BlackBerry Work App Lock/Unlock Mobile Device   **Tip Sheet**
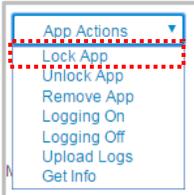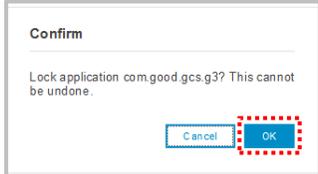
There are two ways to lock your BlackBerry Work App on your mobile device. The first, is if the device is lost or stolen, you will want to lock your device through the BlackBerry Control Self Service Portal. Second if the password is typed incorrectly 5 times, the BlackBerry Work app will lock itself for security precautions. Below find the steps to Lock and Unlock your BlackBerry Work App.

TO LOCK THE BLACKBERRY WORK APP ON YOUR DEVICE IF LOST OR STOLEN (follow steps below)**:**
   (Contact UMMC Service Desk immediately at 601-815-4357 or servicedesk@umc.edu to report the incident)

1. On your computer, in the address bar, type https://mobilecontrol.umc.edu and login using your Network username and password - type **NTUMMC** in the Domain Field. At the BlackBerry Control Self Service Portal:
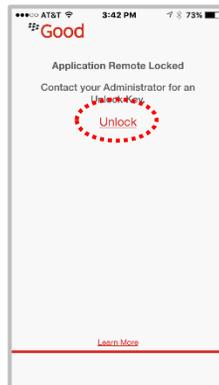
   DEVICES   APPS | ACCESS KEYS

2. Click **Devices** and select the application BlackBerry Work **check box** ☑.

   App Actions ▼
   Lock App
   Unlock App
   Remove App
   Logging On
   Logging Off
   Upload Logs
   Get Info

   Confirm
   Lock application com.good.gcs.g3? This cannot be undone.
   Cancel   OK

3. Click [App Actions ▼] and choose **Lock App** click **OK** to confirm **(But it can be unlocked)**
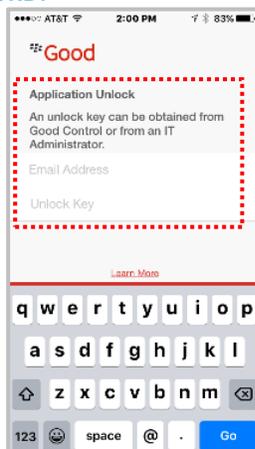
   When ready to unlock BlackBerry Work App:

   Open the BlackBerry Work App on your mobile device

   From the screen displayed

   Good
   Application Remote Locked
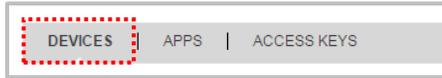   Contact your Administrator for an Unlock Key
   Unlock
   Learn More

   Click Unlock Link – follow the steps below;

TO UNLOCK YOUR BLACKBERRY WORK APP ON YOUR MOBILE DEVICE WITH A NEW UNLOCK KEY AND RESET YOUR PASSWORD:

Good
Application Unlock
An unlock key can be obtained from Good Control or from an IT Administrator.
Email Address
Unlock Key
Learn More

q w e r t y u i o p
a s d f g h j k l
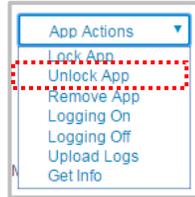z x c v b n m
123 space @ . Go

The Application Unlock screen will appear when opening the BlackBerry Work App on your mobile device, if it has been locked prior or if the password has been attempted more than 5 times without success. Follow the steps below to access the unlock key and to reset the password.

1. <u>On your computer</u>, in the address bar, type https://mobilecontrol.umc.edu and login using your Network username and password - type **NTUMMC** in the Domain Field. At the BlackBerry Control Self Service Portal:

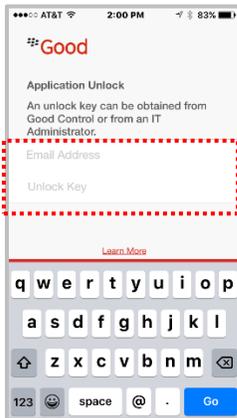2. Click Devices and select the application BlackBerry Work check box ☑.

3. Click and choose **Unlock App** You will receive this message with an unlock key on your computer (When you are done with the key, click "X" to close the window. An email will also be generated with the same unlock key.
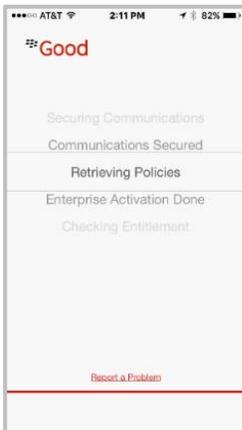
4. <u>Go to your mobile device</u> – Tap the BlackBerry Work App

On your mobile device –
Type **your UMMC email**.
Type the **Unlock key** *(do not type dashes)* either from your BlackBerry Control Self Service portal screen on your computer or from the email sent, then tap **GO**.

5.

It will go through a step process to reload your account.

6.

Enter Any 4 character "new" password twice, cannot use a password used previously; see Password Requirements link. Turn on Touch ID (Finger print) if desired with IOS devices – this way password is used as a fall back to the Touch ID.