Jabber Login Overview

If you previously logged into Jabber begin by resetting **Jabber** to default settings using the below steps. Otherwise skip to next section to log in to **Jabber** for the first time.

For your initial log in, please <u>disconnect from VPN</u> before following the below steps and then log back into VPN after you get the green "connected" icon in step 10. You will want to connect to Jabber BEFORE VPN every time you log in.

IF YOU HAVE ALREADY LOGGED INTO JABBER AT LEAST ONCE

- 1. Some telecommuters may have signed into **Jabber** following your training session. If so, sign out of **Jabber** main screen.
- 2. You will need to reset Jabber.



1. Enter your UTSA email address (firstname.lastname@utsa.edu) and click CONTINUE.



2. You will be presented with an option to pick your SSO account **OR** enter your information.



3. Select the appropriate two factor option to verify your UTSA account.



4. Please take notice that after a successful login your softphone will have a red (failed) icon on the bottom of the screen. To resolve this you will need to sign in to your phone services.



5. Go to Settings/Sprocket > Settings.

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	All ~	7
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6. Select Accounts.

🔊 Settings	- ×		
General	Startup		
Chats	Start Cisco Jabber when my computer starts.		
Audio			
Video	Language		
Meetings	Check spelling automatically		
Calendar			
Notifications	English (US)		
Video Device	Show Statuses		
Accounts	See when people in your organization are active and share your status with them		
Appearance	your status with them.		
	OK Cancel Apply		

7. Enter your myUTSA ID and password in both red boxes (Phone services and Voicemail) and click OK.

 Settings Leneral Chats 	 – × Cannot currently connect to servers. Contact your system administrator. Messaging 		
Video	Status:	⊘ Connected	
Meetings	Phone servi	ices (8) Server settings >>	
Calendar	Username:	abc123	
Notifications Video Device	Password:	*****	
Accounts			
Appearance	Voicemail	Server settings >>	
		🛞 Enter your credentials.	
	Username:	abc123	
	Password:	****	

8. The next popup should request that you sign out. Click Sign Out to complete the process.



9. Sign In and validate that your phone services icon is now green on the bottom of the screen.



10. Successfully connected phone services will change the icon to green.



11. The above steps will only need to be completed the first time you log in to Jabber.

If you need tech support, or have any questions, please reach out to the Tech Cafe.

Email: <u>techcafe@utsa.edu</u> Phone: 210.458.5555 or extension 5555 Website: www.utsa.edu/techsolutions/CNCT Physical Location: Tech Café on the Paseo, HEB Student Union Bldg 2.214A