BlackBerry Device Activation Instructions:

Note: This process assumes you’ve already obtained the BlackBerry Enterprise Server license. In addition, please ensure your device has adequate battery life and is activated with your provider (e.g., Verizon) before you begin.

**Device Backup:**

If this is an existing device, you may want to start by performing a full backup of the BlackBerry device using BlackBerry Desktop Manager. If you choose to install the BlackBerry Desktop Manager, Emory Healthcare recommends that you install it on your home PC. If you choose not to install the BlackBerry Desktop Manager please review and make a note of all the personalized settings (such as profile) on the BlackBerry device before proceeding.

**Device Activation:**

Note: Before you begin verify that the device time and date are correct. On the BlackBerry, navigate to Options/Date/Time in order to modify the time/date.

On the BlackBerry, navigate to Options/Advanced Options/Enterprise Activation.

- Enter your email address and activation password.
- Email address example: firstname.lastname@emoryhealthcare.org and use the pin number provided in your activation email.
- Press the BlackBerry menu key and select Activate.
- Enterprise Activation will begin.
- This may take up to half an hour, depending on how much data is being transferred. The top right of your BlackBerry screen will indicate what percentage of the activation process is complete. Your screen should show the following messages as activation occurs:
  - Activating...
  - Verifying encryption...
  - Encryption verified...
  - Waiting for services...
  - Services received...
  - Your email address, "firstname.lastname@emoryhealthcare.org" is now enabled...
  - Synchronizing service desktop...

Note: If your BlackBerry is unable to activate the first time, you will need to try the activation process again. The message "Activation complete" will indicate that activation is now complete and the initial push of Exchange information has occurred.