



Franklin OIT NotifyLink Client Password Change Procedure

Objective and Introduction

The focus of this document is to provide steps to update the NotifyLink server to accommodate changes in passwords for both E-mail and UGA Calendaring accounts, so that passwords will remain synchronized with the actual accounts. This is only necessary after an account password has been changed for either e-mail or calendaring. This update process is required in order to continue using e-mail and calendaring services with the BlackBerry devices.

Procedure

- I. Log into the client account on NotifyLink with a web browser:
 1. <http://blackberry.franklin.uga.edu/client/>
 2. Enter the e-mail address the device is setup to check (Franklin or UGA)
 3. Enter the password for the e-mail account entered
(**NOTE:** If the login fails and the password for this account has been changed recently, try using the old password.)

NotifyLink Enterprise Client

Please log in to access the control center.

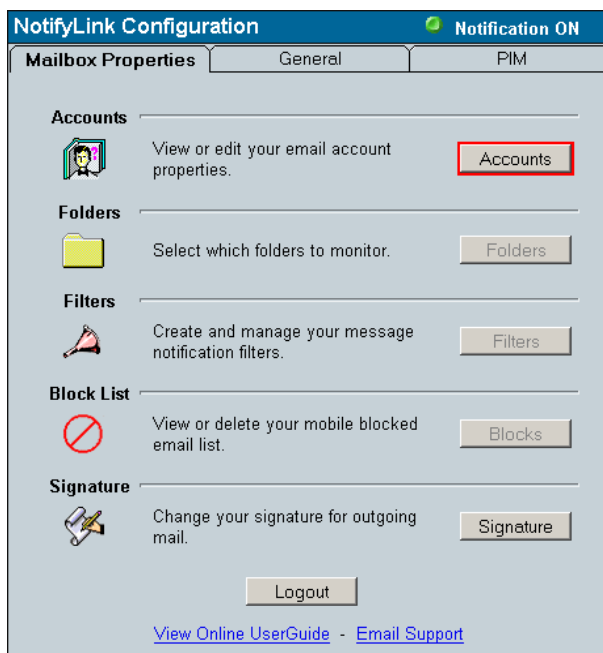
Username:

Password:

[Did you forget your password?](#)

[Figure I-A]

4. The first screen is the user control panel and can be used to change a variety of settings such as the default e-mail signature. In this guide, it will outline how to change passwords for e-mail and calendaring.



[Figure I-B]

4.1 Proceed to the appropriate step (II or III) depending on which password needs updated.

II. Update E-mail Password for NotifyLink

1. After completing the login process outline in *Section I*, click on the **Accounts** button as shown in *[Figure I-B]*.

[Figure II-A]

2. The *Email Account Information* screen will show up similar to *[Figure II-A]*.
3. Type the new password in **both** of the blanks as highlighted in *[Figure II-A]*.
4. When both blanks contain the updated password, click on the **Apply Changes** button at the very bottom of the page.

5. After the changes have been applied, scroll back up to the top of the screen and click on the **Mailbox-> Client** button to update the NotifyLink client login to the new password.
6. When finished updating settings, click on the **Logout** button at the very bottom of the screen. Wait for 10-15 minutes for the changes to propagate to the BlackBerry device. If there are any problems, please contact the Franklin OIT Helpdesk.
7. If there is a need to also update the UGA Calendaring password, proceed to *Section III*.

III. Updating UGA Calendaring Password for NotifyLink

1. After completing the login process from *Section I*, click on the **Accounts** button as shown in *[Figure I-A]*.
2. The *Email Account Information* screen will show up similar to *[Figure II-A]*.
3. Scroll down that screen until reaching the section that starts with *Calendaring Server* shows up.

NOTE: NotifyLink breaks Calendaring up into three main components:

- Calendaring
- Contacts
- Tasks / To-Do Lists

Because of this, there is a password setting for each of these components that must be updated. For UGA Oracle Calendaring, all 6 of the password entries (2 per component) should be the same.

4. Adjust the passwords for each component as shown in *[Figure III-A]*.

The screenshot shows a settings page with three sections, each for a different server type. Each section contains a text field for the server name (all set to 'calendar.uga.edu (port: 443) [Oracle (HTTPS)]') and a text field for the username (all set to 'demo'). Below each username field are two password fields: 'Reset [Server] Password' and 'Confirm [Server] Password'. Red boxes highlight these password fields. The sections are: Calendar Server, Contact Server, and Task Server.

[Figure III-A]

5. When all six blanks contain the updated password, click on the **Apply Changes** button at the very bottom of the page.
6. When finished updating settings, click on the **Logout** button at the very bottom of the screen. Wait for 10-15 minutes for the changes to

propagate to the BlackBerry device. If there are any problems, please contact the Franklin OIT Helpdesk.

IV. Quick Steps for changing both e-mail and calendaring passwords:

1. Login to NotifyLink Client using a web browser:
<http://blackberry.franklin.uga.edu/client/>
2. Use the current e-mail address and the password (if it has been changed, use the old password).
3. Click on the *Accounts* button
 - 3.1 For e-mail: change the *Reset mailbox password* and first *confirm password* blanks with the new password.
 - a) Click on the *Apply Changes* at the very bottom of the page
 - b) Click on the *Mailbox -> Client* button to synchronize the NotifyLink client with the new password
 - 3.2 For calendaring: update the two password blanks for each section of *Calendar*, *Contact*, and *Task* for a total of six entries.
 - a) Click on the *Apply Changes* at the very bottom of the page
4. Log out of the system by clicking the *Logout* button at the bottom of the page.

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