



SmrtGuard Quick Setup Guide

SmrtGuard for BlackBerry

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Abstract

This is a quick guide on how to get SmrtGuard setup and activated (and [reactivated after a device switch](#)).

1. Setting Up

1.1 Setting up your SmrtGuard account

Setting up your SmrtGuard account is simple and quick. Starting with version 1.95, SmrtGuard allows you the convenience to activate your account directly on your BlackBerry device.

a. Downloading SmrtGuard

If you haven't already downloaded the software to your BlackBerry, you can download it by pointing your BlackBerry browser here: <http://www.smrtguard.com/smrtgota.jsp>

b. Account Creation and On-Device Activation

Once you have installed SmrtGuard on your BlackBerry:

- 1) Open up the SmrtGuard application and you will receive a prompt to begin the activation/account creation process. Press OK to continue.

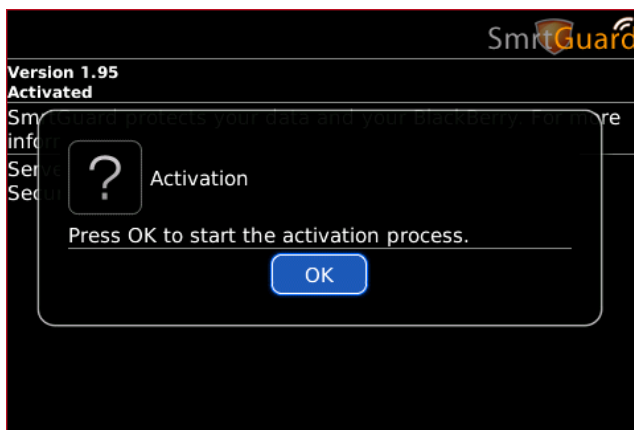


Figure 2-1 Activation Prompt

- 2) Next, you will see the activation screen. Enter the email you used to purchase SmrtGuard as well as a secure password and you will need to confirm that password. ****Please note that the purchase email and the password entered on this screen will respectively be the username and password to login into the SmrtGuard Web Portal.**

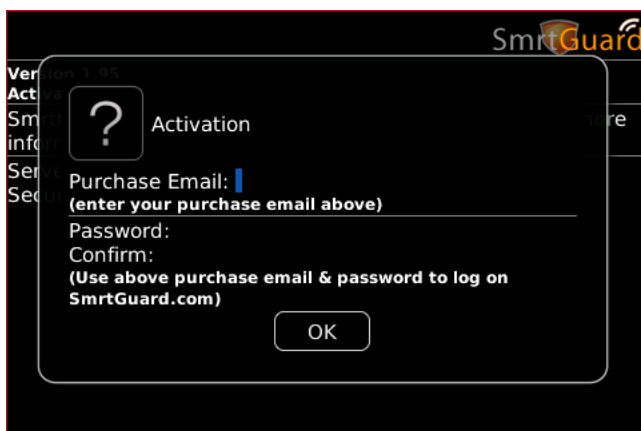


Figure 2-2 Activation Screen

- 3) Once SmrtGuard verifies your purchase email for additional security purposes, a verification email will be sent to your purchase email as well. You will see a screen prompt informing you a verification email have been sent. Please OK to continue.

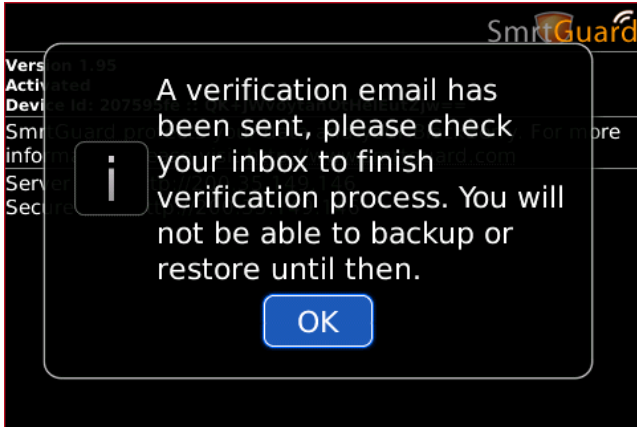


Figure 2-3 Email Verification Info Prompt

- 4) Open up the verification email and click on the link at the end of the email. If activation is successful, you will be directed to a success page on your mobile browser as shown in Figure 2-4 below. If activation failed, please contact support@smrtguard.com for help.

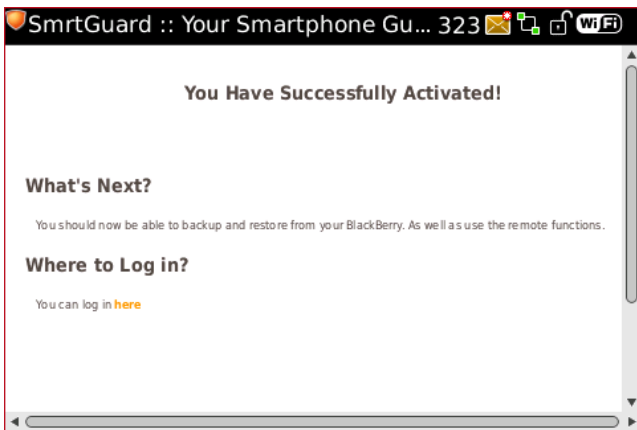


Figure 2-4 Activation Success Page

c. BlackBerry "Native" Email

For security and optimal performance, you would need to get a "native" BlackBerry email address.

What is a BlackBerry Native Email account?

It is simply an email address that you get from your network service provider (i.e. - Verizon / AT&T) with your BlackBerry service. The email address would usually end in blackberry.net or blackberry.com

If you don't have one, sign one up with your network carrier:

Alltel: <http://www.alltel.blackberry.com/>

AT&T / Cingular: <http://bis.na.blackberry.com/html?brand=mycingular>

Nextel / Sprint: <https://bis.na.blackberry.com/html?brand=nextel>

Rogers: <https://bis.na.blackberry.com/html?brand=rogers>
Telus: <https://bis.na.blackberry.com/html?brand=telus>
T-Mobile (UK): <http://www.instantemail.t-mobile.co.uk/>
T-Mobile (US): <https://my.t-mobile.com/Login/Default.aspx>
Verizon: <https://bis.na.blackberry.com/html?brand=vzw>

We also support Vondafone (UK/Spain/Australia), Orange (UK), O2 (UK), T-mobile (Germany).

Contact your BlackBerry network service provider if you don't see yours in the list above.

1.2 You have your BB Native Email setup your BB, now what?

1. Log into SmrtGuard.com with your account information (assuming 2a, 2b are completed)
2. Click on "Account" Tab
3. In the Device Information section, click on "edit device"
4. Enter the native email address and click submit.
5. **On your BlackBerry device, make sure to REBOOT by doing a battery pull.**

You are done!

2. Switching BlackBerry

If you need to switch your BlackBerry device, it's quite simple! There are two things that need to be done:

- Updating your web account to reflect the new BB PIN and native email address (if changed)
- Downloading and reactivating SmrtGuard on your new device.

2.1 Updating Your Web Account

You can update your SmrtGuard web account from your personal computer or even from your mobile web browser. **Please make sure you have setup your email accounts first before continuing.

Once you have your new BlackBerry setup with your email account(s):

1. From your personal computer, log into SmrtGuard.com with your account information.
2. Click on "Account" Tab
3. In the Device Information section, click on "edit device"
4. Enter the native email address (if changed) and new BB PIN
5. You will receive an email with instructions on how to activate your new BlackBerry. This email will be sent to your BlackBerry native email.

OR

if using a mobile phone to update:

1. From your mobile web browser, log into www.smrtguard.com/m.
2. In the Device Information section, click on "Switch/Edit device"
3. Enter the native email address (if changed) and new BB PIN
4. You will receive an email with instructions on how to activate your new BlackBerry. This email will be sent to your BlackBerry native email.

2.2 Downloading and Reactivating SmrtGuard

1. Once you have updated your web account, you will need to download and install SmrtGuard again. You can download the latest version via the mobile site: www.smrtguard.com/m
2. Open up the SmrtGuard application and you will be immediately prompted to start the activation process.
3. On the next screen, you will need to enter either your native or secondary email address along with your SmrtGuard web account password.

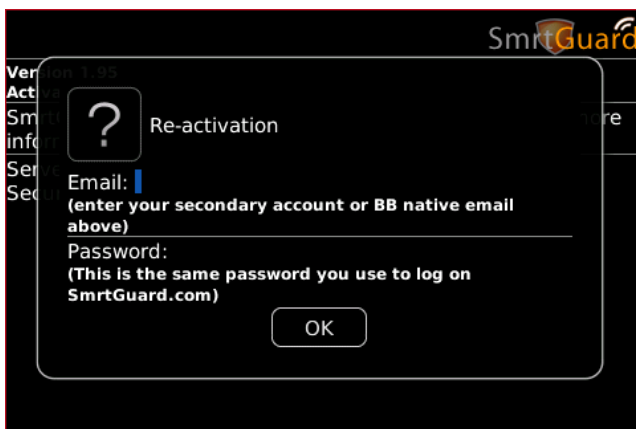


Figure 2-5 Reactivation Screen

4. Once your email address and password is verified, for additional security purposes a verification email will be sent to your inputted email address.
5. Open up the verification email and click on the link at the end of the email.
 - i. If activation is successful, you will be directed to a success page on your mobile browser.
 - ii. If activation failed, please contact support@smrtguard.com for help