

# Setting Up UTSA E-mail: Personal BlackBerry

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Date Created: December 4, 2008

Last Modified: February 20, 2009

Version: 1.1

## I. Requirements

In order to set up e-mail on your BlackBerry, you must have

- A wireless plan that includes Internet and/or e-mail access. Contact your wireless service provider for more information.
- A PC with Internet access.
- The original box that your BlackBerry came in (optional).
- Your BlackBerry device

There are two parts of the setup:

- Use the Web to set up your account on your wireless provider's Web site
- Set up e-mail on your phone

## II. Set up your phone at your wireless provider's Web site

Follow the instructions for your wireless service provider.

### a. T-Mobile Users

1. Log in at: <https://my.t-mobile.com/Login/>.
2. Click **Register Now** (new users) or **Login** (registered users).
3. After logging in, scroll down to **Communication Tools** and select **BlackBerry Internet Email**.

### b. Other wireless providers

AT&T: <http://bis.na.blackberry.com/html?brand=mycingular>  
Sprint: <https://bis.na.blackberry.com/html?brand=sprint&locale=en>  
Verizon: <https://bis.na.blackberry.com/html?brand=vzw>

You should see the following screen:

## Welcome to BlackBerry!

### New Users

You need to create an account to begin sending and receiving email on your BlackBerry device. Please turn on your device and ensure that it is connected to the wireless network. Then click "Create New Account" below to begin.

[Create New Account](#)

### Existing Users

To log in, please provide your user name and password below.

User name:  [Require Assistance?](#)

Password:  [Forgot Password?](#)

[Log In](#)

First-time users must click **Create New Account**.

## Account Setup

Welcome to BlackBerry Internet Service!

To proceed with account setup, please review the following Legal Terms and Conditions and select "I Agree" to acknowledge that you have read, understood, and agree to be bound by the Legal Terms and Conditions.

BY CLICKING ON "I AGREE" BELOW, YOU ARE AGREEING TO BE BOUND BY THE TERMS OF THE BLACKBERRY INTERNET SERVICE END USER AGREEMENT AND THE BLACKBERRY END USER SOFTWARE LICENSE AGREEMENT AND YOU ACKNOWLEDGE THAT YOU HAVE READ, UNDERSTOOD AND AGREE TO ABIDE BY AND COMPLY WITH ALL TERMS, CONDITIONS AND NOTICES CONTAINED IN OR REFERENCED BY THESE AGREEMENTS, AND THAT YOU HAVE THE AUTHORITY TO DO SO. IF YOU DO NOT AGREE TO BE LEGALLY BOUND BY THE TERMS AND CONDITIONS OF THESE AGREEMENTS, CLICK ON "I DISAGREE" BELOW.

IF, YOU ARE A CONSUMER, THEN CERTAIN PROVISIONS IN THIS AGREEMENT DO NOT APPLY TO YOU. THIS AGREEMENT DOES NOT AFFECT YOUR STATUTORY RIGHTS

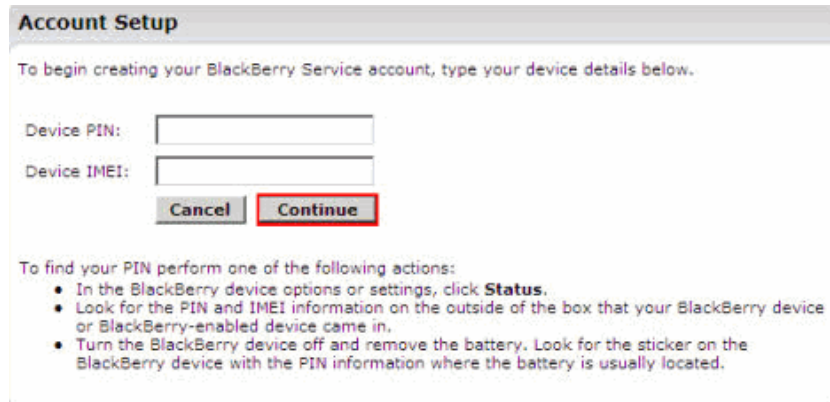
I have read and understand the Legal Terms and Conditions.

Do you agree to be bound by the Legal Terms and Conditions?

[I Disagree](#)

[I Agree](#)

Read and agree to the Terms and Conditions, then click **I Agree**.



**Account Setup**

To begin creating your BlackBerry Service account, type your device details below.

Device PIN:

Device IMEI:

To find your PIN perform one of the following actions:

- In the BlackBerry device options or settings, click **Status**.
- Look for the PIN and IMEI information on the outside of the box that your BlackBerry device or BlackBerry-enabled device came in.
- Turn the BlackBerry device off and remove the battery. Look for the sticker on the BlackBerry device with the PIN information where the battery is usually located.

Enter your device PIN and ESN/IMEI.

This information can be found:

- On the outside of the box
- On your BlackBerry, under **Options > Status**
- Printed on your phone under the battery (you must remove the battery)

### III. Set up your BlackBerry device

To set up your BlackBerry e-mail account from your BlackBerry

1. Verify your BlackBerry is connected to the wireless network.
2. Click the E-mail Settings icon.
3. Read the Legal Terms and Conditions carefully.
4. Select Yes, indicating you have read and understood the Legal Terms and Conditions.
5. Click I Agree, to be bound by the Legal Terms and Conditions and to continue with the setup process.
6. Add an existing personal or work e-mail address
7. On the Email Account Setup screen, enter your existing personal or work e-mail address and password. (see screen shots below)
8. Click Next.
9. You will receive a “successfully configured access to your email account” message.
10. Click OK. The Services - Email Account screen appears.

The Services - Email Account screen provides an overview of the following:

- Integrated email addresses
- Add An Email Account option - allows the subscriber to integrate third-party email accounts
- Services and Settings - designed to allow subscribers to manage their BlackBerry Internet Service accounts, including sending service books and changing the language
- Help - provides online help
- End User Agreement

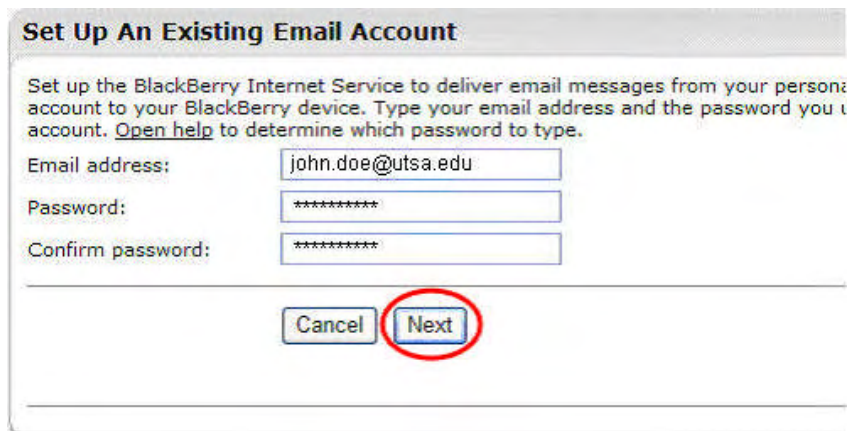
Below is some information that you may need to set up email on your personal Blackberry.

Due to the variety of different Blackberry models, the information displayed on your device may differ slightly from these instructions, but the basic requirements should be the same.

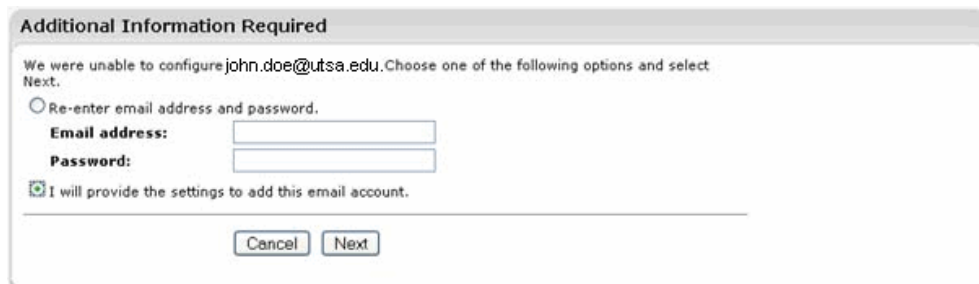
If you need further assistance, please contact the OIT Help Desk, 458-5538.

From your Blackberry main screen, click the **Email Settings** icon or equivalent.

Complete the Email address, Password, and Confirm password fields (optional), and click **Next**.



Email address:           **firstname.lastname@utsa.edu**  
Password:                enter your network logon password  
Confirm password:      re-type your password



Select **I will provide the settings to add this email account**  
Click **Next**.



Select **This is my work email account** (or, if displayed, click **Outlook/Exchange**).  
Click **Next**.

**Set Up An Existing Work Email Account**

We require additional information to configure your john.doe@utsa.edu account. Please tell us how you access your email by selecting an option below, then click "Next".

**Internet Service Provider Email (POP/IMAP)**

Automatically detect my Microsoft® Outlook™ or Outlook Express™ settings. (Requires Microsoft Internet Explorer) ?

I will provide the settings to add this email account ?

**Outlook® / Exchange®**

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

Cancel Back Next

In the Outlook® / Exchange® section, select **I can access my email account using a Web Browser (Outlook® Web Access)**, then click **Next**.

**Set Up An Existing Outlook Web Access Account**

In order to configure your email account, we need some additional information. Please fill in the fields below. If you don't know this information, [click here](#) to download the Mail Conn...

Outlook® Web Access URL:   
(e.g. http://exchange.domainname.com/exchange)  
This is the web page address you use to retrieve your e-mail using an Internet browser.

User name:   
(e.g. jdoe or domain\jdoe)

Password:   
(Outlook or network login password)

Email address:   
e.g. jdoe@myISP.com

Mailbox name:   
(e.g. jdoe)

Cancel Back Next

Complete the required fields. To find the Outlook Web Access URL

- Go to the UTSA Webmail site: (<http://email.utsa.edu>).
- Select Web E-mail.
- Log in to your e-mail account.
- Copy the Web address (for example, <https://ruby1604.utsa.edu/exchange/>).

Note: The Mailbox name refers to your name (firstname.lastname).

Click **Next**.



If the account has been properly configured you will see this message, click **OK**.

The Microsoft Outlook Web Access account should appear in your list of integrated email accounts.