

Jabber Guest Patient Instructions – Internet Explorer

Introduction: This guide provides step by step instructions on how the process of having a virtual consultation using a computer with the Internet Explorer browser.

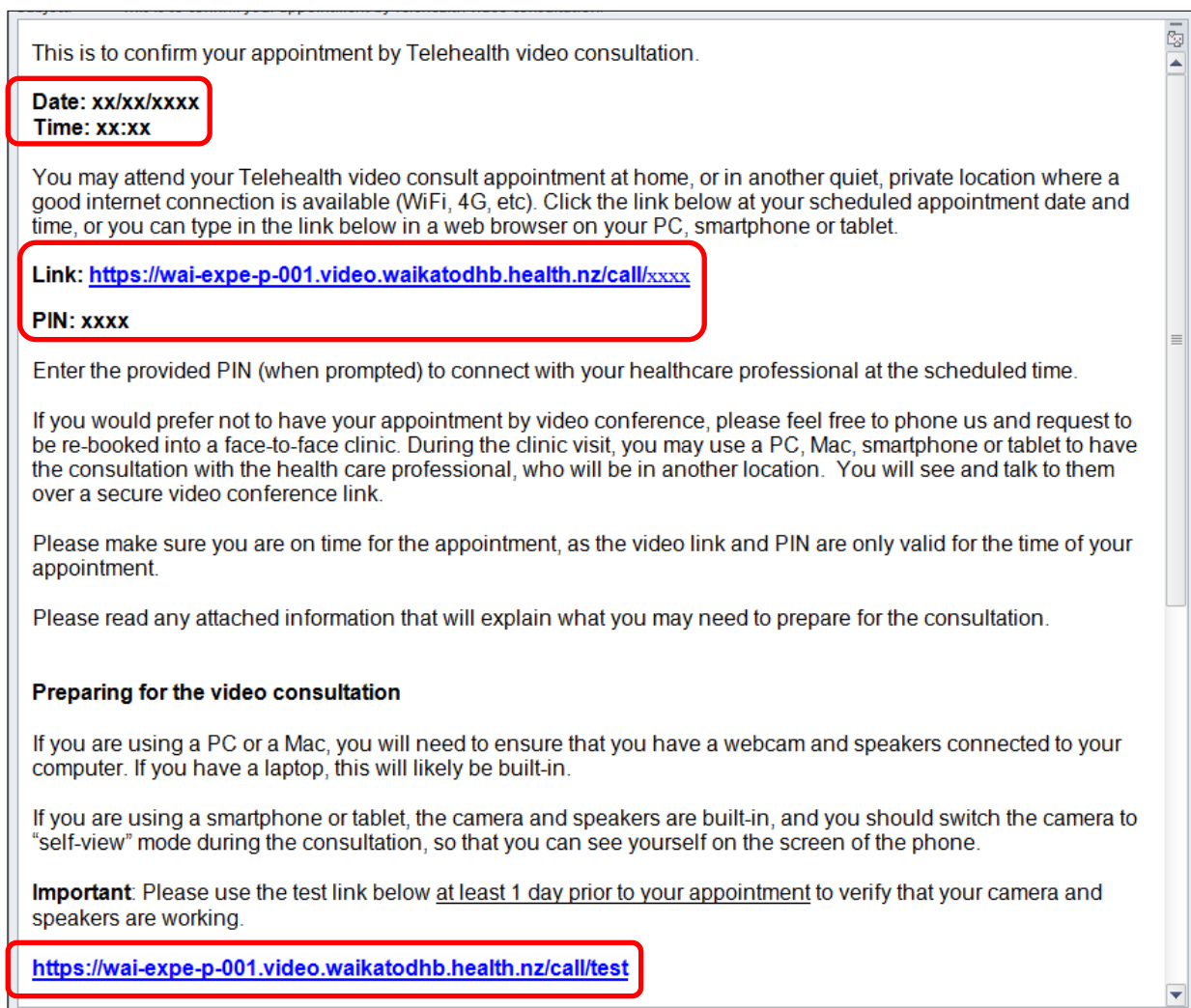
The process involves:

- Installing the Cisco Jabber Guest Plug-In.
- Beginning the Virtual Consultation.

Email Confirmation

When a virtual appointment is booked, you will receive an email confirming the date and time scheduled. This email will contain a hyperlink and pin number used to access the virtual consultation.

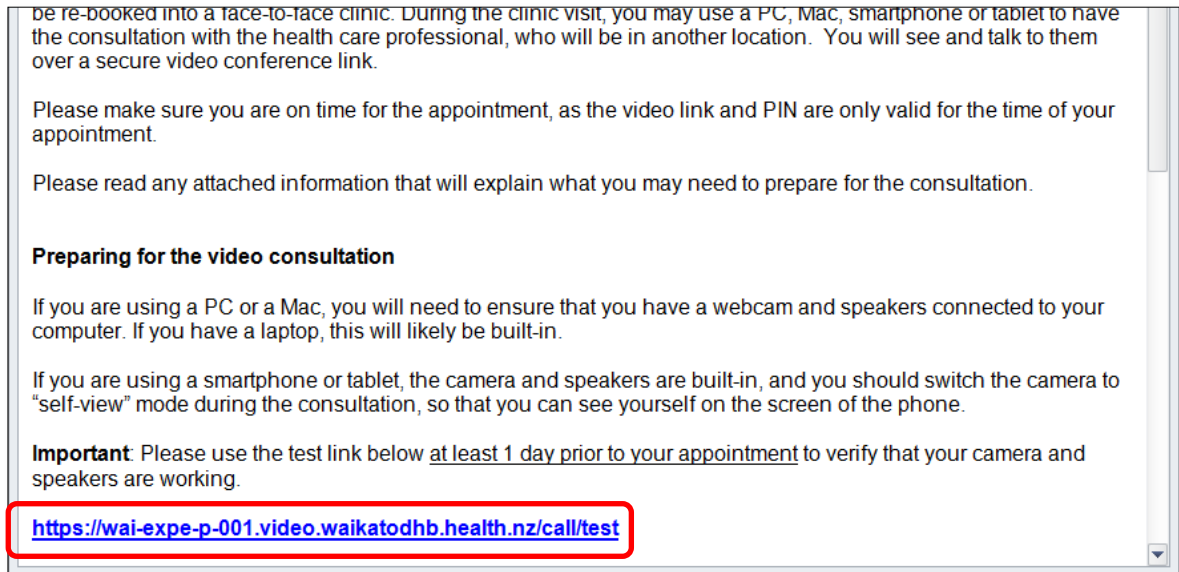
The email will also contain a link to test their equipment prior to the day of the virtual consultation.



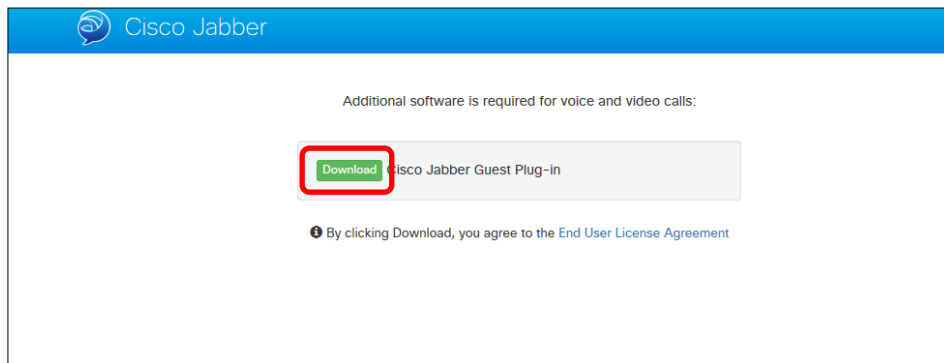
Install the Cisco Jabber Guest Plug-In

Before Internet Explorer can be used for a virtual consultation the Cisco Jabber Guest Plug-In must be installed. This is a one-time process.

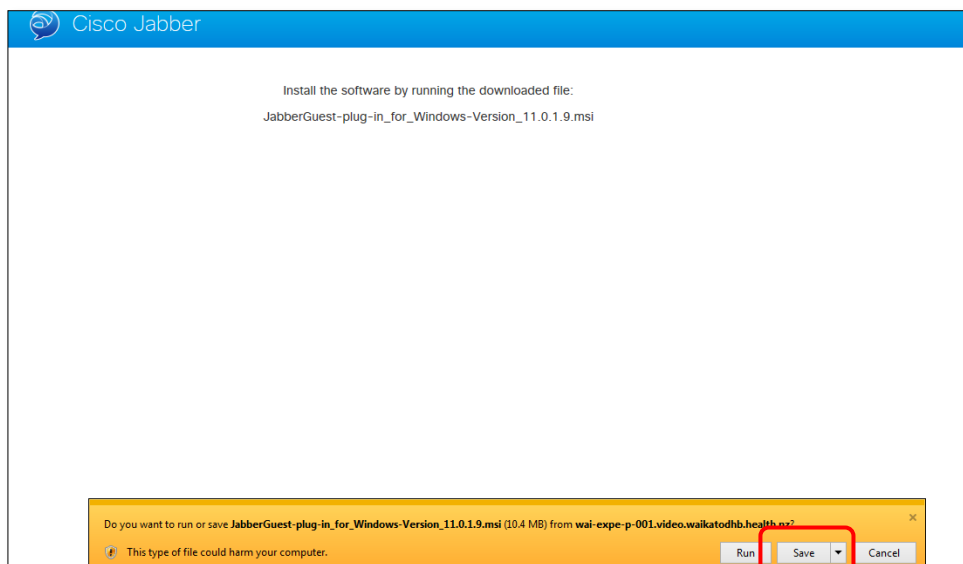
1. Prior to the virtual consultation, tap on the [test link](#) in the confirmation email.



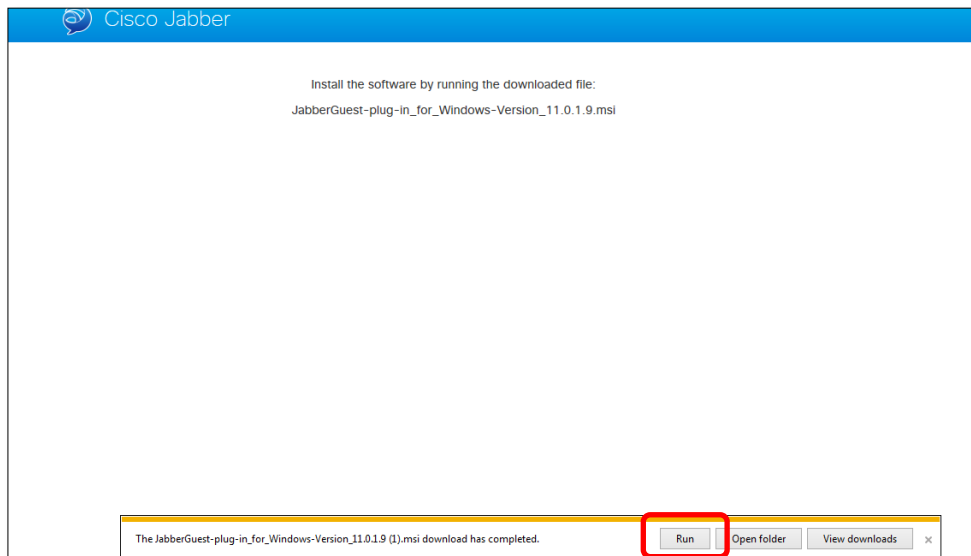
2. Click the **Download** button.



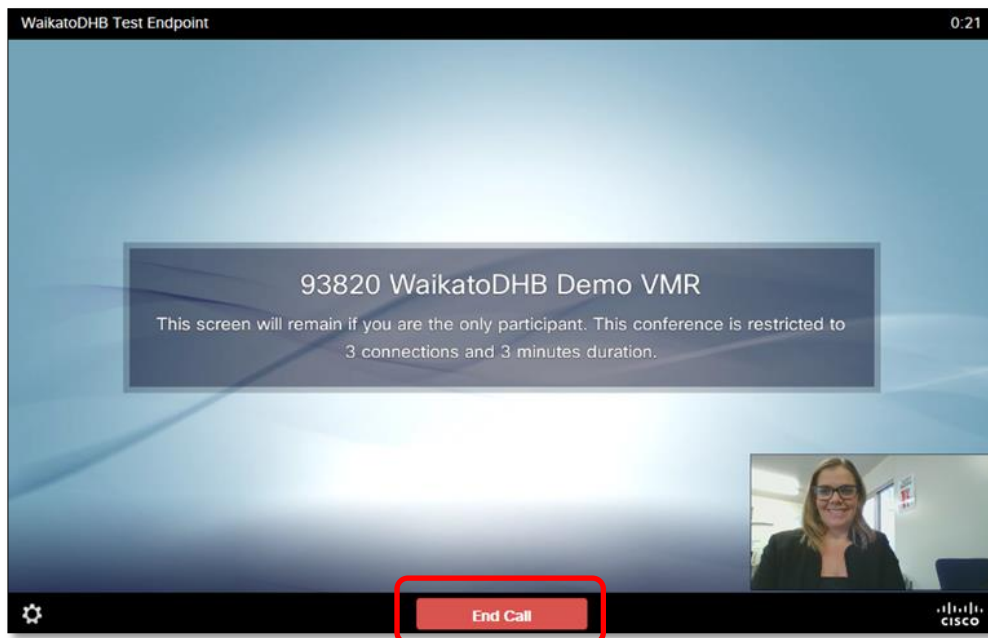
3. In the pop-up at the bottom of the page click the **Save** button.



4. In the pop-up at the bottom of the page click the **Run** button.

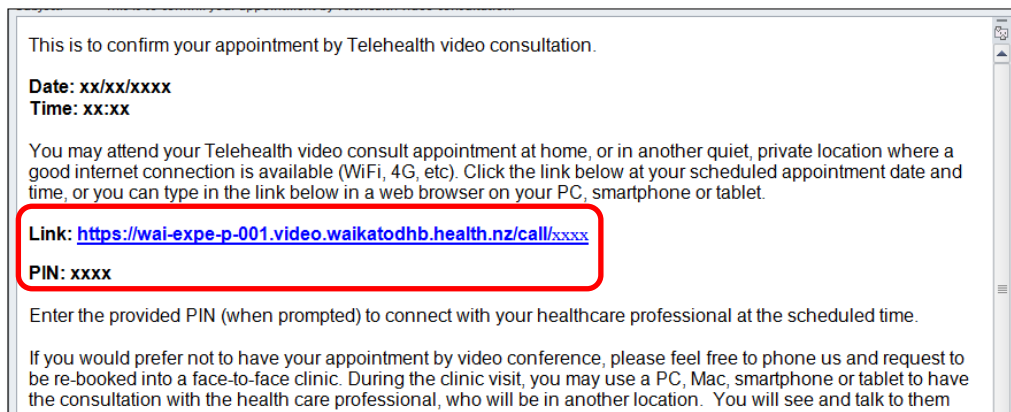


5. The video window will open, make sure the video in the bottom-right displays correctly, and click the **End Call** button.

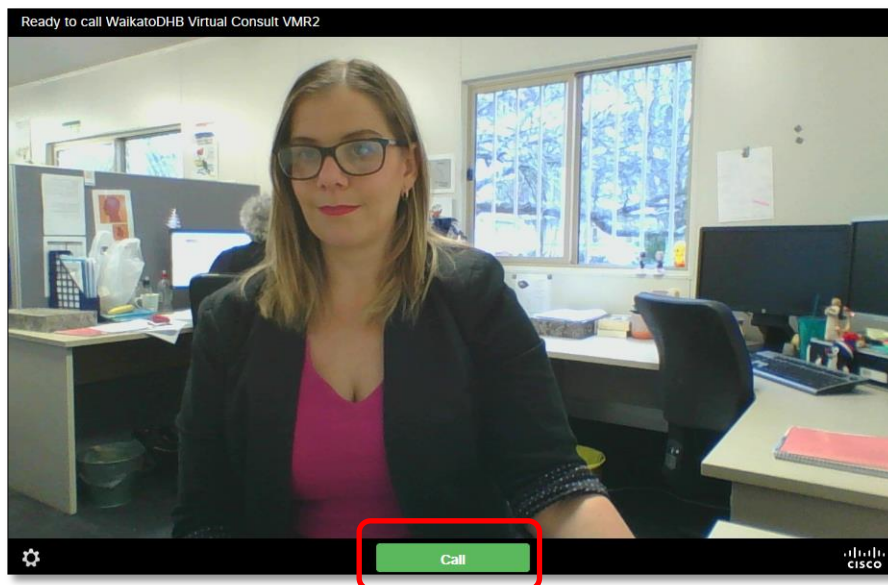


Begin the Virtual Consultation

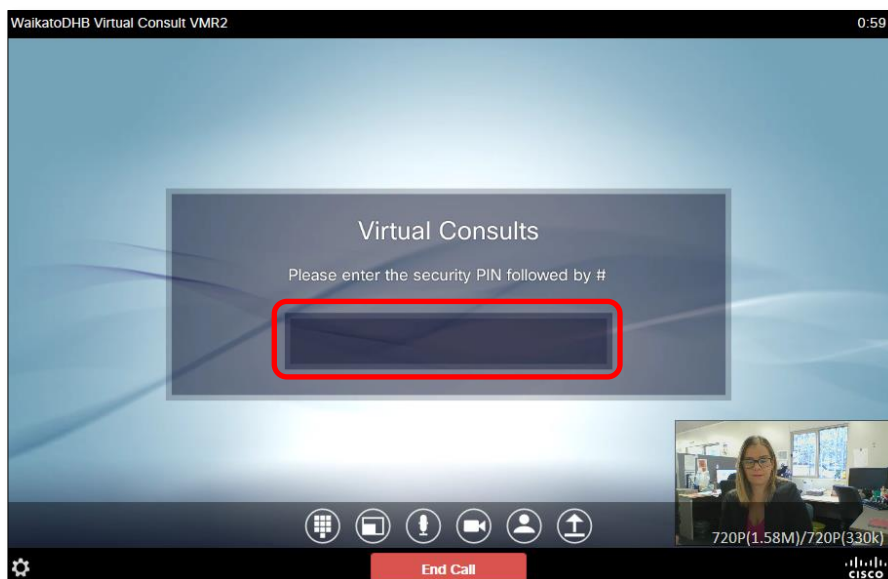
1. To begin the virtual consultation, open the email and click the link.



2. The video window will open, click the **Call** button.



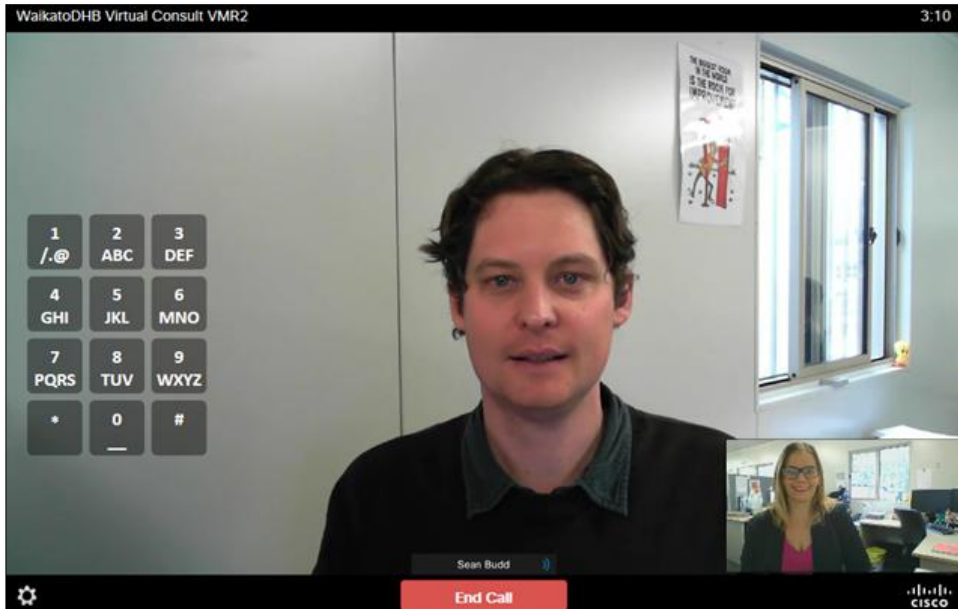
3. To join the virtual consultation, enter the pin number (sent via the confirmation email) followed by # into the field.



Note: To access the on-screen keypad hover your mouse near the base of the window and click the keypad icon.



4. The virtual consult will begin.



5. After the virtual consultation, click the **End Call** button.

