

BlackBerry Glow Email setup

1. ****IMPORTANT****

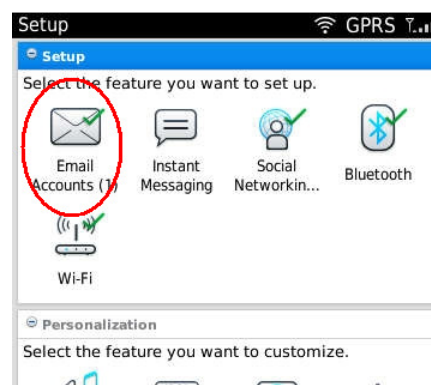
- If you have not changed your Glow password since January 2013, please do so first.
- Please ensure that you have logged into Glow, opened the Outlook365 tile and set your time zone to “(UTC) Dublin, Edinburgh, Lisbon, London” if prompted. This will complete the configuration of your Outlook account.
- The following day you can proceed with mobile device setup.
- In the interest of security, please ensure your mobile device has a lock screen enabled with a passcode. If it has a “remote wipe” feature, we suggest this is also enabled.

Please note that BlackBerry phones only support Glow Email. There is no calendar or tasks integration with BlackBerry phones and Glow.

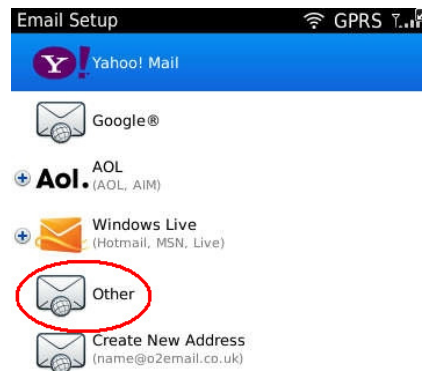
2. On your BlackBerry device, click *Setup*



3. Then choose *Email Accounts* or *Email settings*



4. Select *Other* within *Email Setup*



5. Enter the details:

Email address: <glowusername>@glow.sch.uk

Password: <yourglowpassword>

6. Click *Continue* or *Next* and the setup will fail. The screen will say something like '*Invalid Email Address or Password*'- don't worry, we want it to do this! When it does, press *OK* then select *I will provide the settings* and press *Continue*.

7. Choose *POP/IMAP* then enter the following:

Email address: <glowusername>@glow.sch.uk

Password: <yourglowpassword>

Email Server: pod51007.outlook.com

Username: <glowusername>@glow.sch.uk

8. Click *Continue* to verify the settings.

9. Click *Close* or *OK*

Your Glow email, Calendar items, and Contacts are now available from your BlackBerry device.