

Setting up a Blackberry phone with Google Mail

Concept

The process demonstrates how to set up CWRU Google Mail on your Blackberry mobile devices.

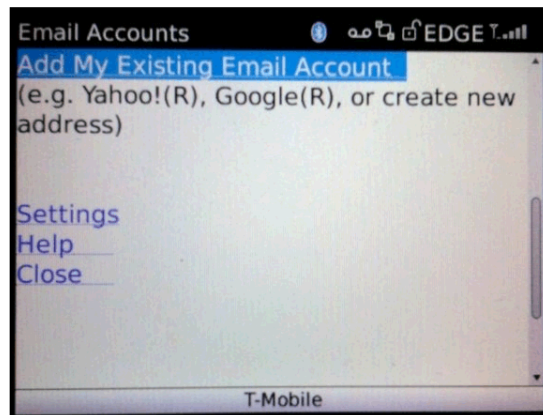
Procedure

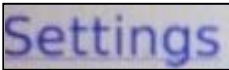
Use these directions to set up CWRU Google Mail on a Blackberry mobile device.

Before proceeding, you must have enabled IMAP for your Google Mail (see the Google Mail Settings for IMAP document).

To begin, open the Email Settings on your device.

Note that Email Settings may be in different locations depending on the model and software version of the device. Common locations for the Open Email Settings option are on the main screen under 'Email Setup' or in the 'Setup' menu.



Step	Action
1.	Select the option to Add my (an) Existing Email Account .
2.	Click on the Settings option. 
3.	Enter your CWRU Network ID and " @case.edu " into the Email Address: field.

Information Technology Services Reference Guide

Setting up a Blackberry phone with Google Mail

Step	Action
4.	Enter your Google Apps password in the Email password: field. Please note: this is the password that was created at the time the Google Apps account was created. If you cannot remember the password, please reset it at https://its-services.case.edu/my-case-identity/google-apps/ .
5.	The Unable to Configure error screen will appear. Click the I will provide the settings to add this email account radio button.
6.	The Add Email account screen appears. Click the Internet Service Provider Email (POP/IMAP) radio button.
7.	The Add POP/IMAP email account screen appears. Enter your CWRU email address as <i>first.last@case.edu</i> into the Email Address: field.
8.	Enter your CWRU Network ID and " @case.edu " in the User name: field.
9.	Enter your Google Apps password into the Password: field.
10.	Enter " imap.gmail.com " in the Email server: field.
11.	The Setup Complete screen appears. You will see a success message if it has been set up correctly. If it was unsuccessful, make sure that the Google Apps password was entered correctly. If necessary, reset the password at https://its-services.case.edu/my-case-identity/google-apps/ and try the process again.

If too many attempts have been made to set your mobile email account, Google will lock out your account. To unlock your account, go to <https://www.google.com/a/case.edu/UnlockCaptcha>

Information Technology Services Reference Guide

Setting up a Blackberry phone with Google Mail

1. Enter your CWRU Network ID in the **Username** field.
2. Enter your Google password that you set up when you created your account in the **Password** field.
3. Enter the red captcha characters into the box below them.
4. Click the **Unlock** button.

You have successfully unlocked your Google account if you see the following page appear:



Return to Step 1. to try setting up your Google Mail with your mobile device again.

Step	Action
12.	This completes the process of adding CWRU Google Mail to your Blackberry mobile device. End of Procedure.