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# UPDATE

08/05/2011 10:30 AM

Security controls originally put in place on 7/25/11 are being reinstated.

Personal Blackberries®  
will be disconnected from the State network\*.  
**9:30 AM on Monday 8/8/11.**

\* - state.de.us and cj.state.de.us networks

*(Individuals that are not using AstraSync or NotifySync will be unable to send/receive State email\* from their personal Berry.)*

Be sure to check out the...

## [AstraSync Configuration Instructions](#)

For the most timely customer service, always contact the  
[DTI Service Desk](#) 302-739-9560  
with questions or concerns; *not* individual DTI team members.

### IMPORTANT NOTE for Information Security Officer (ISO)s:

Upon receipt of the [Mobile Device Network Access Request Form](#) from the requesting individual...

Be sure to select the correct security request, within DTI ServiceManager...



**"Personal Smart Phone Device Network Access" security request**  
(use for PERSONAL Blackberries, iPhones, iPads, Droids, etc)



**"DTI Portable Wireless Access Request (State Issued - Blackberry)"**  
(use for STATE-ISSUED Blackberries only)

- enter the customer's correct email address in the security request – so that we can ActiveSync-enable the correct account:
  - Example: john.smith@state.de.us john.q.smith@state.de.us johnq.smith@state.de.us john.q.smithjr@state.de.us
- We need the requestor's last four digits of the requestor's SSN, so that we can verify their identity in the future.

**NOTE:** DTI is NOT able to provide troubleshooting or support for personally-owned mobile devices. For assistance configuring, ActiveSync on personally-owned devices, please contact the 3rd party vendor's application customer/technical support.