



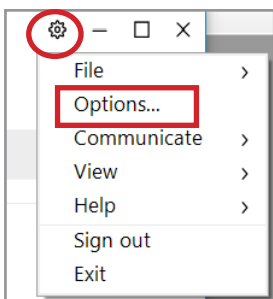
In order to use IM you will need to download the software, [click here](#) for download instructions.

## Login and Optional Settings

1 Log in to MyMBT  with your <user name>@mymbt.ca and your network password.

 Each time you change your network password you will be prompted to update it in IM.

2 Click on the **Menu** icon  and choose **Options** to setup your personal options as shown below. Press **OK** to apply your changes and close the window.




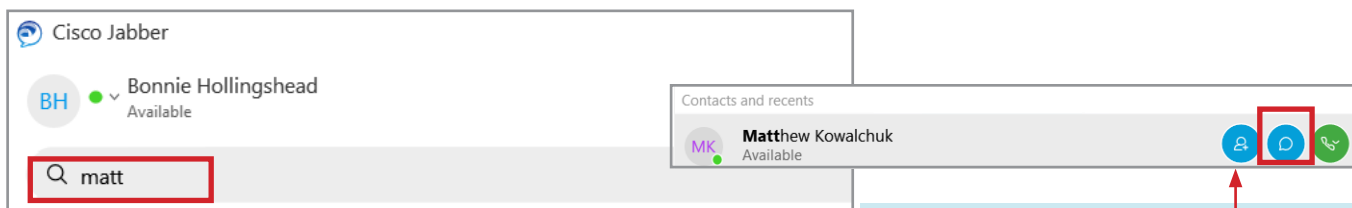
**To launch automatically:** General>select Start Cisco Jabber when my computer starts



**Sync with Outlook Calendar:** Calendar>Calendar integration>select Microsoft Outlook

**Turn off Notifications:** Notifications>Notifications/Sounds>uncheck boxes as required (*If you do not want messages popping up on your screen, uncheck "Chat Messages" and "Chat room messages" under the "Notifications" section.*)

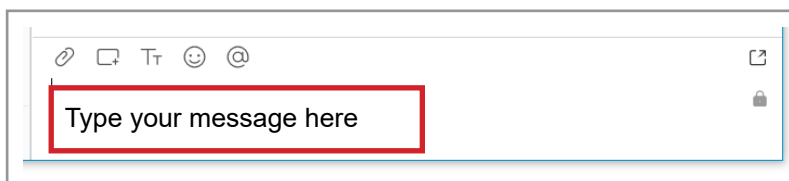
## Instant Messaging (Chat)

1 Type the name of the person in the search field and press enter or select the **Chat** icon  to open the chat window.



 Easily add and manage contact groups by clicking on the **Add** icon . Select **New group**, type in the name and click **Create** to add a new contact group.

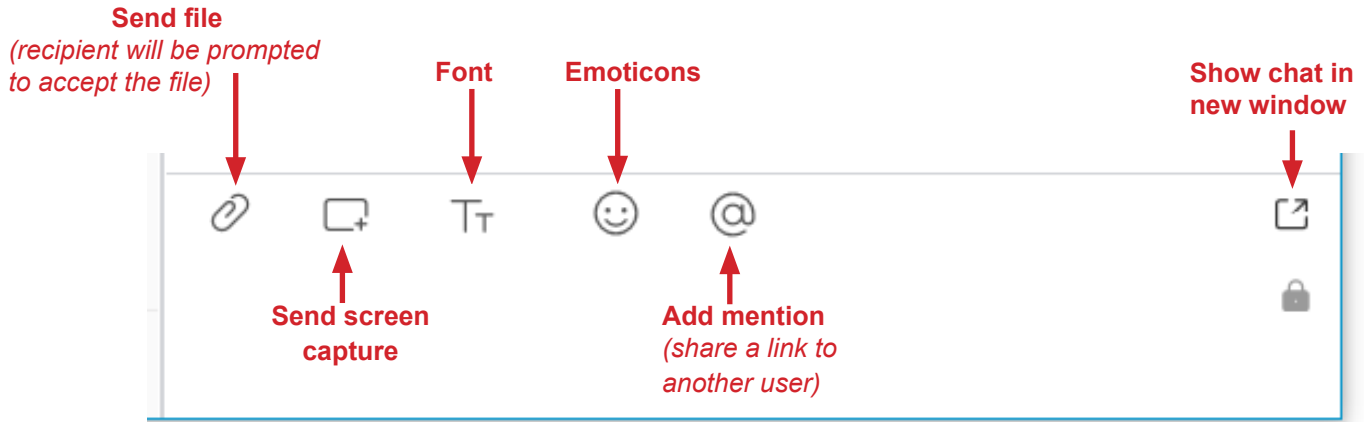
2 Type your message and press **Enter** on your keyboard.



### BE PRIVACY-WISE

Never include identifiable personal health information in messages being exchanged within this tool.

3 If required, you can send a file or screen capture as well as use other options as shown below.

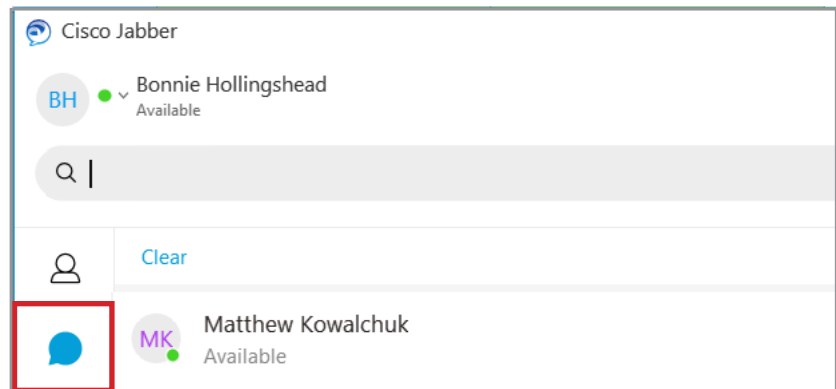


**!** Emoticons are the only option available on mobile devices.

## Chats, Group Chats and Chat Rooms

### Chats

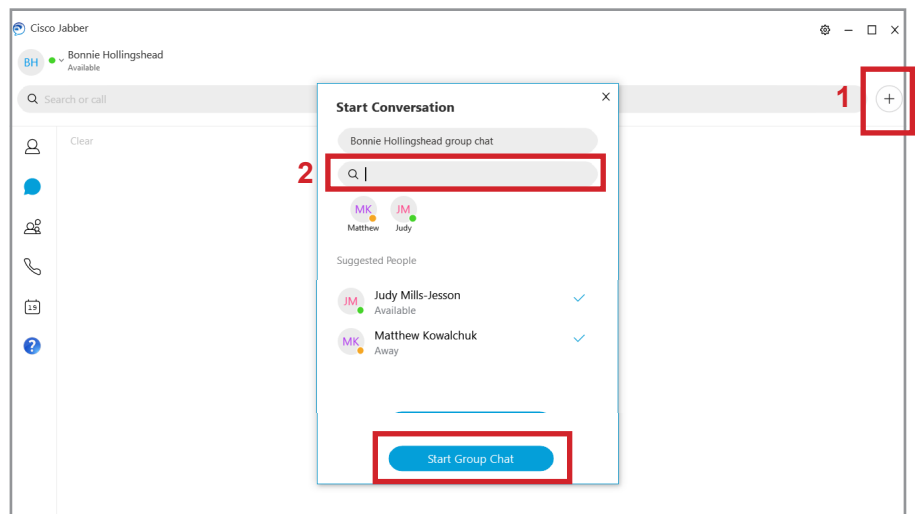
- Chat history is maintained for user-to-user chats (but not for group chats).
- Click on the **Chats** icon to view chat history.
- Chats received when you're offline will be received the next time you're online.



### Group Chat/Conversations

- 1 Click on the **Start Conversation** icon (+) to open the **Start Conversation** window.
- 2 Search for and double click on the people you want to add to the group and then click **Start Group Chat**.

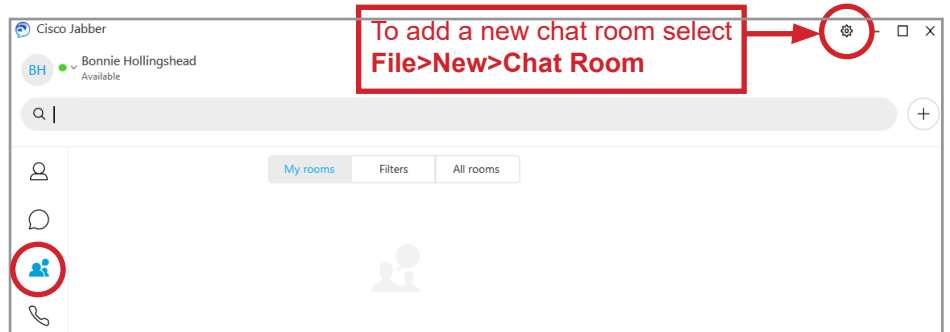
**!** Group chats are "temporary" conversations. Previous chat history is not available once the chat window is closed.



## Chat Rooms

- You can restrict access but the name of the group is visible to all users.
- The history will remain when members leave.
- You can see who is in the chat room with you.

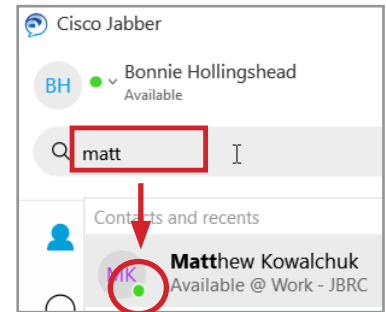
**!** **Emoticons** are the only options available on mobile devices.



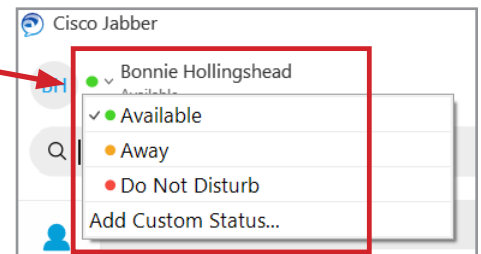
## Availability

- 1 To search for a user's availability, start typing the name in the **Search** field (matches will appear as you type).
- 2 View the user's availability below the search field - it's indicated by a coloured circle.

- !** -See chart below for statuses.
- You can also see availability in Outlook and SharePoint.



- Your availability status is shown in the top left corner of the window when you have IM open.
- You can manually change it by clicking on another status in the dropdown menu. *Note: This will disable the automatic status updates shown below.*
- Using **Do Not Disturb** suppresses IM notifications but not the messages themselves.




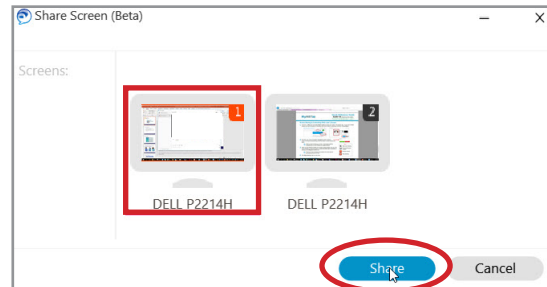
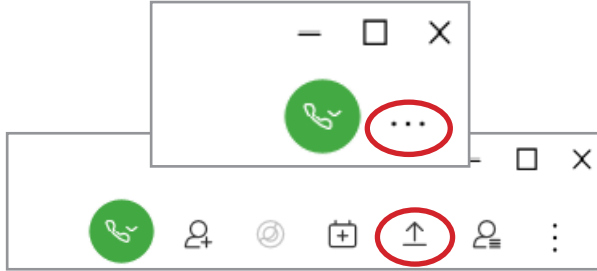
Automatic Status Updates			Status Updates - when synced with Outlook		
Event	Status		Event	Status	
Inactivity for 15 minutes	Away	Yellow circle	Calendar busy	In a meeting	Yellow circle
Locked screen	Away	Yellow circle	Calendar tentative	Available	Green circle
Sharing screen	Presenting	Red circle	Out of office	Available	Green circle

*Note: Users with video/call features also have an automatic status of "On a call".*


For information on advanced features - continue on to page 4

## Screen Sharing & Controlling Other User's Screen

- 1 Click the **More** icon (...) and select **Share screen**  to share your screen with another user. (If you have multiple screens you have the option of choosing which one to share by selecting it and then clicking **Share**.)



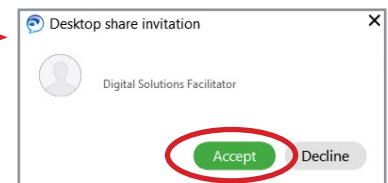
- 2 The other user will be prompted to **Accept** the share invitation. (Users will receive this prompt any time the share or control options are used.)

 When you are sharing your screen, a red border appears indicating that you are sharing your entire desktop.

- 3 When you are sharing a screen (or a screen is being shared with you), the share recipient will have the option to control the other user's computer by clicking on the **Request Control** icon.

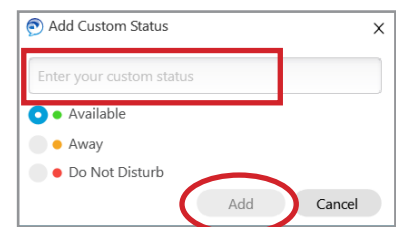
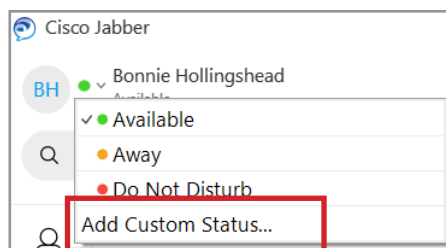
 There are more sharing/control options on the top right of the screen as shown in Fig 1.

- 4 Click **Stop sharing** when you are done.





## Custom Availability Status

- 1 Select **Add Custom Status** and then type in the desired name.
- 2 Click **Add**. (This will disable automatic status updates.)



## Mobile App

The MyMBT mobile app is iPhone and Android compatible. It can be used on an eHealth-managed or personal device. The app is available from the app store - search for **Cisco Jabber** . Contact the service desk to activate your mobile account.

-  When you create contact favourites on your computer, they will also show on your mobile device.
- A Wi-Fi connection is recommended to avoid data charges that may be incurred from your wireless provider.

