

Jabber Guest Patient Instructions – Google Chrome

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

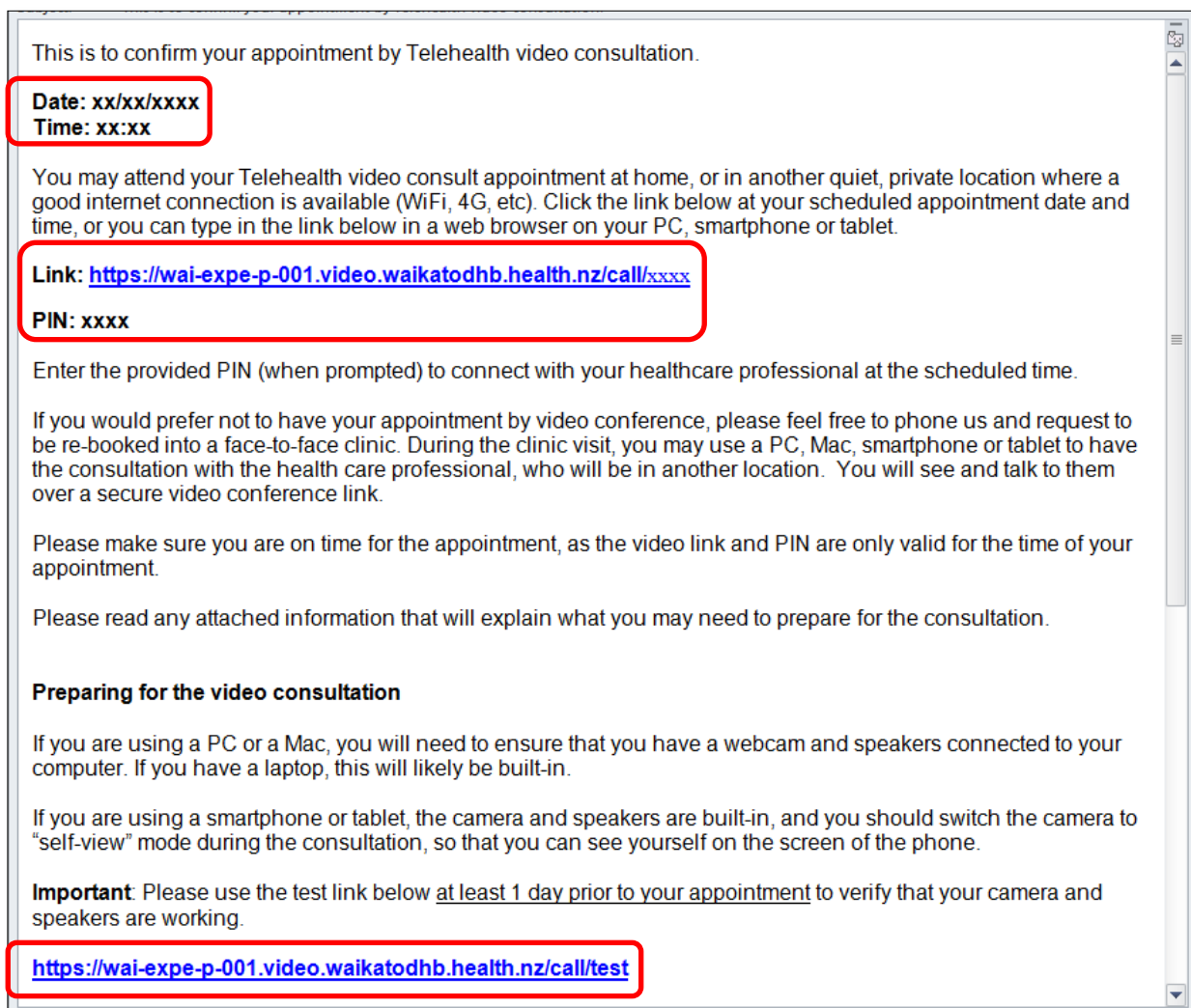
The process involves:

- 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.

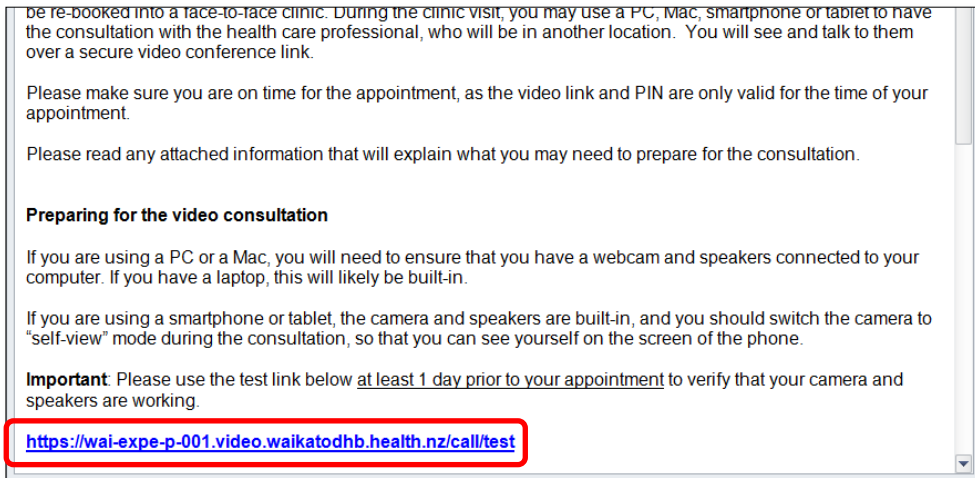
The email will also contain a link to test their equipment prior to the day of the virtual consultation.



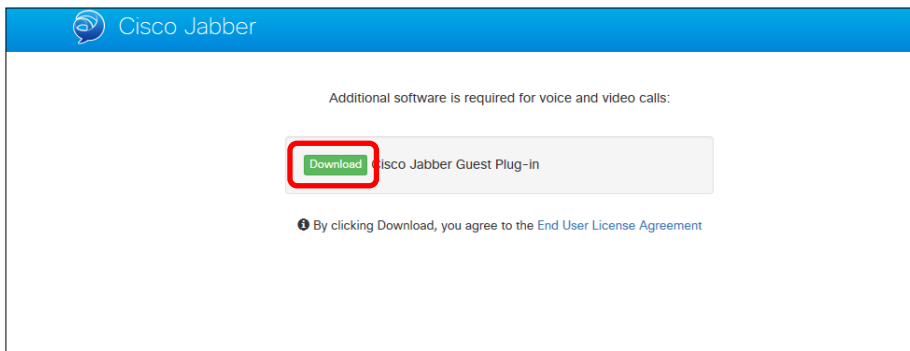
Install the Cisco Jabber Guest Plug-In

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

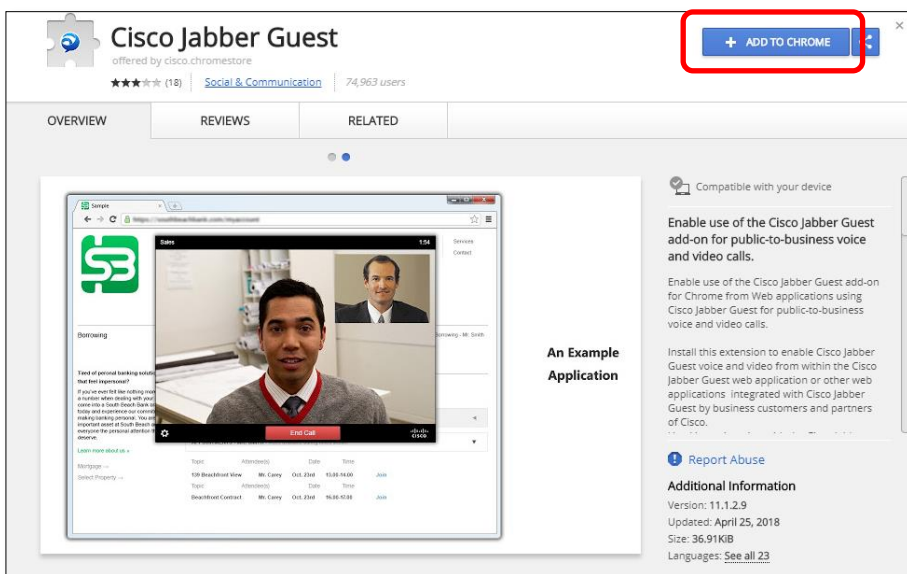
1. Prior to the virtual consultation, tap on the [test link](#) in the confirmation email.



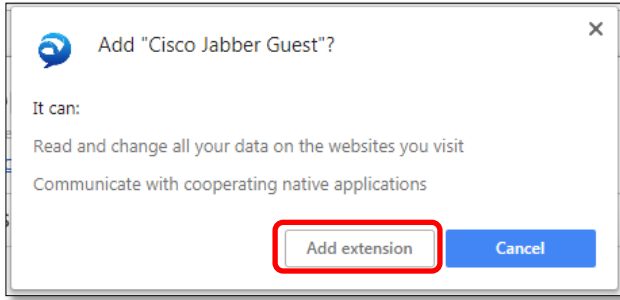
2. Click the **Download** button.



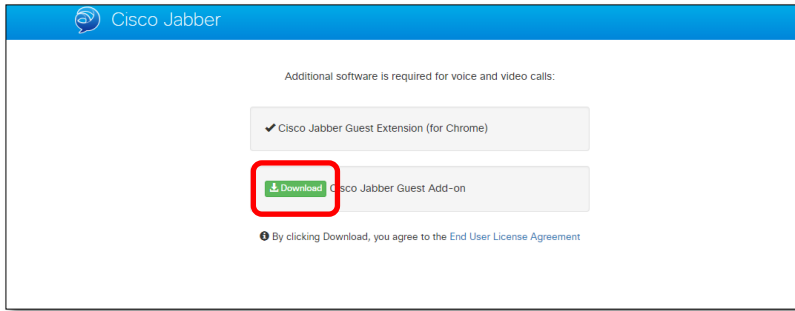
3. Click the **+ Add To Chrome** button.



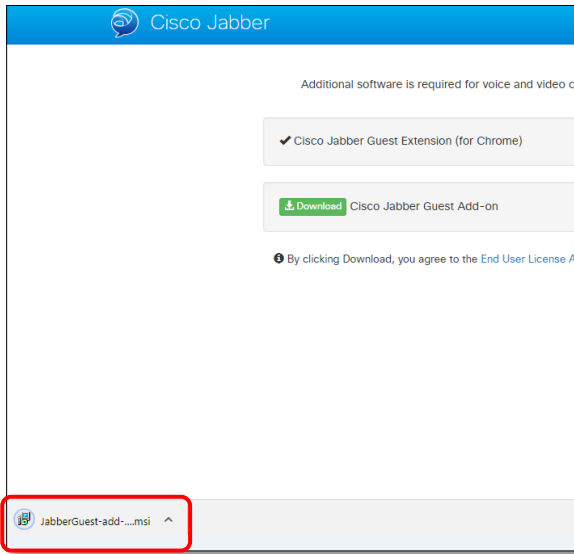
4. In the pop-up window click the **Add extension** button.



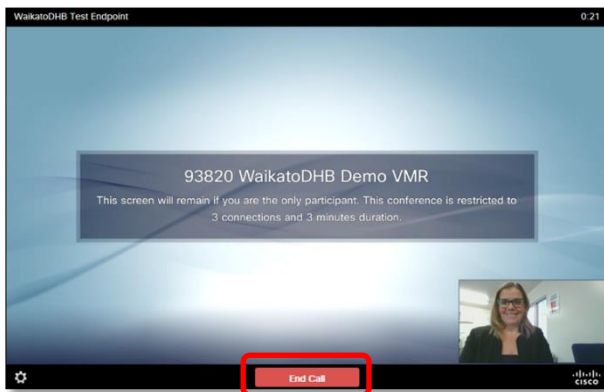
5. Click the **Download** button.



6. Click to open the new **Jabber Guest** download.

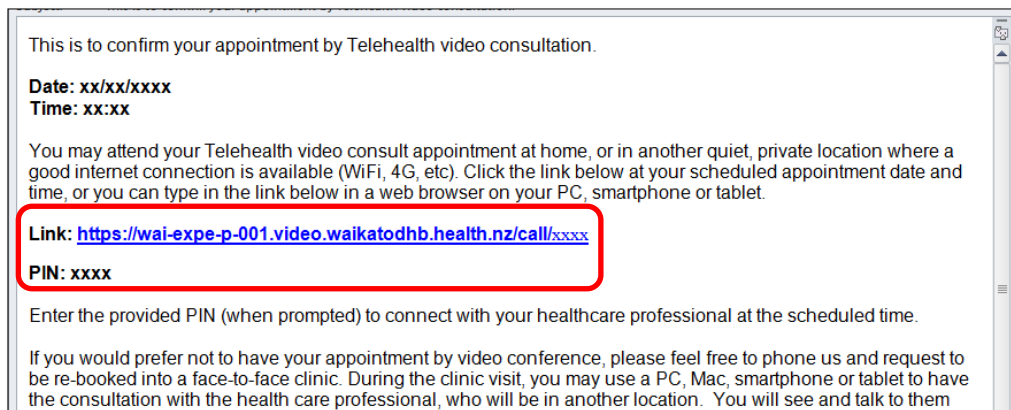


7. The Jabber Guest video window will open, make sure the video window in the bottom-right displays correctly, when finished click the **End Call** button.



Begin the Virtual Consultation

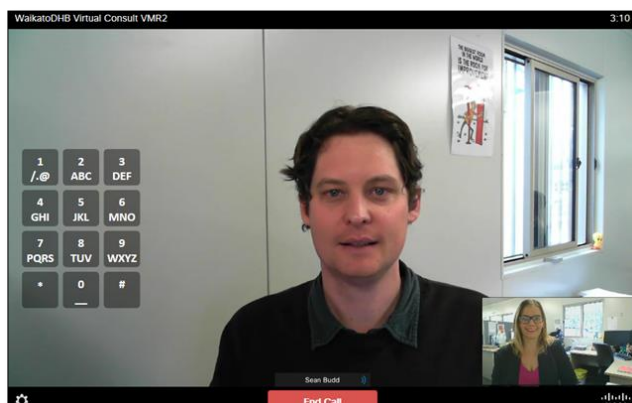
1. To begin the virtual consultation, open the email and click the link.



2. To join the virtual consultation, enter the pin number (sent via the confirmation email) followed by # into the field. If you are unable to do this with your keyboard, hover you mouse near the bottom of the window and then click on the white Cog near the bottom right hand corner. From there you can click on a pop up dial pad icon to dial the pin with your mouse.



3. The virtual consultation will then begin.



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

