

## Integrate email accounts with your BlackBerry Internet Service account

### Environment

- BlackBerry® Internet Service

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**Important:** Some wireless service providers do not support integration with all types of email accounts. Contact your wireless service provider to verify that the third-party email account is supported.

**Note:** To determine which version of the BlackBerry Internet Service you are using, see [KB04989](#).

### Procedure

Your BlackBerry Internet Service account can be integrated with up to ten Internet service provider (ISP) email accounts. The BlackBerry Internet Service supports most Post Office Protocol 3 (POP3) and Internet Message Access Protocol (IMAP) accounts, including MSN® Hotmail® and Yahoo!® Mail.

- For information on how to integrate a Yahoo!® Mail Plus account, see [KB03728](#).
- For information on how to integrate a Microsoft® Outlook® Web Access account, see [KB03133](#).

### Integrating an email account

Complete the procedure that corresponds with your version of the BlackBerry Internet Service.

#### BlackBerry Internet Service 2.x

1. Navigate to your wireless service provider's BlackBerry Internet Service web site and log in to your account.

**Welcome to BlackBerry!**

**New Users**  
You need to create an account to begin sending and receiving email on your BlackBerry device. Please turn on your device and ensure that it is connected to the wireless network. Then click "Create New Account" below to begin.

**Create New Account**

**Existing Users**  
To log in, please provide your user name and password below.

User name:  [Require Assistance?](#)

Password:  [Forgot Password?](#)

**Log In**

2. Click **Setup Account**.

**Email Accounts**

Manage the accounts you are using with your BlackBerry device.

**Valid Email Account**

✓ [Redacted]

**Add An Existing Email Account**  
Set up an existing work or personal email account for use with your BlackBerry device ex. Yahoo!®, Gmail™, Microsoft Outlook®

**Set Up Account**

**BlackBerry Device Email Address**  
The email address for your BlackBerry is [Redacted]

3. Type the email address and password in the appropriate fields, then click **Next**.

**Set Up An Existing Email Account**

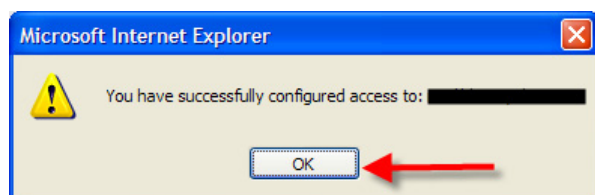
Set up the BlackBerry Internet Service to deliver email messages from your personal account to your BlackBerry device. Type your email address and the password you use for your account. [Open help](#) to determine which password to type.

Email address:

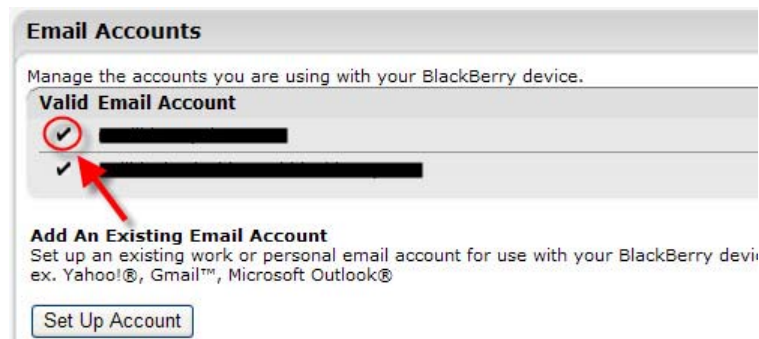
Password:

Confirm password:

If the following message is displayed, the integration is complete. Click **OK**.



The added account is listed with a check mark in the **Status** column (on the far right). New email messages begin appearing on the BlackBerry smartphone from the added email account.



If an error is displayed, see [KB10453](#) or [KB02858](#).

#### BlackBerry Internet Service 1.8

1. Navigate to your wireless service provider's BlackBerry Internet Service web site and log in to your account.
2. On the navigation bar, click **Profile**.
3. Under Email Accounts, click the **other email accounts** hyperlink.
4. Click **Add Account**.
5. Type the email address, user name, and password in the appropriate fields, then click **Submit**.

If the **Your email account has been successfully set up** message is displayed, the integration is complete. The integrated account is listed with a check mark in the **Status** column (on the far right). New email messages begin appearing on the BlackBerry smartphone from the added email account.

If an error message is displayed, see [KB10453](#) or [KB02858](#).

#### Integrating an email account using the Advanced Integration Method

Complete the procedure that corresponds with your version of the BlackBerry Internet Service.

#### BlackBerry Internet Service 2.x

1. Navigate to your wireless service provider's BlackBerry Internet Service web site and log in to your account.

**Welcome to BlackBerry!**

**New Users**  
You need to create an account to begin sending and receiving email on your BlackBerry device. Please turn on your device and ensure that it is connected to the wireless network. Then click "Create New Account" below to begin.

**Existing Users**  
To log in, please provide your user name and password below.

User name:  [Require Assistance?](#)

Password:  [Forgot Password?](#)

2. Click **Setup Account**.

**Email Accounts**

Manage the accounts you are using with your BlackBerry device.

**Valid Email Account**

✓ [Redacted]

**Add An Existing Email Account**  
Set up an existing work or personal email account for use with your BlackBerry device. ex. Yahoo!®, Gmail™, Microsoft Outlook®

**BlackBerry Device Email Address**  
The email address for your BlackBerry is [Redacted]

3. In the **Email Address** field, type the email address. Leave the **Password** field blank.

**Set Up An Existing Email Account**

Set up the BlackBerry Internet Service to deliver email messages from your personal account to your BlackBerry device. Type your email address and the password you use for that account. [Open help](#) to determine which password to type.

Email address:

Password:

Confirm password:

4. Select the **I will provide the settings to add this e-mail account option**, then click **Next**.

**Additional Information Required**

We were unable to configure [Redacted]. Choose one of the following options and select **Next**.

Re-enter email address and password.

**Email address:**

**Password:**

I will provide the settings to add this email account.

5. Depending on the email environment, do one of the following:

- Select **This is my personal email**, then click **Next**.

**Select Account Type**

We were unable to configure [redacted]. Please select one of the following options:

This is my personal email account.

This is my work email account.

Cancel Next

- Select **This is a work email account**, then click **Next**.

**Select Account Type**

We were unable to configure q@q.com. Please select one of the following options:

This is my personal email account.

This is my work email account.

Cancel Next

If the **This is a personal email account** option is selected, complete the following steps:

1. Select **I will provide the settings to add this email account**, and then click **Next**.

**Set Up An Existing Personal Email Account**

We require additional information to configure your [redacted] account. Please tell us your email by selecting an option below, then click "Next".

**Internet Service Provider Email (POP/IMAP)**

Automatically detect my Microsoft® Outlook™ or Outlook Express™ settings.?

I will provide the settings to add this email account.?

Cancel Back Next

2. Type the messaging server name, the user name, and the correct password in the appropriate fields.

**Set Up An Existing Outlook / Outlook Express Account**

To configure your email account, the BlackBerry Internet Service requires some add Complete the fields below, or if you are adding a Microsoft® Outlook® or Outlook Ex the BlackBerry Internet Service can automatically detect the information for you.

User name:  (e.g. jdoe or jdoe@yourisp.com)

Password:

Email server:  (e.g. email.yourisp.com)

Email address:  (e.g. jdoe@yourisp.com)

Cancel Back Next

3. Click **Next**.

If the **This is a work email account** option is selected, complete these steps:

1. Select **I will provide the settings to add this email account** if you access the account using POP or IMAP settings. Click **Next**.

### Set Up An Existing Work Email Account

We require additional information to configure your match\_made@gmail.com account. Please tell us how you access your email by selecting an option below, then click "Next".

**Internet Service Provider Email (POP/IMAP)**

Automatically detect my Microsoft® Outlook™ or Outlook Express™ settings. (Requires Microsoft Internet Explorer) ?

I will provide the settings to add this email account ?

**Outlook® / Exchange®**

I can access my email account using a Web browser (Outlook® Web Access) ?

Cancel Back Next

2. Type the messaging server name, the user name, and the correct password (Microsoft Outlook Web Access URL and Mailbox Name for a Microsoft Outlook Web Access account) in the appropriate fields. Click **Next**.

#### POP or IMAP

### Set Up An Existing Outlook / Outlook Express Account

To configure your email account, the BlackBerry Internet Service requires some add Complete the fields below, or if you are adding a Microsoft® Outlook® or Outlook Ex the BlackBerry Internet Service can automatically detect the information for you.

User name:  ?  
(e.g. jdoe or jdoe@yourisp.com)

Password:  ?

Email server:  ?  
(e.g. email.yourisp.com)

Email address:  ?  
(e.g. jdoe@yourisp.com)

Cancel Back Next ?

#### Microsoft Outlook Web Access

### Set Up An Existing Outlook Web Access Account

In order to configure your email account, we need some additional information. Please enter the information in the fields below. If you don't know this information, [click here](#) to download the Mail Connector.

Outlook® Web Access URL:   
 (e.g. http://exchange.domainname.com/exchange)  
 This is the web page address you use to retrieve your Outlook® messages using an Internet browser.

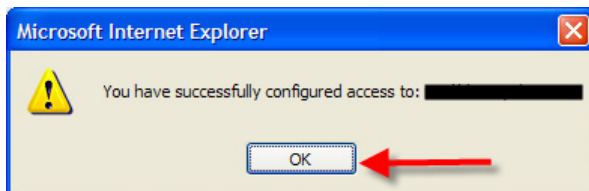
User name:   
 (e.g. jdoe or domain\jdoe)

Password:   
 (Outlook or network login password)

Email address:   
 e.g. jdoe@myISP.com

Mailbox name:   
 (e.g. jdoe)

If the following message is displayed, the integration is complete. Click **OK**.



The added account is listed with a check mark in the **Status** column (on the far right). New email messages begin appearing on the BlackBerry smartphone from the added email account.

### Email Accounts

Manage the accounts you are using with your BlackBerry device.

Valid Email Account	
<input checked="" type="checkbox"/>	[redacted]
<input checked="" type="checkbox"/>	[redacted]

**Add An Existing Email Account**  
 Set up an existing work or personal email account for use with your BlackBerry device. ex. Yahoo!®, Gmail™, Microsoft Outlook®

If an error message is displayed, see [KB10453](#) or [KB02858](#).

#### BlackBerry Internet Service 1.8

1. Navigate to your wireless service provider's BlackBerry Internet Service web site and log in to your account.
2. Click **Add Account**.
3. In the **Email Address** field, type the email address.
4. In the **Username** field, type the user name.
5. In the **Password** and **Confirm Password** fields, type an incorrect password.
6. Select the **I use an email client such as Microsoft Outlook®, Outlook Express®, Netscape®, Eudora®** option, then click **Submit**.
7. Type the messaging server name.
8. Type the port number for the POP or IMAP account.
9. In the **Password** and **Confirm Password** fields, type the correct password.
10. Click **Submit**.

If the **Your email account has been successfully set up** message is displayed, the integration is complete. The added account is listed with a check mark in the **Status** column (on the far right). New email messages begin appearing on the BlackBerry smartphone from the added POP or

IMAP account.

If an error message is displayed, see [KB10453](#) or [KB02858](#).

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### Additional Info

The following articles contain helpful information for when attempting to receive email messages from third-party accounts on the BlackBerry smartphone:

- [KB03133](#) - Integrate a Microsoft Outlook Web Access account with your BlackBerry Internet Service account
- [KB10453](#) - Unable to integrate an email account with the BlackBerry Internet Service
- [KB02857](#) - Unable to receive email messages from an integrated POP3 account
- [KB02858](#) - Unable to integrate a Microsoft Outlook Web Access account

To find your service provider's BlackBerry Internet Service web site, go to the **Support** section of the [www.blackberry.com](http://www.blackberry.com) web site.

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#### Products & Services:

- BlackBerry Internet Service

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