



Reset a BlackBerry Activation Password

It is not uncommon for your employees to change their BlackBerry devices if an old BlackBerry is broken, if a BlackBerry has been lost and the old device was “wiped” for security purposes, or if a user simply purchases a new device. Additionally, it is not uncommon for an employee’s BlackBerry to stop communicating with the BlackBerry server, in which case the user will need to initiate a new activation from the device for troubleshooting purposes in order to re-establish communication between the handheld device and the BlackBerry server.

In these circumstances, it is necessary to simply re-set the user’s mailbox BlackBerry service activation password, and then have the user perform a new “enterprise activation” from the BlackBerry device itself to re-connect the device to the BlackBerry server.

1. Log into the Control Panel.

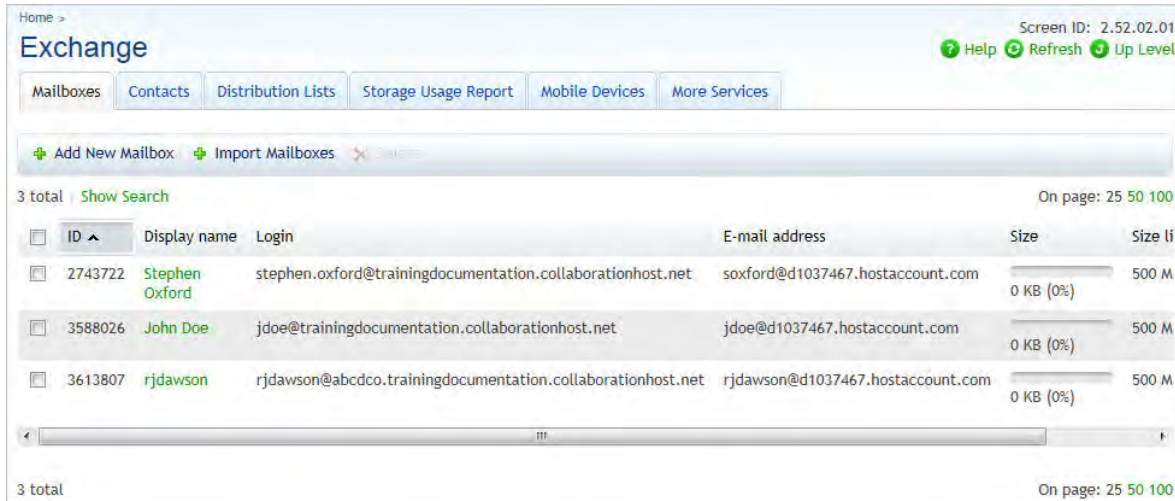
The Apptix Control Panel’s main dashboard displays:

The screenshot shows the Apptix Control Panel dashboard. At the top, there is a navigation bar with tabs: Home, Users, Exchange (highlighted), SharePoint, More Services, Account, and Help & Support. The main content area is divided into several sections:

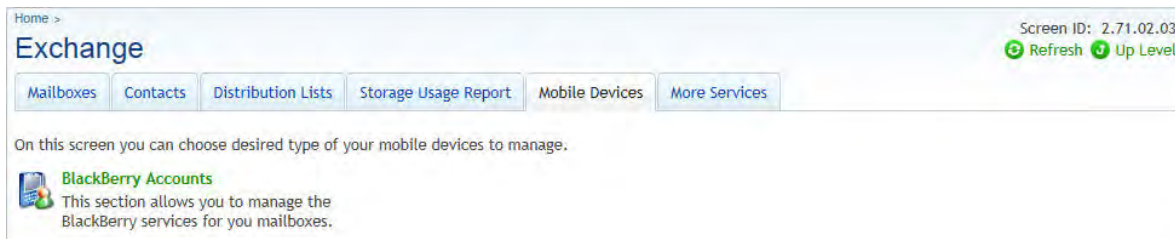
- Service Information:** Shows subscription details for 'SharePoint Enterprise - 10GB 500 Users (ID:1037467)'. It includes progress bars for IP addresses (0 unit used of 1 unit), Diskspace (40.3 MB used of 10 GB), and SharePoint Sites (1 unit used of 1 unit). Links for 'All Resource Usage' and 'Subscription Resources' are provided.
- Exchange:** Provides managing facilities for mailboxes, public folders, distribution lists, contacts, and mail service general settings. Links include 'Add New Mailbox' and 'Mailboxes'.
- SharePoint:** Allows viewing and managing SharePoint sites and users, as well as configuring administrator accounts. Links include 'Add New Site', 'Add New User', 'Sites', and 'Users'.
- More Services:** A section for managing special features of the current subscription, with a link for 'Boundary Defense for Email'.
- Account:** Displays 'Outstanding Invoices' for \$ 0.00. Links include 'Financial Documents', 'Payment Methods', 'Admins', 'Change Password', and 'Subscriptions'.
- Users:** A section for creating and managing users. Link: 'Create User'.
- Store:** A section for buying additional services, domains, and more. Links include 'Buy More Services', 'Register New Domain', 'Buy Additional Resources', and 'Change Service Plan'.
- Domains:** A section for managing domains and domain names. Links include 'Registered Domains' and 'Hosted Domains'.

2. Select the **Exchange** tab from the menu bar.

The **Exchange** dashboard displays:



3. Select the **Mobile Devices** tab.

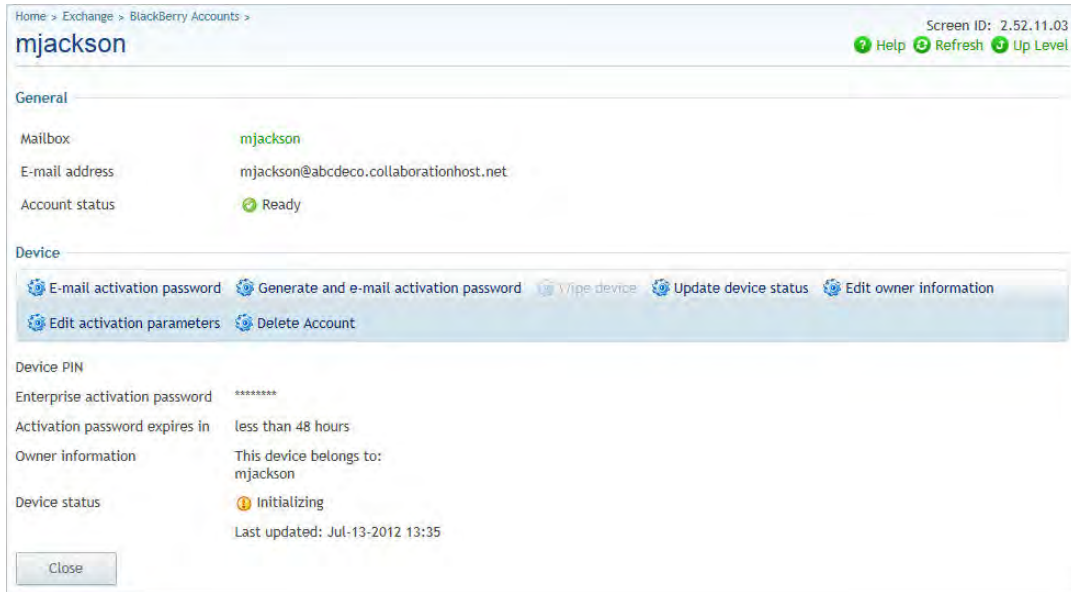


4. From the **Mobile Devices** tab, select **BlackBerry Accounts**.

The **BlackBerry Accounts** screen displays a list of all mailboxes currently configured with BlackBerry service and the status of each user.



5. From the **BlackBerry Accounts** screen, click the user's **Account** name to display this user's BlackBerry details page:



6. In the **Device** section, click the [**Generate and email activation password**] button.

The activation password operation is completed automatically and emailed to the user.

7. Click the [**Close**] button to complete the assignment of a new activation password.