To connect your BlackBerry device to our Exchange system you will have to go through the Enterprise Mail Activation process.

If you are currently utilizing a Blackberry device to connect to the GroupWise Messaging system, on Monday, June 6th, you will need to wipe your device. This process will wipe all data from your Blackberry device. **Please be sure to back up the device using the Blackberry Desktop Manager software that came with your device.** You will receive an email on Monday providing you with the new Enterprise activation password.

To wipe your Blackberry Device: Select the following -> Options -> Security Options -> General Settings -> BBMenu Button -> Wipe Handheld. You may be prompted to include Third Party application. Select Continue -> type blackberry -> press enter. The device will reboot. Once the device is finished rebooting, the setup wizard will begin but cancel the wizard and select not to run again.

To begin the Enterprise Activation: Select Options -> Advanced Options -> Enterprise Activation. Type in your email address in the appropriate field and activation password. Select Activate. The activation process will take 20 minutes to 2 hours depending on the amount of data in your mailbox and server load on the Blackberry Enterprise server.

Please contact the Helpdesk for if you require assistance with an existing or new Blackberry device. Existing GroupWise Blackberry users will receive priority service over new mobile users.

Note: Changes that you make to your wireless account are solely your responsibility and not those of Penn State Hershey Medical Center.