

Salesforce Chatter for BlackBerry Installation Guide

If you were testing Chatter in April and May 2012, and have been using "Chatter for Blackberry", go straight to page 2 ("Check Settings" section) to change your settings.

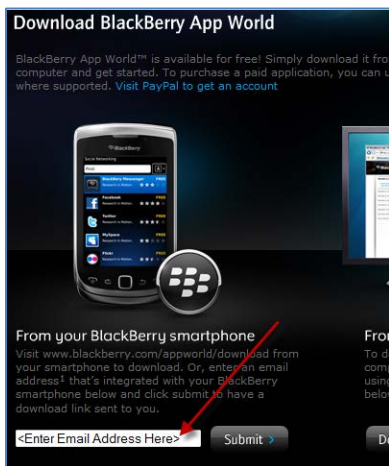
Check if BlackBerry App World has been installed

1. Make sure BlackBerry App World has been installed. If you cannot find this



icon on your BlackBerry screen, then it is not installed / the updated version is not installed.

2. If you need to install / update BlackBerry App World, go to this page: <http://us.BlackBerry.com/apps-software/appworld/download.jsp> and enter your email address to send a link to your BlackBerry.



3. Click on the link in the email, or click here with your BlackBerry: <http://mobileapps.BlackBerry.com/devicesoftware/entry.do?code=appworld>
4. Follow the prompt to install. If you do not have a BlackBerry ID, sign up for one.

Install Chatter for BlackBerry

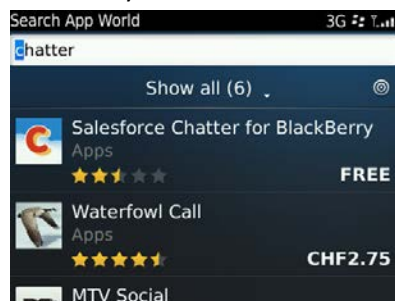
1. Launch BlackBerry App World.



2. Search for "Chatter for BlackBerry" by typing "chatter" in the search box.



3. Select "Salesforce Chatter for BlackBerry"

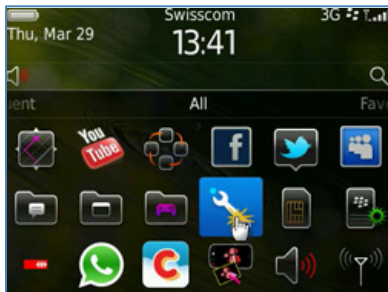


4. Click the "Install" button.

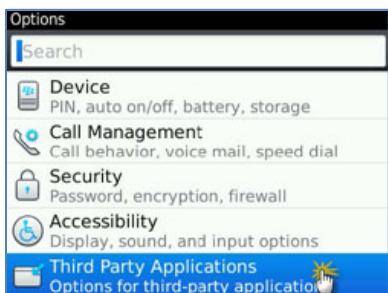


Check Settings

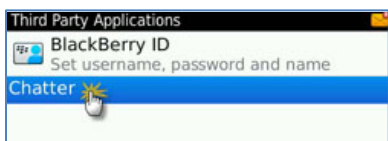
1. Before launching Chatter for Blackberry, click on the "options" icon (the wrench icon).



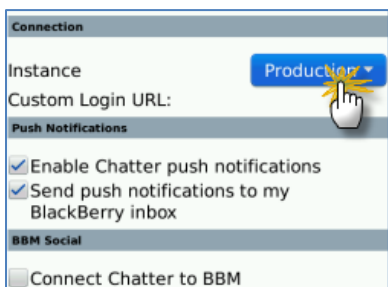
2. Choose "Third Party Applications"



3. Click "Chatter"



4. Choose "Production" from the dropdown menu



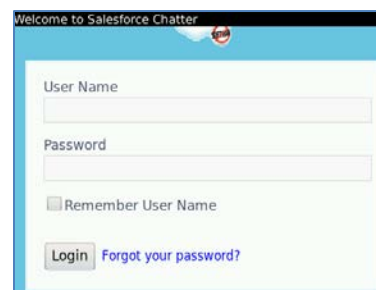
Start Chatter for BlackBerry

1. To start using Chatter for BlackBerry, click on the "Chatter" icon

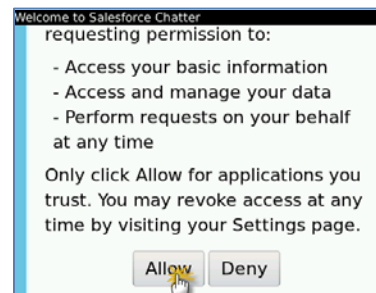


2. Agree to the license agreement
3. When prompted, enter your SFDC username and password (if you reached a white screen with the word "connecting..." on it, please contact

chatter.sfe@medtronic.com)



4. Allow access (first use only)



5. Now you are accessing your Chatter account via BlackBerry.

