

TELEHEALTH USER GUIDE

Having Trouble Accessing Cisco Jabber?



If you have not requested a Cisco Jabber account, please click [here](#) to complete the Virtual Care Registration Form. Please ensure you have specified on the registration form [all](#) devices you intend to use to access Cisco Jabber. If you have already submitted your Virtual Care Registration form and you have not indicated all devices you intend to use to access Cisco Jabber, please contact identity.management@nlchi.nl.ca.

Cisco Jabber will **not** work on Windows Virtual Desktop, but there is an alternative solution.

LAPTOP/PC

1. Install Cisco Jabber on your personal desktop:
 - a. Open your internet browser (outside of Windows Virtual Desktop) and enter the following webpage:
<https://virtualcaresnl.ca/health-care-providers/using-telehealth-in-an-rha/getting-started/>
 - b. Download the Cisco Jabber zip file to your device by clicking below:
 - i. [Windows](#)
 - ii. [Mac](#)
 - c. Once downloaded, open the zip file and double click on the file **CiscoJabberSetup**.  CiscoJabberSetup
 - d. Follow the instructions to complete the install.
 - e. Sign in to Cisco Jabber with the account information provided by the Telehealth Program. Please ensure you have specified on the registration form that you intend to use this type of device to access Cisco Jabber.
 - f. When you need to access Cisco Jabber, please minimize your Windows Virtual Desktop and access the Cisco Jabber icon on your personal desktop. 

TABLET/SMART PHONE

1. Install Cisco Jabber App on your mobile device:
 - a. Download Cisco Jabber App from the App store/Play store.
 - b. Sign in to Cisco Jabber with the account information provided by the Telehealth Program. Please ensure you have specified on the registration form that you intend to use this type of device to access Cisco Jabber.
 - c. When you need to access Cisco Jabber, please close out your Windows Virtual Desktop App and open the Cisco Jabber App on your device. 

Please note: Accessing Windows Virtual Desktop on your computer and Cisco Jabber on your Tablet/Smart Phone will allow you to use both programs simultaneously.

If you require additional technical support for Cisco Jabber, please contact 1-866-459-8177 or virtualcaresupport@nlchi.nl.ca