

# **NHSmail Mobile Configuration Guide**

## **– NotifySync for Blackberry**

**Version:** v4.10

**Date:** November 2011

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## Introduction

This document details how to configure your Blackberry device to work with your NHSmail account.

If you require any assistance setting up your device, please contact your local helpdesk in the first instance or go to: <http://www.nhs.NotifySync.co.uk> as this product is not supported by the NHSmail helpdesk.

Before configuring your device ensure you have backed up the device. Installation by default will replace all your contacts, calendar and tasks with what is held in your NHSmail account so please ensure the data in your NHSmail account is up to date before proceeding.

## NHSmail mobile device policy

When you setup your Blackberry device to work with NHSmail, you must adhere to the NHSmail mobile device policy.

- A password is required for unlocking the device
- The inactivity timeout is set to 20 minutes. After this time, or if the device goes into standby mode, the password has to be entered to unlock the device
- If an incorrect password is entered 8 times in succession, the device will be automatically wiped of ALL data and restored to its default factory settings
- The maximum message size for automatic synchronisation is 500KB. Bear this in mind as attachments larger than this size may fail to download.

Once the policy has been applied to the device it can only be removed by performing a factory reset (format) of the device.

It is important to remember that receiving data on your device may incur a financial cost to yourself or your organisation.

Check with your organisation for more information regarding data plans and tariffs.

## Installing NotifySync v4.10 on your BlackBerry handset

These instructions were originally written for the BlackBerry Bold 9000 on the o2 network using Blackberry O/S v4.6. Therefore the screenshots are from this phone. However any BlackBerry with v4.5 BlackBerry Operating System or later should work in a very similar way, and known differences with earlier O/S versions are highlighted in the guide where possible (see Note: under each step)

This guide assumes the following:

1. You have obtained a licence key for NotifySync, either a full key or a trial key. If you do not have a licence key, visit <http://www.notifysync.co.uk> to obtain one.
2. You have a supported Blackberry handset running a supported version of the Blackberry operating system. The current list of supported handsets can be found here: <http://kb.notifysync.co.uk/syncsupport/handsets> – please also review this article for information about unsupported handsets.
3. You have enough space on your handset. You need a minimum of 1.2Mb of free space available on the device to install NotifySync, plus additional space to store notifications you receive and messages that you send.
4. You have disabled content encryption on your device. If enabled, this will prevent NotifySync from accessing the Contact, Calendar, and Task information stored on the device. Access these settings from the BlackBerry Home screen.
  - For OS versions  $\geq 5.0$  Select *Options* > *Security Options* > *Encryption* and choose to disable.
  - For OS versions  $< 5.0$  Select *Options* > *Security Options* > *General Settings* and disable *Content Protection*.
5. You have internet connectivity on your device. Typically this is via the BIS (BlackBerry Internet Service) or TCP data plan.

To check whether your device supports BIS, from the Blackberry home screen go to Options > Advanced Options > Service Book. If you find a service book IPPP for BIBS [IPPP] then your mobile network supports BIS and your device should be provisioned for BIS operation.

If you do not have BIS enabled, to check if your device is setup for TCP operation, please refer to the following knowledge base article for guidance:

<http://kb.notifysync.co.uk/syncsupport/tcpsetup>

If you are unsure as to what internet services you have, please check your billing with your mobile provider to see if you have either BIS or TCP listed as a service. If not, you will need to contact your mobile provider to get one of these services added to your account.

Note – it may not be enough that you can browse some web pages on your phone, for example via Vodafone Live. This is not necessarily the same as having full internet access.

*Continues...*

6. You have taken a full backup of your device. Refer to your phone user guide for assistance.
7. You have created any other personal Email accounts on the device that you have (BIS accounts such as GMail, AOL, Yahoo etc) prior to installing NotifySync and you have deleted the CICAL service book(s) before you start the install. This is a key step in avoiding calendar synchronisation issues later on. Go to Options > Advanced Options > Service books and locate any entries with a suffix of [CICAL] and remove them (when highlighted, pop up the menu and select Remove or Delete).

You will need for this guide:

Your email logon	The username you use to logon to NHS webmail which is usually the same as your NHS email address. So for example, if your webmail logon is fred.bloggs@nhs.net, your logon for NotifySync purposes is also <a href="mailto:fred.bloggs@nhs.net">fred.bloggs@nhs.net</a>
Your password	The password you use to logon to NHS webmail
Your licence key	Your NotifySync licence key supplied by London Web. This will be in your welcome licence email.
Your server address	For NHS users this is <b>eas.nhs.net</b>

Before attempting to install the software, please review the following important information.

## KNOWN NOTIFYSYNC LIMITATIONS

The latest information links can be found at the following address:

<http://kb.notifysync.co.uk/syncsupport/limitations>

## INSTALLATION GUIDE

1. Open the BlackBerry web browser.

*Notes: Whilst installing, please select a suitable location with good network coverage. Avoid moving around where possible as this can cause the installer to fail during download.*

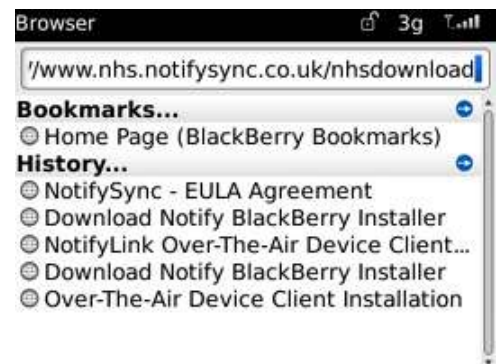
*For BlackBerry phones without 3G capability, if you make or receive a call during the install process this can terminate downloads, as these phones cannot simultaneously download data and make/receive calls at the same time.*



2. Enter the web address shown in your London Web welcome email – this is usually:

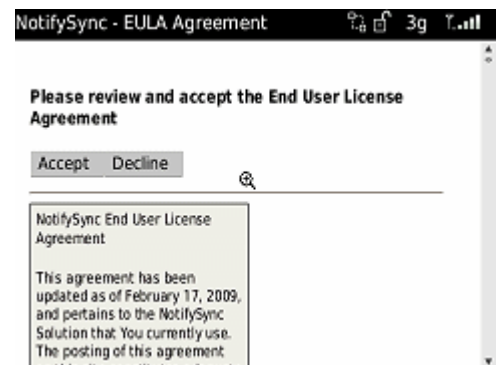
<http://www.nhs.notifysync.co.uk/nhsdownload/>

Press enter



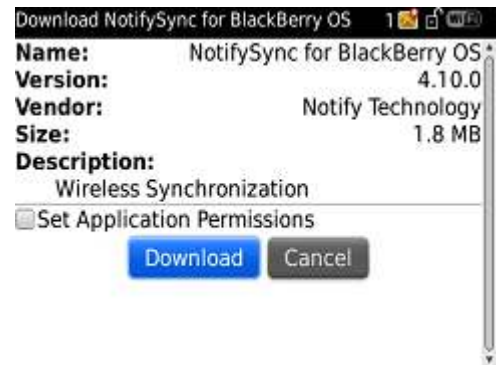
3. Read the Licence agreement.

Once you are happy with the agreement, go to “Accept”



- The download for NotifySync opens.

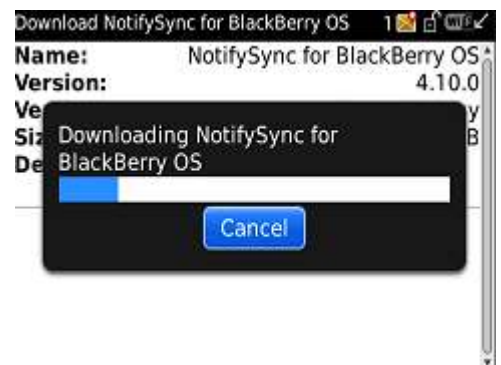
A version page is displayed which may show a later Version than this screenshot, no problem, just select Download.



*Note: If you receive a message here stating that you need to use the Blackberry browser on your phone, this is because your phone browser is currently set to emulate either Internet Explorer or Mozilla Firefox. Please see "Phone asks for Blackberry browser" under troubleshooting later in this guide.*

- NotifySync is now downloaded

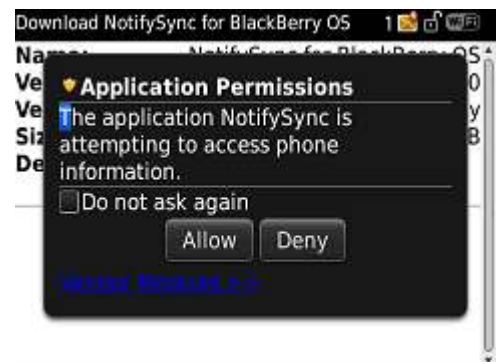
This may take a few minutes, please be patient.



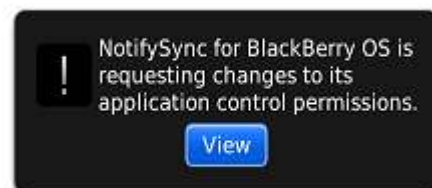
*Note: If your Blackberry only supports GPRS connectivity, this process may take longer. For Blackberry handsets using 3G or with a configured Wi-fi connection, this process will be faster.*

- You are then prompted to that NotifySync needs to access phone information.

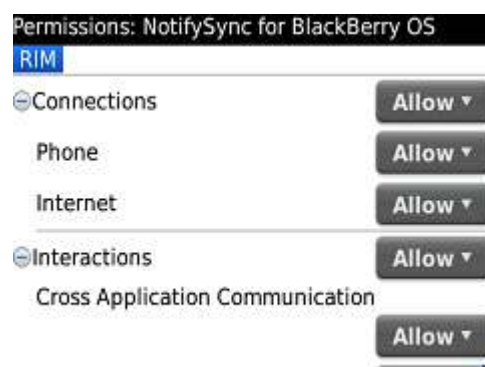
It is very important that you select Allow



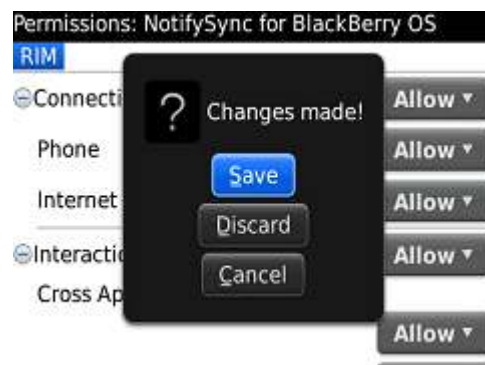
- 7. NotifySync may then request changes to the application control permissions. If so, select View, if not skip to step 10.



- 8. Make sure all permissions are set to Allow



- 9. Back out and save the change



10. The application should now be shown as successfully installed. Select OK.



11. Exit your browser. You should now be taken to NotifySync Registration Step 1.

If you are not, and you are taken to your BlackBerry desktop, find the NotifySync icon. This is either on the main screen or in the downloads folder.



12. Now you are at Step 1 of the registration.





13. The new version of NotifySync minimises the amount of information you need to enter in order to successfully register your device to your NHS account.

Enter your email address and password.

**Make 100% sure your password is correct. Complex passwords containing numbers and symbols can be difficult to type correctly on Blackberry keypads. Therefore you can use the Show Password box to unmask the password and view it in plain text to verify that it is exactly as you expect it to be.**



Once your email address and password are entered, select Next

*Note: Network Setting is Auto Detect by default. It is recommended that you leave it set to Auto Detect unless you have connection errors during registration. If you do have connection errors, these are discussed in a later step.*

*Note: If you are registering using a wireless network connection, you may wish to change the Network Setting to Wifi(TCP).*

*Note: If you have a Blackberry Torch, you cannot use BIS-B for registration due to limitations of that device. In this instance, use Wifi (where available) or TCP for registration. See here for details on configuring for TCP*

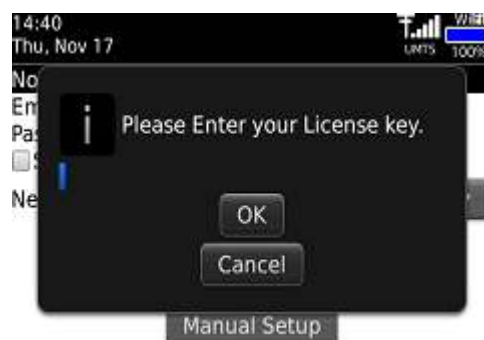
<http://kb.notifysync.co.uk/syncsupport/tcpsetup>

14. Enter your licence key if prompted.

The licence key is sent to you in your welcome email.

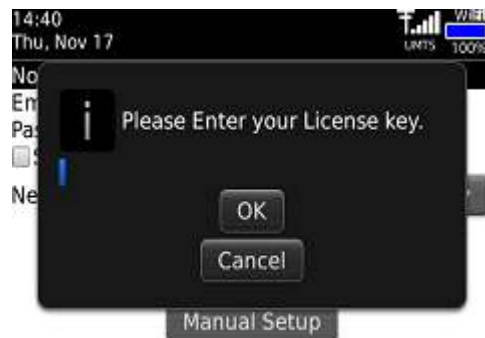
*Note: When you select Next, your license key is first checked.*

*If you receive an error at this stage, please check common errors on the next page.*



## Licence key errors

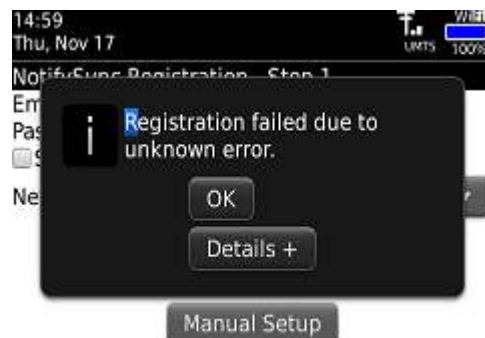
If once you have entered your licence key you are taken back to the Please Enter your license key screen, this indicates that the wrong key was entered. Re-enter the correct key.



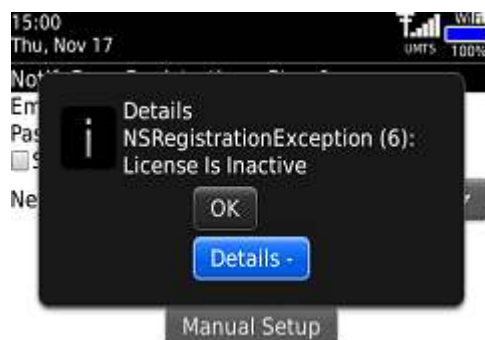
Licence keys are 8 letters and numbers. If you enter too few or too many, you will see this screen, re-enter your licence key correctly.



If you see the screen that Registration failed due to an unknown error, select "Details +"



Sample when Details is selected. In this instance, error is that the license is inactive.

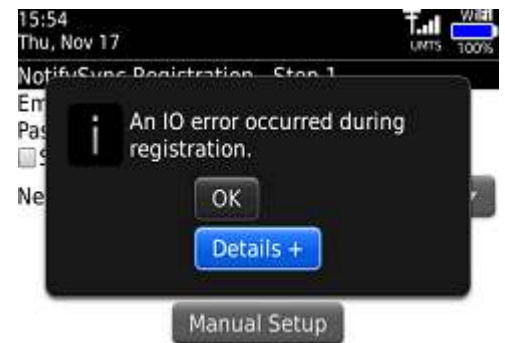


If your licence is currently inactive or you have an error not shown here, please contact us for assistance.

You can log a support ticket at <http://kb.notifysync.co.uk> and we will assist you further.

15. If you receive the message “An I/O Error occurred during registration” this indicates that the Auto Detect network function was unable to successfully determine the correct network type to use.

Have a look at this guide for further assistance with network types and how to configure: <http://kb.notifysync.co.uk/syncsupport/ioerror>

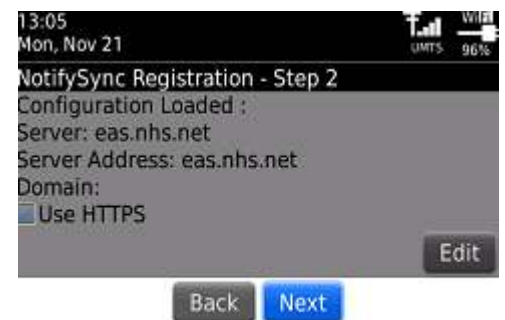


Close this screen and select another Network Type to try once you have configured your device for other network types.

16. NotifySync will attempt to determine your configuration automatically.

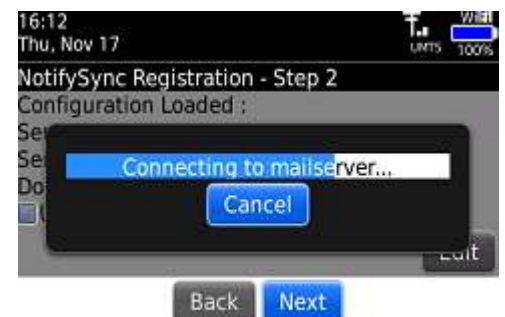
For NHS the standard is server/server address of eas.nhs.net

Use HTTPS ticked



It is recommended you proceed without changes for NHS mail accounts as long as the screen matches what is shown in the image.

17. NotifySync will now attempt to connect to your mailserver to register your account. This may take a few minutes.



If you receive this error, NotifySync was unable to connect to your mailserver.

It is unlikely that the NHS system is unavailable as it is designed to be very resilient to failure. Therefore check that you have good mobile coverage at your location. Try moving to another area with better coverage, or go back and change the network type to another type as discussed in step 15.

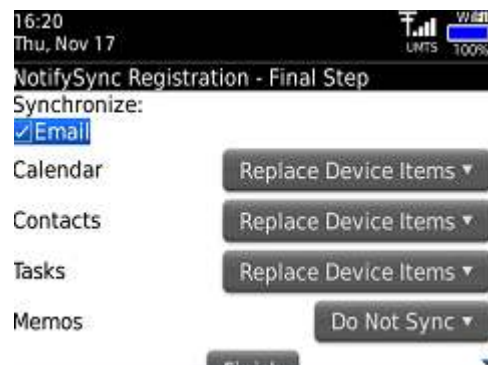


Also go back to verify that your mailserver settings were detected correctly as shown in step 16. If they are not, use the edit button to change the settings to match the screenshot.

- Once a connection to the NHS system is established, you will be prompted what you would like to do with existing items on your device.

To synchronise Email, leave Email ticked.

If you wish to change any of the “Replace Device Items” options, see below, otherwise select Finish.



The options for PIM items (Calendar, Contacts, Tasks, Memos) are:

**Replace Device Items** – all existing data on the Blackberry for this PIM type will be erased, and will be replaced by the data on your mail server. This is the preferred option, however anything on your device for this PIM type that is not currently on the server will be removed.

**Merge Items** – the existing data on the Blackberry will be retained. Data on the mail server will be downloaded and merged with the existing Blackberry data. The new merged set of data will be synchronised with your mail server. After this process is complete, the Blackberry will contain the existing Blackberry data and the mail server data. The mail server will contain the existing mail server data and the data that was on the Blackberry. Note: If the device contains similar information to the server, then after the merge you may have duplicated items (as the merged data contains the copy from the server AND the copy from the device). If this occurs, simply remove one of the duplicates either from the server or the device and the change will be synchronised back.

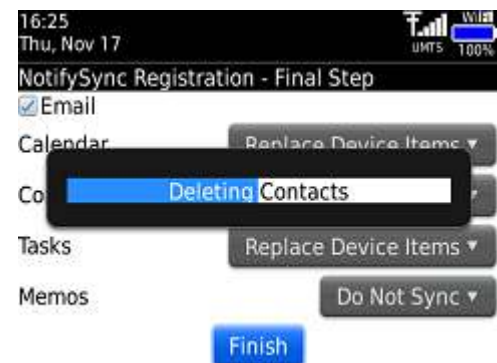
Do Not Sync – do nothing with this particular PIM type. No items on the Blackberry will be synchronised for this PIM type. However do not worry, this can be changed later after registration from NotifySync > Preferences >

Sync Settings

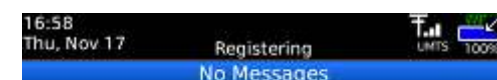
19. Once you select Finish, you will be prompted with an “Are you sure” type prompt with details of the setting you have selected. If you are sure you wish to proceed, select Yes, otherwise select No and make any changes to the screen in the previous step.



Existing items will then be removed

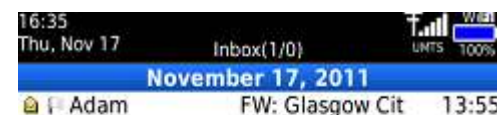


20. Registration is then completed and the inbox starts populating.



Note: Calendar/Contact/Task items are synchronised in batches of 100.

Therefore it can take a number of synchronisations until your calendar/contact/task items are fully downloaded from the server to your device.



Registration is now complete!

## Extra NHS policies that will apply to your device

1. The NHS server has a policy requiring that your device locks itself after a period of inactivity, you will then be prompted to set a lock password.

It is important that you remember the password you select, as in many cases if you forget the password, the only way to recover it is to completely wipe the device of all data and reinstall all applications from scratch.

*Note: This password will NOT automatically change when you change your email password, it is a separate, independent password.*



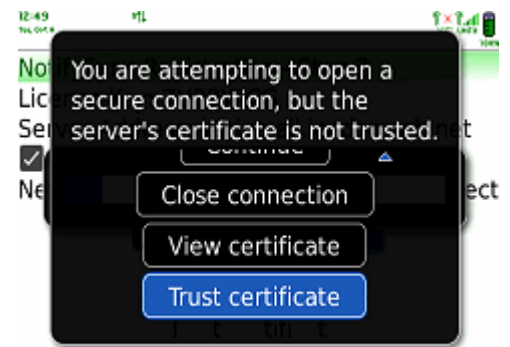
If when you set the password it does not meet the requirements of the server (for example it is too short, or not complex enough) you will be shown the reason on the bottom line of the password entry box. Select another password that meets the requirement shown.



2. The NHS system also requires content encryption changes on your device, you will be warned of this. These changes will not take effect until the device is restarted.

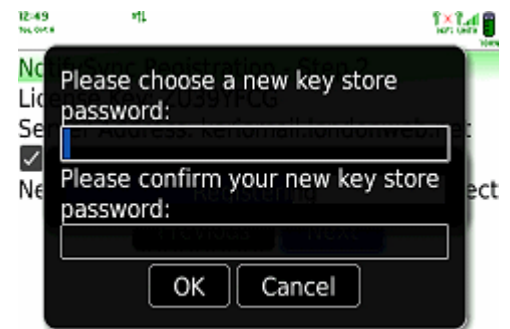


- The NHS requires a secure HTTPS connection. You will be prompted to trust the NHS certificate. If this is the first time you have trusted a certificate on your Blackberry, you may be prompted to enter a new keystore password.



Select a password and enter it carefully.

**IMPORTANT: Make sure you remember it! If the keystore password is lost or forgotten, the only way to reset is to wipe the handset back to factory defaults! THERE IS NO RECOVERY PROCEDURE!**



**Note: The keystore is a function of the Blackberry device, not NotifySync.**

For more information on Keystore passwords, see

<http://kb.notifysync.co.uk/syncsupport/keystore>

**If this is not the first time you have trusted a certificate on your Blackberry**, you may be prompted to enter your existing keystore password. Enter your existing keystore password to continue. If you do not know what this password is, first refer to the manual you received with the device and/or speak to the person(s) responsible for supplying you the device. If you are unable to determine the existing password, the handset will need to be wiped back to factory defaults.

4. When you have entered a new password or the existing password, a warning may appear saying that Notify is requesting access to your key store. Select OK.



5. If you receive a message saying that the certificate could not be added to the keystore due to IT policy restrictions, please see here for advice:

<http://kb.notifysync.co.uk/syncsupport/policyrestriction>

Troubleshooting information follows on the next page.



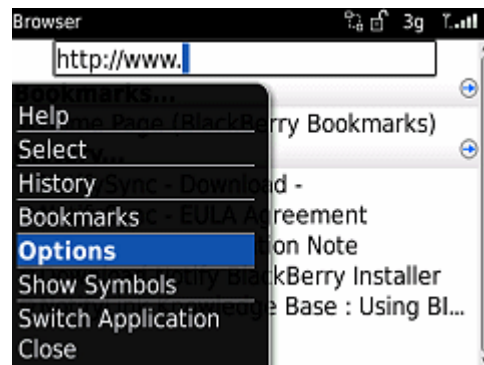
## TROUBLESHOOTING

For all our latest troubleshooting information, please visit <http://kb.notifysync.co.uk>

### Phone asks for Blackberry browser

When you are installing NotifySync and accept the EULA (End User Licence Agreement), you may receive a message on your phone saying that you need to use the Blackberry Browser on the phone. This is displayed because the Blackberry browser can be set to emulate Internet Explorer or Mozilla Firefox as well as a Blackberry browser. For the purposes of NotifySync installation the browser needs to be set back to Blackberry.

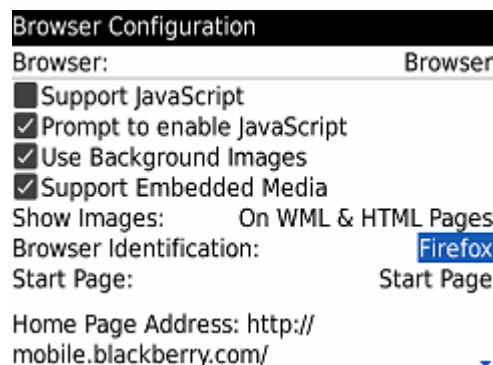
To fix this, open your browser then press the Blackberry menu button, and select Options



Select Browser configuration



Look for the Browser Identification setting.



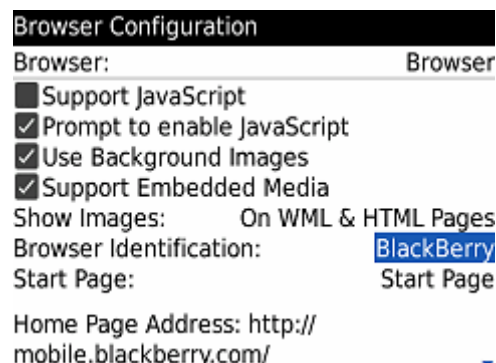
In this example it is set to Firefox.

Using the space button, change it to Blackberry.

Press the back button

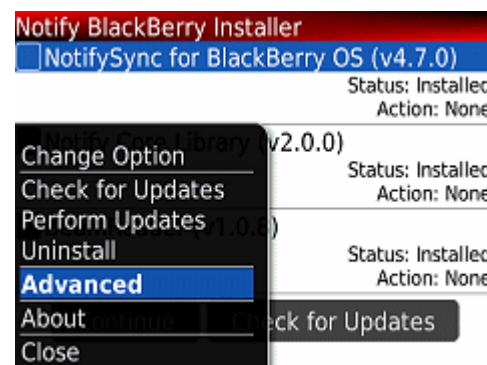


A pop up then asks whether to Save, Discard or Cancel. Select Save.



### Installer Download Fails

If the update check fails, this may be due to the network settings on the handset. If this happens, press the BlackBerry button on Notify BlackBerry Installer screen and go to Advanced.



The Connection Type is then shown, by default this is BlackBerry(BIS). Use the space bar to switch to the next option (TCP) or if you are using a Wifi connection TCP(Wifi). To list all available options, instead of using space then press the silver trackball button on your phone and a pop up will appear with available options.



Now press the Back button and Save the change. Then retry the update. If it fails again, cycle through the connection type options and look for matches with your mobile network provider name or purchased data plan. These settings are picked up from the handset so you may find your mobile provider listed possibly with a "WAP" option. Try this also.



*Note: If it still fails, this may indicate that you do not have a suitable data plan configured on the handset, please speak to your mobile network provider to ensure you have a suitable data plan, and ask them to send the settings to your handset. Once completed, retry the process again starting with BlackBerry(BIS) as the option.*

### **ADDITIONAL TROUBLESHOOTING RESOURCES**

For the current release notes, including information on known limitations with NotifySync, outstanding bugs and workarounds, please see here:

<http://kb.notifysync.co.uk/syncsupport/limitations>

The latest knowledge base articles for bugs/problems can be found here:

<http://kb.notifysync.co.uk/syncsupport/latest>

**Optional configuration steps follow...**

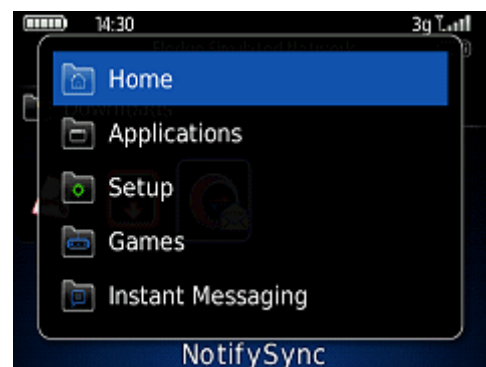
## OPTIONAL CONFIGURATION STEPS

### How to move the NotifySync icon out of Downloads

You can move NotifySync elsewhere on your menu. Go to the Downloads folder. Highlight NotifySync, press the BlackBerry button and Select "Move to Folder".



Select "Home"



The icon is then on your main menu.



You can also move it to the top of the list if you want it to appear on your main screen.

Again on the NotifySync icon press the BlackBerry button, and move it to the top of the list.



Then it will also appear on your main startup screen.



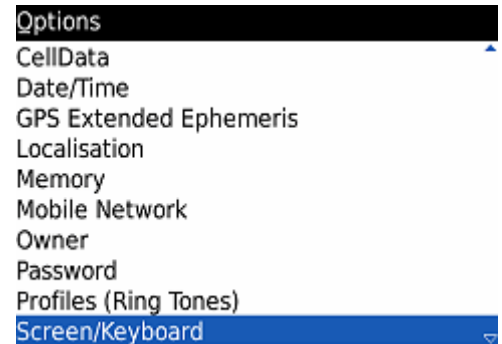
### **Assign NotifySync to your left handset convenience button**

You may like to assign NotifySync to one of your convenience buttons so that one press takes you straight to your mailbox.

Go to options

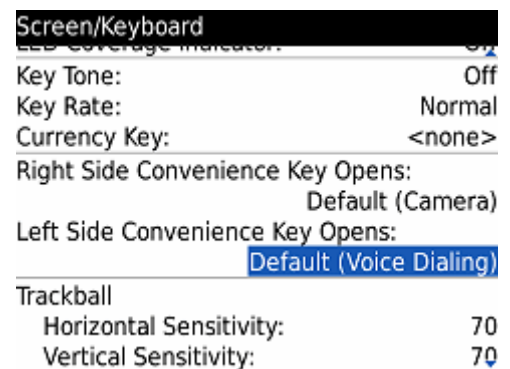


Go to Screen/Keyboard



Go to "Left Side Convenience Key Opens" and press the menu button.

Select "Change Option"



Highlight NotifySync and press enter.

Press the back button, and save the change.

Now the left convenience button will open NotifySync directly.

