


Password information

-UMMC 90-day Password:

With Kerberos configured you should never have to put in your UMMC 90-day password into the BlackBerry App and when updated, it should auto update on your iPhone.

-BlackBerry Work App Password:




BlackBerry Work App password is referring to the App level 4 digit/character pass code created in the initial setup and not your UMMC Password.

In the initial setup, Apple's IOS mobile devices can configure Touch ID  making the password a fall back option.

Note: For security reasons, the BlackBerry Work App supports Apple's IOS Fingerprint Touch ID and NOT the Android's Fingerprint Touch ID, but have plans to do so in the future.

Change BlackBerry Work App Password:

To change the BlackBerry Work App Password:

- Open the BlackBerry Work App  on your mobile device
- Tap the BlackBerry Launcher 
- Tap the Cog wheel 
- Under General, Tap Change Password
- Type the old password created in the initial setup
- Type and confirm the new (4 or more - character) password

-BlackBerry Work App Access (unlock) Code:

If BlackBerry Work App is asking for an Unlock Code – you will need to go to the Self- Service Portal on your computer.

To access your BlackBerry Control Self Service Portal* for Devices, Apps and Access Keys; On your computer, in the address bar, go to <https://mobilecontrol.umc.edu> and login using your UMMC Network username and password - type **NTUMMC** in the Domain Field.

For Access Keys - Click the Access key section  and then

click "New Access Key" .

An email will be generated with the Access Key and sent to your UMMC account.