

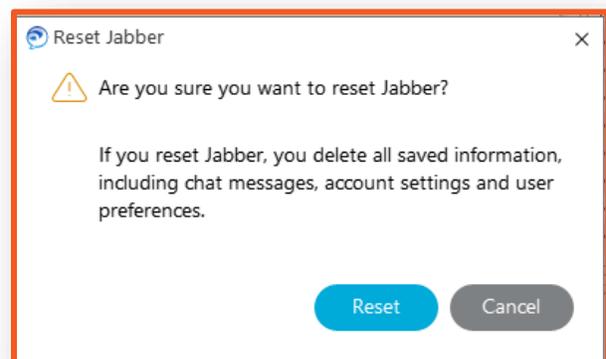
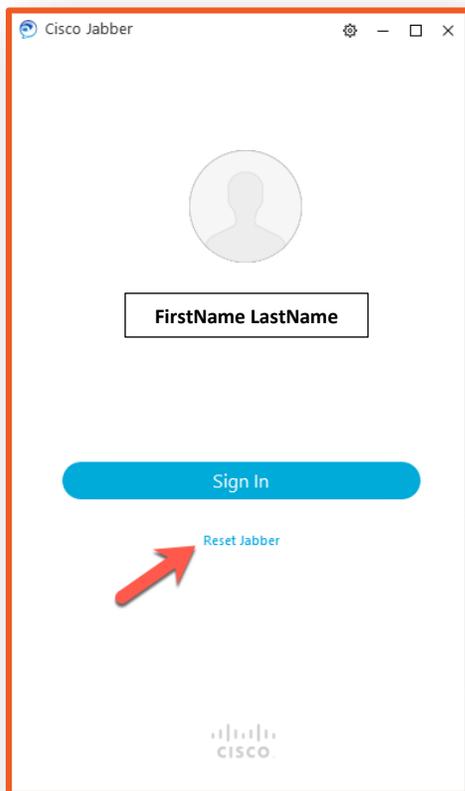
Jabber Login Overview

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 **disconnect from VPN** 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.

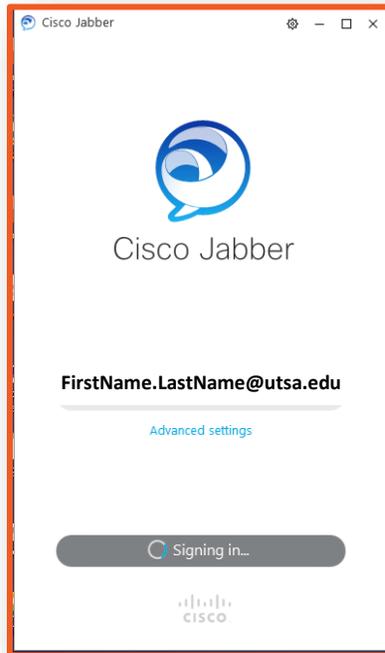
IF YOU HAVE ALREADY LOGGED INTO **JABBER** AT LEAST ONCE

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**.

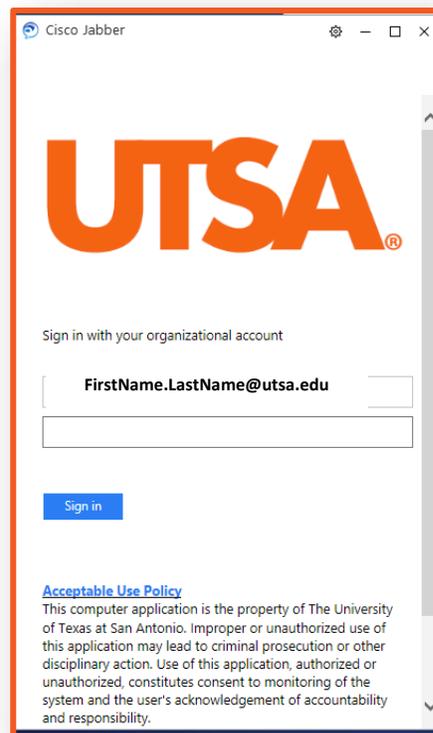
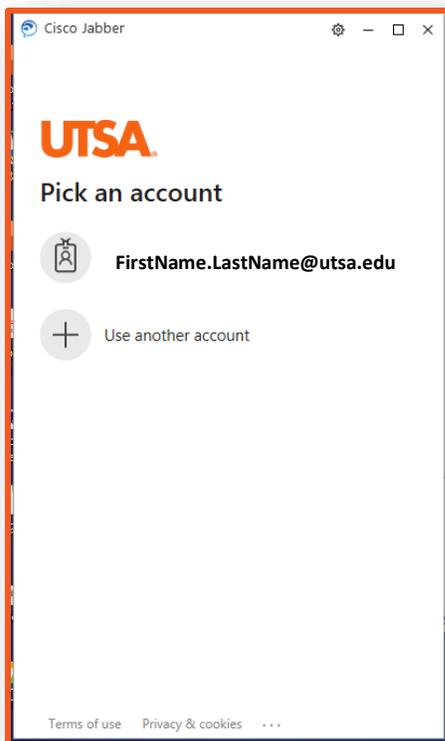


IF THIS IS YOUR FIRST TIME LOGGING INTO **JABBER**

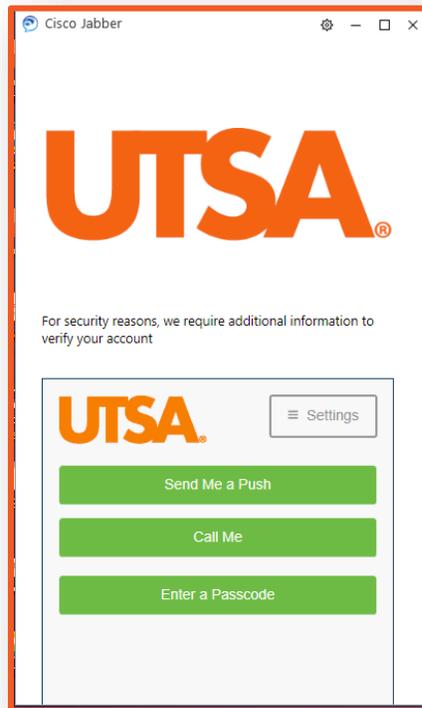
1. Enter your UTSA email address (firstname.lastname@utsa.edu) and click **CONTINUE**.



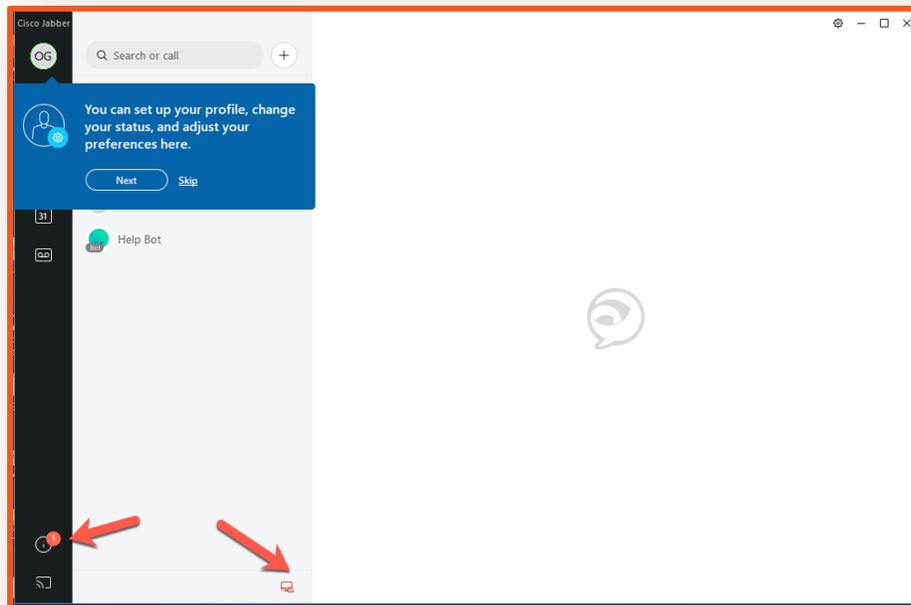
2. You will be presented with an option to pick your SSO account **OR** enter your information.



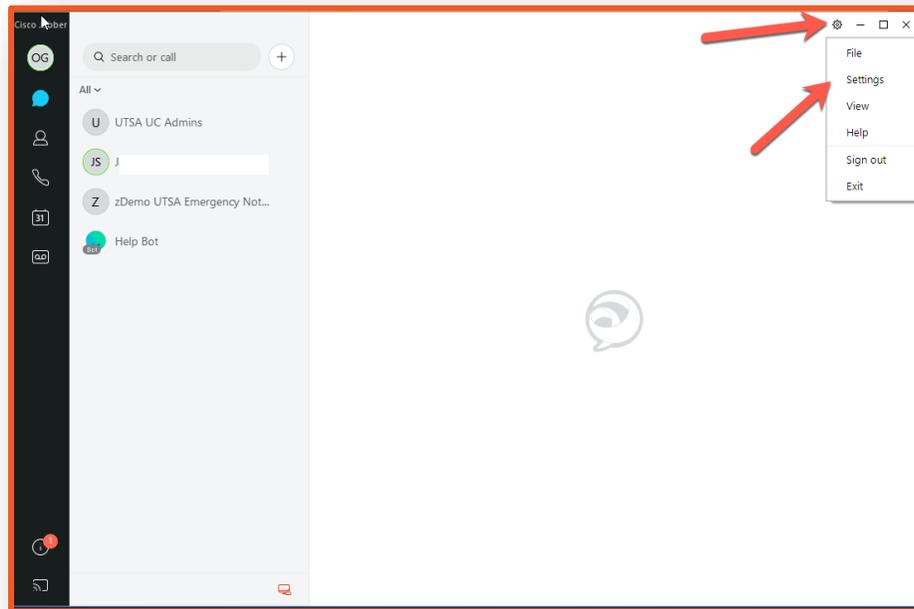
3. Select the appropriate two factor option to verify your UTSA account.



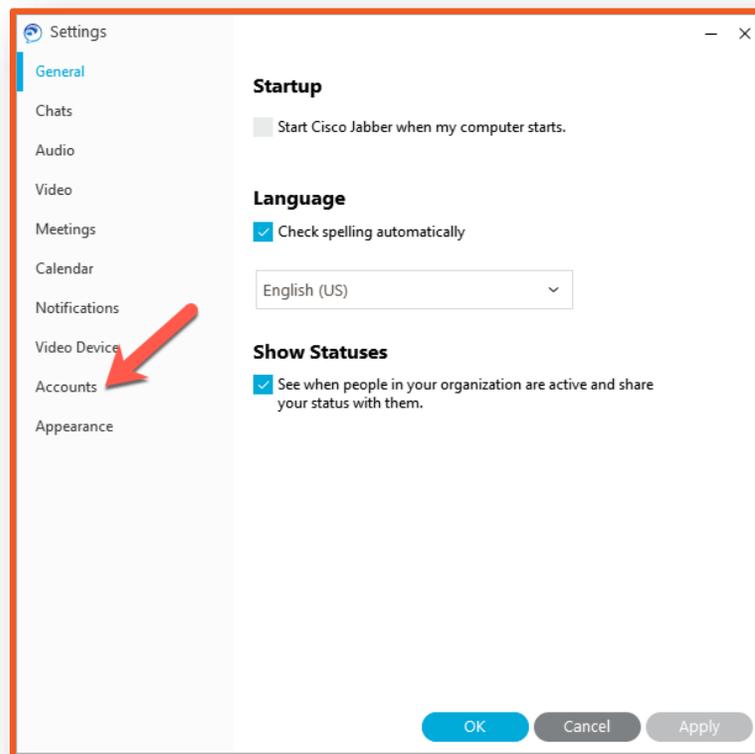
4. Please take notice that after a successful login your softphone will have a red (failed) icon on the bottom of the screen. To resolve this you will need to sign in to your phone services.



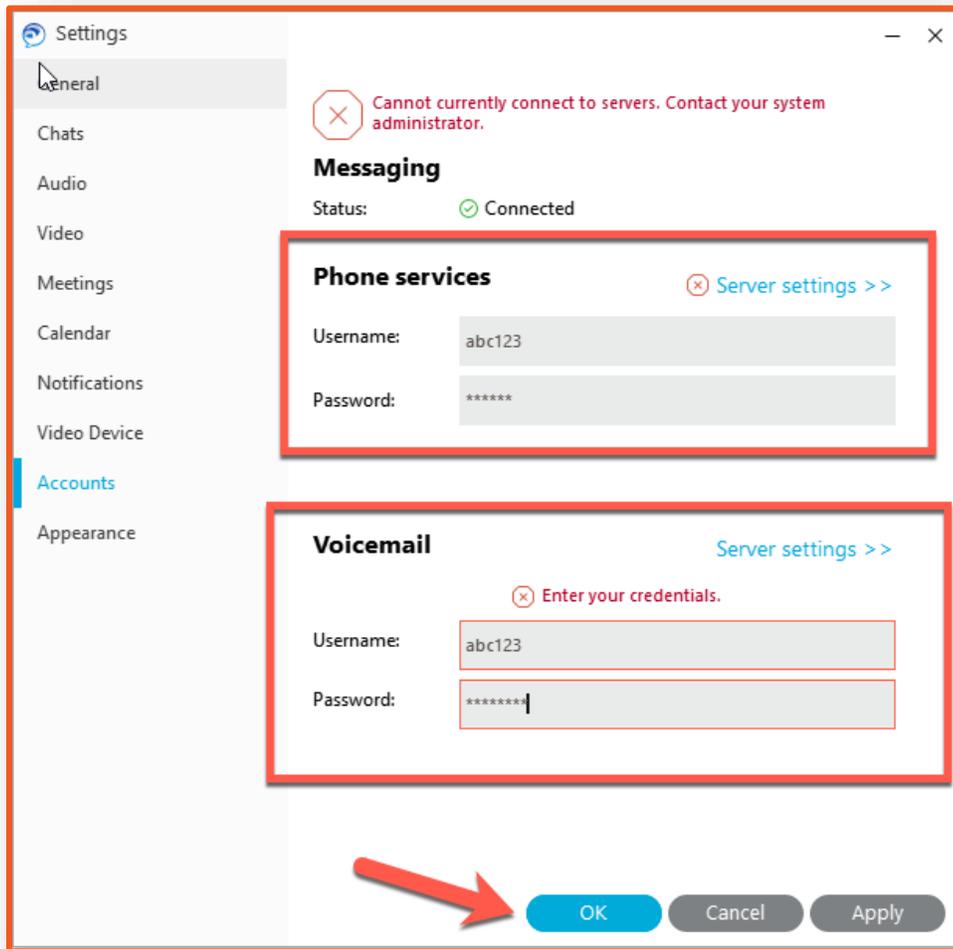
5. Go to Settings/Sprocket > Settings.



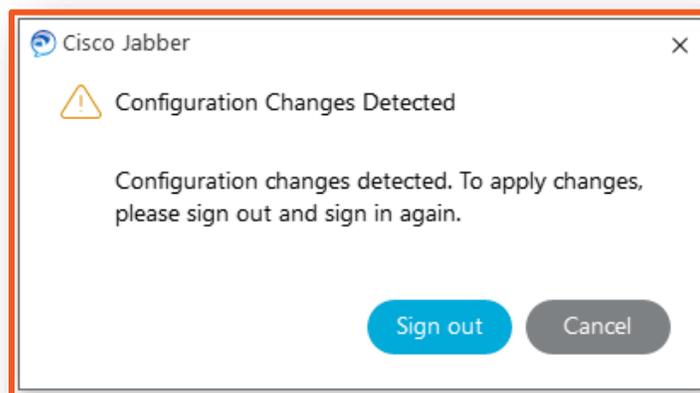
6. Select **Accounts**.



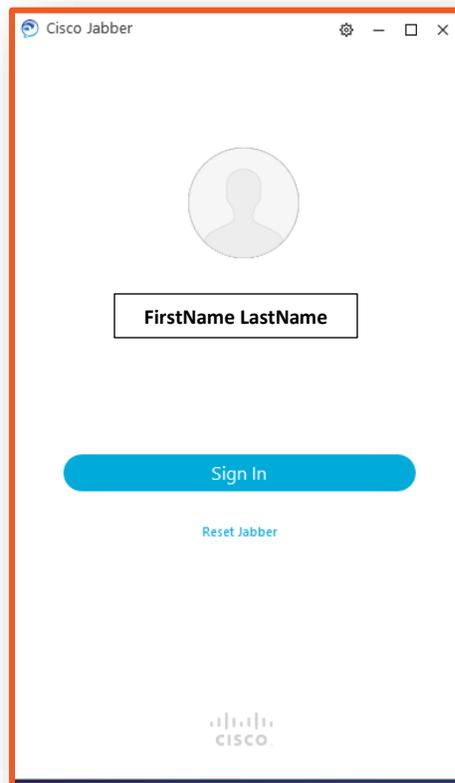
7. Enter your myUTSA ID and password in both red boxes (Phone services and Voicemail) and click OK.



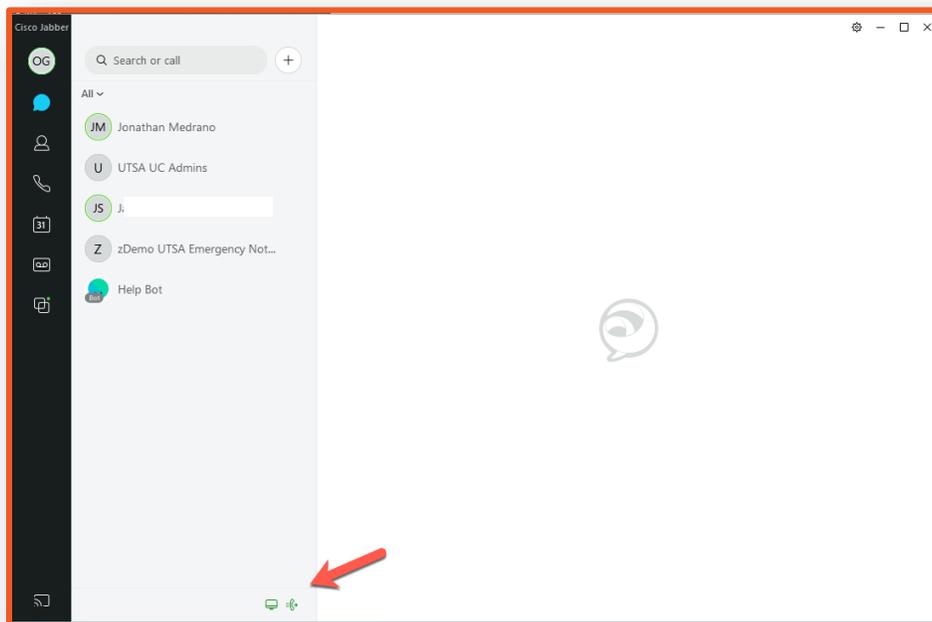
8. The next popup should request that you sign out. Click Sign Out to complete the process.



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: techcafe@utsa.edu

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