address name

1. On the BlackBerry® Internet Service web site, on the Services and Settings web page, click **Email Accounts**.
2. Under an email address, click **Edit**.
3. In the **Email account name** field, type an email address name.
4. Click **Save**.
5. If necessary, type the password for your email address.
6. If necessary, click **OK**.
7. If necessary, click **OK**.

About display names

On the BlackBerry® Internet Service web site, the Your name field, or display name, displays the name that appears in the From field of email messages that you send from your BlackBerry device. The display name identifies you as the sender of an email message in a friendly, informal way. For example, if your email address is katewahl@myorganization.com, you could specify "Kate Wahl" as the display name.

Display names are sometimes referred to as common names or friendly names.

You can specify a display name for your BlackBerry email address and any integrated email addresses.

Specify a display name

1. On the BlackBerry® Internet Service web site, on the Services and Settings web page, click **Email Accounts**.
2. Under an email address, click **Edit**.
3. In the **Your name** field, type a display name.
4. Click **Save**.
5. If necessary, type the password for your email address.
6. If necessary, click **OK**.
7. If necessary, click **OK**.

To delete the display name, do not complete the **Your name** field. Instead of a display name, your email address appears in the From field of email messages that you send.

About signatures

You can add a signature for your BlackBerry® email address and any integrated email addresses that you have added to the BlackBerry® Internet Service. Your signature appears at the end of email messages that you send from your BlackBerry device.

You can view your signature on your BlackBerry device, but you cannot change your signature on the device by logging in to the BlackBerry Internet Service web site or changing the email options from the message list on the device.

To change your signature, you must log in to the BlackBerry Internet Service web site using the browser on your computer or use the email setup application on your device.

Deleting an email address

Delete your personal or work email address

1. On the BlackBerry® Internet Service web site, on the Services and Settings web page, click **Email Accounts**.
2. Under an email address, click **Delete**.
3. Click **Yes**.

Delete your BlackBerry email address

1. On the BlackBerry® Internet Service web site, on the Services and Settings web page, click **Email Accounts**.
2. Under your BlackBerry email address, click **Delete**.
3. Click **OK**.

Troubleshooting for email address changes

My email address is not valid

If you access your BlackBerry® Internet Service account automatically each time you visit the BlackBerry Internet Service web site, and you switch to a new BlackBerry device, you must validate your integrated email addresses and your BlackBerry email address. The BlackBerry Internet Service prompts you to type the password for each email address. You do not receive email messages from this email account until you type the password for your email addresses.

If you change information (such as a password) for an integrated email address and you do not update this information on the BlackBerry Internet Service web site, the email address will not be valid. You do not receive email messages from this email account until you update your information.

1. On the BlackBerry Internet Service web site, on the Services and Settings web page, click **Email Accounts**.
2. Click the email account that is not valid. Click **Validate**.
3. Change your email account information.
4. Click **Save**.

Note: Depending on your integrated email address, you might not be able to validate the email address from the BlackBerry Internet Service web site. For more information, contact your email service provider.

Managing email messages

Email message forwarding

About the Reply to email address

You can specify a Reply to email address for your BlackBerry® email address and integrated email addresses. If you specify a Reply to email address for an integrated email address, when contacts reply to email messages that you send from that email address, the reply is sent to the Reply to email address instead of to the email address that you used to send the email message.

You can use the Reply to email address to hide your BlackBerry email address, or if you have more than one integrated email address, you can make email messages that you send from one email address appear as if you sent them from another email address.

Specify a Reply to email address

1. On the BlackBerry® Internet Service web site, on the Services and Settings web page, click **Email Accounts**.
2. Under an email address, click **Edit**.
3. In the **Reply to** field, type an email address.
4. Click **Save**.
5. If necessary, type the password for the email address.
6. If necessary, click **OK**.
7. If necessary, click **OK**.

About forwarding sent email messages to another email address automatically

When you specify an Auto BCC email address, the BlackBerry® Internet Service automatically forwards a copy of email messages that you send from your BlackBerry device to the email address that you specify.

Forward sent email messages to another email address automatically

1. On the BlackBerry® Internet Service web site, click **Email Accounts**.
2. Under an email address, click **Edit**.
3. In the **Auto BCC** field, type an email address.
4. Click **Save**.
5. If necessary, type the password for your email address.
6. If necessary, click **OK**.
7. If necessary, click **OK**.

To stop forwarding a copy of email messages that you send, do not complete the **Auto BCC** field.

About forwarding received email messages to another email address automatically

You can specify an Auto forward email address for your BlackBerry® email address.

When you specify an Auto forward email address, the BlackBerry® Internet Service automatically forwards a copy of the complete email messages, including all applicable email message attachments and content that you receive on your BlackBerry device to the email address that you specify.

Forward received email messages to another email address automatically

1. On the BlackBerry® Internet Service web site, on the Services and Settings web page, click **Email Accounts**.
2. Under your BlackBerry email address, click **Edit**.
3. In the **Auto forward** field, type an email address.
4. Click an auto forward option.
5. Click **Save**.
6. If necessary, type the password for your email address.
7. If necessary, click **OK**.
8. If necessary, click **OK**.

To stop forwarding a copy of email messages that you receive, do not complete the **Auto forward** field.

Related topics
Options for email message forwarding, 26

Options for email message forwarding

All messages:
    Set whether the BlackBerry® Internet Service forwards a copy of all of your incoming email messages.

Only messages with attachments:
    Set whether the BlackBerry Internet Service forwards only a copy of email messages with email message attachments.

About email message filters

You can create email message filters to specify which incoming email messages are forwarded from your email account to your BlackBerry® device. These email message filters also determine how email messages are forwarded to your device (for example, high importance or header only). You can specify criteria for your email message filters based on who sent the email message, how you were addressed, and what level of importance the sender assigned to the email message.

The BlackBerry® Internet Service applies email message filters to an incoming email message in the order that the email message filters appear. If none of the email message filters that you create apply to an incoming email message, the BlackBerry Internet Service applies a default email filter to the email message. You can specify whether you want this default email message filter to forward all email messages to your BlackBerry device.

You cannot create or change email message filters from a browser on your BlackBerry device. To create or change email message filters, you must use the email setup application on your device or log in to the BlackBerry Internet Service web site using a browser on your computer.

Note: If you have added more than one email address to the BlackBerry Internet Service, email message filters that you create for one email address are not applied to another email address.

Related topics

Troubleshooting for email message management

Changes that I made to email messages on my device are not reflected in my email account

Depending on your email service provider, you might not be able to reconcile email messages over the wireless network.

On your BlackBerry® device, verify that wireless email reconciliation is turned on. For more information, click Help on your BlackBerry device.

I cannot reply to or forward an email message

The email message that you are trying to reply to or forward might be more than 30 days old. After 30 days, email messages remain on your BlackBerry® device, but you cannot reply to or forward them.

Perform one of the following actions:
- If the email message is from an integrated email address, reply to or forward this email message from your integrated email account.
- If the email message is from your BlackBerry email address, set up your BlackBerry email address to automatically forward a copy of email messages that you send or receive on your device to another email address, and then reply to or forward the email message from that email account.

Related topics

Synchronization

Synchronization basics

About wireless email reconciliation

Email messages that you open or delete on your BlackBerry® device might be marked automatically as opened or marked automatically as deleted in your integrated email account. Generally, changes that you make to email messages in your integrated email account are not reflected on your device.

If you add an email address to the BlackBerry® Internet Service and delete an email message from your email account inbox, the change is reflected on your device. If you turn off wireless email reconciliation on your device, deleted email messages do not synchronize between your device and your integrated email account.

If you have a Microsoft® Exchange work email account, an IMAP personal email account, or an MSN® Hotmail® email account, email messages that you send from your device are copied to the sent items folder in your email account. Likewise, email messages that you delete are copied to the deleted items folder (except for MSN Hotmail).

Note: Depending on your type of integrated email account or email account setup, wireless email reconciliation might not be available for your device.

If you have a work email account that uses Microsoft® Outlook® Web Access version 5.5, email messages that you send from your device are not copied to the sent items folder in your email account.

Depending on your wireless service provider, wireless email reconciliation for the sent items folder on your device might not be available for your MSN Hotmail email account.

About reconciling deleted email messages from your integrated email account to your device

When you add an email address to the BlackBerry® Internet Service, you can delete an email message in your integrated email account, and the email message is also deleted on your BlackBerry device.

By default, reconciling deleted email messages is turned on.

Note: If you turn off wireless email reconciliation on your device, deleted email messages do not reconcile between your integrated email account and your device.

Stop reconciling deleted email messages

If you have an integrated email account other than a POP email account, by default, reconciliation of deleted email messages from your integrated email account with your BlackBerry® device is turned on.

1. On the BlackBerry® Internet Service web site, on the Services and Settings web page, click **Email Accounts**.
2. Under an email address, click **Edit**.
3. Click **No** below the **Synchronize deleted items between this mailbox and my device** option.
4. Click **Save**.
5. If necessary, type the password for your email address.

6. If necessary, click **OK**.
7. If necessary, click **OK**.

To reconcile deleted email messages from your integrated email account with your device, click **Yes** below the **Synchronize deleted items between this mailbox and my device** option.

BlackBerry devices

BlackBerry device basics

About switching devices

Your BlackBerry® device links to the BlackBerry® Internet Service. If you switch your device, you must update the device PIN on the BlackBerry Internet Service web site or call your wireless service provider. When you log in to the BlackBerry Internet Service web site, you must provide the new device PIN. If you do not update the device PIN, email messages continue to be sent to your previous device.

If you access your BlackBerry Internet Service account automatically each time you open the email setup application or the BlackBerry Internet Service web site, the BlackBerry Internet Service detects that you have a new device. The BlackBerry Internet Service prompts you to type the password for each integrated email address. If you have a BlackBerry email address, the BlackBerry Internet Service prompts you for this password also.

Depending on your wireless service provider, you might not be able to switch devices.

If you want to use BlackBerry Mail, you can only switch to a BlackBerry device. BlackBerry enabled devices do not support BlackBerry Mail.

Related topics
I cannot remember the password for my BlackBerry email address, 18

Update device information

When you switch devices, the BlackBerry® Internet Service automatically detects that you have a new BlackBerry device and prompts you to switch devices. If you accept, the BlackBerry Internet Service completes your device change. If you decline, you must update your device information at a later time.

If you automatically access your BlackBerry Internet Service account when you open the BlackBerry Internet Service web site, the BlackBerry Internet Service prompts you to validate your email addresses.

1. On the BlackBerry Internet Service web site, on the Services and Settings web page, click **Change Device**.
2. Type the new BlackBerry device information.
3. Click **Save**.

Find your PIN and IMEI, ESN, or MEID

Depending on your wireless service provider, your BlackBerry® device will have either an IMEI, ESN, or MEID.

Perform one of the following actions:
- On your device, in the device options, click **Status**.
- Search for the PIN and IMEI, ESN, or MEID information on the outside of the box that your device came in.
- Turn off the device and remove the battery. Search for the sticker with the PIN and IMEI, ESN, or MEID information.

About service books

Service books determine which services are available on your BlackBerry® device. If you switch devices, or if your device is not functioning correctly, you can send service books to your device.

Send service books

1. On the BlackBerry® Internet Service web site, on the Services and Settings web page, click **Service Books**.
2. Click **Send Service Books**.
3. Click **OK**.

Troubleshooting for BlackBerry devices

I have a new SIM card and I cannot access my BlackBerry email address

If you access your BlackBerry® Internet Service account automatically each time you open the email setup application and you set up a BlackBerry® email address with your previous SIM card, you can access your BlackBerry email address again when you set up your BlackBerry Internet Service account with your new SIM card.

1. Open the BlackBerry Internet Service email setup application or visit the BlackBerry Internet Service web site using a browser on your BlackBerry device.
2. Complete one of the following actions:
   - In the email setup application, press the **Menu** key. Click **Add A BlackBerry Email Address**.
   - On the web site, on the Email Accounts page, click **Create A BlackBerry Email Address**.
3. Type the existing user name and password for your BlackBerry email address.

Note: The BlackBerry Internet Service recovers your BlackBerry email address and associates it with your new SIM card.

Related topics
About changing the password and secret question for your BlackBerry email address, 20

I cannot send or receive email messages on my device

Try performing the following actions:
- Verify that the BlackBerry® device is connected to the wireless network. If you are not in a wireless coverage area, your device should send and receive email messages when you return to a wireless coverage area. For more information about wireless network coverage, see the printed documentation that came with your device.
- Send service books to your device. If you have a device with BlackBerry® Connect™ software, you might need to delete old service books from the device before you send new service books. For more information, see the user guide for your device.
- Verify that you have not created email message filters that are preventing email messages from being redirected to your device.
- Verify that your email account is set to leave email messages on the messaging server. For more information, view the online help for your email account.
- Verify whether you need to turn on access to the IMAP or POP web site for your email account. For more information, contact your email service provider.

- Verify that your device is running BlackBerry Device Software Version 4.0 or higher.

I cannot view, change, or respond to read confirmations on my device

Verify that your BlackBerry® device is running BlackBerry® Device Software Version 4.2 or higher.

I cannot create a unique notification profile for email messages that I receive on my device

Verify that your BlackBerry® device is running BlackBerry® Device Software Version 4.2 or higher.

I cannot send, accept, or delete meeting invitations

Verify that your BlackBerry® device is running BlackBerry® Device Software Version 4.2 or higher.

I cannot change my signature using the browser on my device

You cannot change your signature using a browser on your BlackBerry® device.

Use a browser on your computer or the email setup application on your device to change your signature.

Glossary

BlackBerry email address

A BlackBerry email address is an email address that you can create to send and receive messages on your BlackBerry device.

BlackBerry enabled device

A BlackBerry enabled device is a device with BlackBerry Connect software, a device with BlackBerry Built-In software, or a device that is running the BlackBerry Application Suite. BlackBerry enabled devices provide users with access to BlackBerry device applications and BlackBerry services.

BlackBerry Internet Service

The BlackBerry Internet Service is designed to provide subscribers with automatic delivery of email messages, mobile access to email message attachments and pictures, and access to Internet content.

Subscribers can add email addresses for existing, supported email accounts to the BlackBerry Internet Service. The BlackBerry Internet Service is designed to retrieve email messages from these integrated email accounts and deliver them to subscribers' BlackBerry devices. The BlackBerry Internet Service is also designed to reconcile email messages between the subscribers' BlackBerry devices and their email accounts over the wireless network, so they do not need to manage their email messages twice.

DSL

Digital subscriber line (DSL) is a high-speed Internet connection that uses existing telephone wire technology to transport high-bandwidth data to Internet service subscribers.

ESN

electronic serial number

HTTP

Hypertext Transfer Protocol

IMAP

Internet Message Access Protocol

IMEI

International Mobile Equipment Identity

integrated email account

An integrated email account is an email account that is associated with an existing, supported third-party email address that you add to the BlackBerry Internet Service.

integrated email address

An integrated email address is an existing, supported third-party email address that you add to the BlackBerry Internet Service. After you add the email address to the BlackBerry Internet Service, you can send and receive email messages from the integrated email address on your BlackBerry device.

ISP

Internet service provider

LAN
local area network

MEID
Mobile Equipment Identifier

PIN
personal identification number

POP
Post Office Protocol

SIM
Subscriber Identity Module

SSL
Secure Sockets Layer

VPN
virtual private network

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This user guide provides instructions for accessing the BlackBerry® Internet Service using a browser on a BlackBerry device.

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