



communications | networking | collaboration | technologies

University Technology Solutions

AFTER YOU RECEIVE YOUR NEW CNCT TOOLS IN YOUR WORKSPACE, You can download the *Jabber* client for your cell phone by going to the app store on your phone. Please be aware that using the *Jabber* client on your phone outside of Wi-Fi may mean cause you to incur additional charges with your cell phone carrier. (*Jabber* cannot be downloaded for use with your cell phone until you have received your new CNCT tools in your office workspace or until your extension has been ported over to the new system, as is the case for telecommuters.)

Once the app is downloaded on your cell phone, you will need to follow the below steps to have the *Jabber* client enabled:

 If you will be using the *Jabber* client on your cell phone (work or personal), you will need to submit a ticket to UTS. If you are using more than one cell phone, you will need to follow the below process for each cell phone. You can submit a ticket one of the following ways:

-  Call x5555
-  Email the Tech Café at techcafe@utsa.edu
-  Visit the Tech Café on the Paseo at the HEB Student Union, Room 2.214A (second floor near the Roost)

When submitting your ticket, please include the following 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

Please note that Jabber mobile does not have messaging enabled and will only provide phone services.