



How To Wipe a Blackberry Device (except Z10 and Q10) and Re-activate it with an Office 365 Mailbox

WIPING THE BLACKBERRY

1. Access the Blackberry menu by pressing the Blackberry key (left of trackball or pad).
2. Select Options; Security Options; Security Wipe.
3. With E-mails, Contacts, etc., checked scroll to the bottom of the screen and in the field provided type: **blackberry**.
4. Then select Wipe by pressing the trackball (or pad).

The blackberry will wipe the e-mail content and restart. This will take one or more minutes to complete.

Once that is done you can activate it on the Office 365 service.

ACTIVATING THE BLACKBERRY

Make sure you are in an area that has a strong cellular signal (at least 3 bars).

1. Access the Blackberry menu by pressing the Blackberry key (left of trackball or pad).
2. Select the Options menu (Options usually has a wrench icon on it).
3. From the options menu select Advanced Options.
4. Select Enterprise Activation.
5. Type in your e-mail address: first.lastname@suny.edu.
6. Type the activation password: o365.
7. Press the scroll button (or pad) and select Activate.

Activation may take up to 4 minutes to start and will download your contacts, calendar and e-mail.

If you have trouble accomplishing this, please contact the Helpdesk for assistance.