

Multiple Email Accounts

Sometimes there are Engineers and Vendors that do work for more than one company that use Angus AnyWhere™. In these cases they might be using only one BlackBerry® but it might have multiple e-mail addresses on it or they will have a BlackBerry® with more than one service book. E-mail addresses are unique to profiles and can only be entered once, so you will enter the respective e-mail address under the correct profile.

1. As long as both e-mail addresses work and they can send and receive email, setup the Engineer as you normally would, for RIM Data or RIM attachment.
2. The Engineer can receive work orders in his BlackBerry® through Angus AnyWhere™ for both sites and complete them as normal.

Note:

- If you are unsure of how to obtain an e-mail address for the BlackBerry® that is not provided by the service provider or via the BES (BlackBerry® Enterprise Server), one can be used from any free e-mail service. Example - If they want to use a Yahoo account, all you need to do is go to their website, sign up for a free account, and make note of the e-mail address and password used to log into the account.
- 3. Once you have the additional e-mail address, the next step will be to have it added to the BlackBerry®.

Notes:

- If you are unsure of how to get an e-mail added to a BlackBerry®, this can be done from the web client for your BlackBerry® service provider or by calling their technical support. They will need the e-mail address and password used to access the e-mail. Then ensure the service book is sent to the device.
- If you are unsure of any of these steps please feel free to contact Axis Support for assistance.