Log in Instructions for Mobile Jabber

- First time users start on step 3 once you have received confirmation that you have been provisioned for the Jabber mobile client. If you did not receive confirmation or have not created a ticket to have mobile Jabber provisioned for your device you must do so before going any further. You can call the Tech Café at ext. 5555 or you can submit an email to techcafe@utsa.edu. When submitting a ticket you must provide the follow information:
  - Your UTSA ID (abc123)
  - Your campus phone number extension
  - Your cell phone number
  - Whether your cell phone (work or Personal) is an Android or an iPhone

- If you were previously logged in to Jabber on a mobile phone follow the install procedures below starting with the number 1

  1 - Log out of Jabber (if you were previously logged in and working)

  2 - Click on Reset Jabber (it is below the sign in button)

  3 - Once it resets it will ask for your username@company.com. You will need to login with your abc123@utsarr.net and click continue.

  4 - Once that initial log in happens it will bring up a new page asking for your username and password, which you will use your **abc123 and pass phrase** and click the login button.

  5 - After that you should be logged in and your phone services should be back on. You can check this by clicking on the little circle with a letter in it up in the top left hand corner of your phone. Once you click on that circle you should see the following:

    - abc123@ucm05.v.utsa.edu
    - Settings
    - Accounts
    - Phone services – (your 4 digit extension)
    - Voicemail – (your abc123)