

BlackBerry ID

User Guide



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About BlackBerry ID

A BlackBerry ID gives you convenient access to multiple BlackBerry products and services. After you create a BlackBerry ID, you can use your BlackBerry ID email address and password to log in to any BlackBerry product that supports BlackBerry ID. With BlackBerry ID, you can manage apps that you downloaded from the BlackBerry App World storefront and keep apps you downloaded when you switch smartphones.

You are prompted to log in using your BlackBerry ID when you set up a BlackBerry PlayBook tablet or a BlackBerry smartphone running BlackBerry 7. If you previously created a BlackBerry ID, you must use it when you set up your new tablet or smartphone (instead of creating a new BlackBerry ID). You can log in to both a tablet and a smartphone using the same BlackBerry ID.

If you're using an older BlackBerry smartphone, you might be able to create a BlackBerry ID from within an app that supports BlackBerry ID, or you can create a BlackBerry ID by visiting www.blackberry.com/blackberryid.

Creating, changing, and using your BlackBerry ID

Create a BlackBerry ID

When you create a BlackBerry ID, you can use any email address as your BlackBerry ID username; you do not have to use an email address that you added to your smartphone.

1. Do one of the following:
 - From a computer, visit www.blackberry.com/blackberryid. Click **Register for a BlackBerry ID**.
 - When you set up a BlackBerry PlayBook tablet or a BlackBerry smartphone running BlackBerry 7, click **Create a BlackBerry ID**.
2. Complete the instructions on the screen.

Change your BlackBerry ID information

You can change your display name, security question and answer, and password. You can change your BlackBerry ID information from a computer or on a BlackBerry smartphone running BlackBerry 7. Depending on the app, you can also change your information from inside an app that uses BlackBerry ID.

1. Do one of the following:
 - From a computer, visit www.blackberry.com/blackberryid.
 - On the home screen of your BlackBerry smartphone, click **Options > Device > BlackBerry ID**.
2. Complete the instructions on the screen.

Tips for creating a BlackBerry ID

It's important to choose a password that you can easily remember.

For your BlackBerry ID username, be sure to use an email address you use frequently. Recovery details can be sent to the email address you use as a BlackBerry ID username if you forget your BlackBerry ID password.

The email address you use as a BlackBerry ID username does not have to be associated with your BlackBerry smartphone or tablet.

Switching devices using your BlackBerry ID

When you switch to a BlackBerry smartphone running BlackBerry 7, you will be prompted to enter your BlackBerry ID username and password during setup. It is important to use the same BlackBerry ID that you used on your old BlackBerry smartphone, since many of your apps and settings are associated with your BlackBerry ID.

For instance, when you use your existing BlackBerry ID on your new smartphone, you can re-install apps you downloaded from the BlackBerry App World storefront on your new smartphone.

Frequently asked questions

How do I recover my lost or forgotten password?

You can have password recovery instructions sent to the email address that you use as your BlackBerry ID username. For security purposes, your password recovery email can only be viewed on a computer, and it is not delivered to your BlackBerry smartphone.

To recover your password, from a computer, visit www.blackberry.com/blackberryid. Click **Reset your password**. Complete the instructions on the screen.

Do I need to create a BlackBerry ID?

Yes, you must log in with a BlackBerry ID when you set up a BlackBerry PlayBook tablet or a BlackBerry smartphone running BlackBerry 7. You must also log in with a BlackBerry ID to use other BlackBerry products and services, such as the BlackBerry App World storefront and BlackBerry Protect.

If you don't have a BlackBerry ID, you can create one when you set up a new tablet or smartphone, or when you first use a product or service that supports BlackBerry ID.

What's the difference between a BlackBerry ID username and a screen name?

Your BlackBerry ID username is the email address that you use when you log into products or services that use BlackBerry ID. The BlackBerry ID screen name is the name that appears when you submit app reviews in the BlackBerry App World storefront.

Why do I need to re-enter my BlackBerry ID login information?

After a certain amount of time passes, if you are not actively using the app or service that supports BlackBerry ID, you might be prompted to re-enter your login information. For example, you might be prompted to re-enter your BlackBerry ID before you download apps from the BlackBerry App World storefront.

If you change any of your BlackBerry ID information, if you delete all the data on your smartphone or tablet, or if you update your BlackBerry Device Software on your smartphone, you might also be required to re-enter your BlackBerry ID.

Can I log out and then log in using a different BlackBerry ID?

No, you can only log in with one BlackBerry ID on a tablet or smartphone. If you want to log in using a different BlackBerry ID, you must delete all the data from your smartphone or tablet.

Why do I receive an error message when I log in using my BlackBerry ID?

If you receive an error message when you attempt to log in using your BlackBerry ID, you might have to wait a few moments and attempt to log in again. You can also connect to a Wi-Fi network and attempt to log in again.

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