OBJECTIVES

- Download Jabber to your Mac
- Log in to Jabber
- Configure Jabber
- Start using Jabber to chat with colleagues

CONTACT IRT

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support.rowan.edu

For more information:
go.rowan.edu/jabber

Rowan University
INFORMATION RESOURCES & TECHNOLOGY

CISCO JABBER

Install Jabber on Mac

Quickly chat with Rowan colleagues
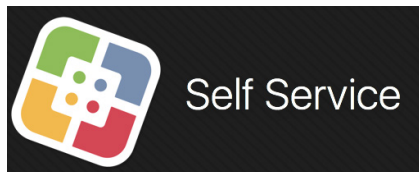
go.rowan.edu/jabber

DOWNLOAD JABBER

For best results and access to the latest features, the system requirements for Mac are:
macOS Mojave 10.14 (or later)
macOS High Sierra 10.13 (or later)
macOS Sierra 10.12 (or later)
macOS El Capitan 10.11 (or later)
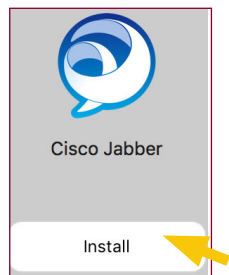Your phone number (or department's main number) must be entered in Banner.

To update your phone number go to Self-Service Banner, select the Personal Information tab and Change Directory Profile.

Installation

- For Rowan owned and managed computers, select the magnifying glass at the top of your screen and search for Self Service.

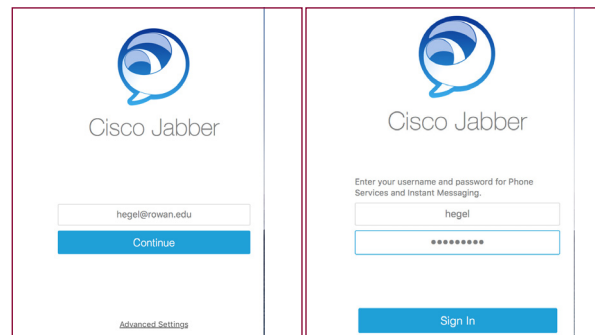- From Self Service select the Install button under Jabber.

- After it installs, open Jabber.
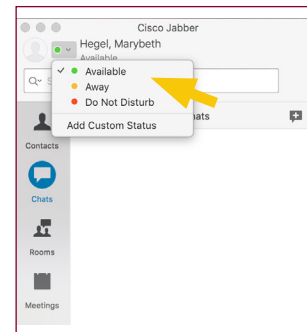
GETTING STARTED

Log In

- For the first time log in, with your Rowan email address. Select Continue.
- The email address will change to your Rowan username.
- Enter your Rowan network password.
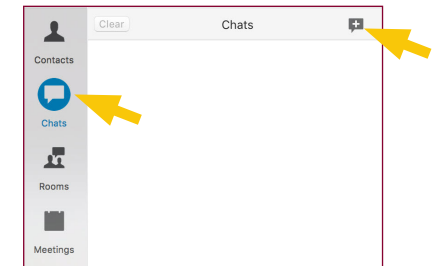- Select Sign In.

Settings

- Select the drop down next to your name at the top left side of the page.

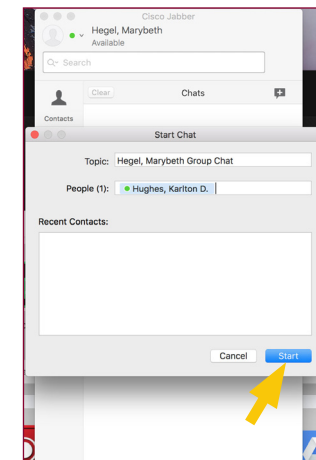- View and edit availability status.

USING JABBER

Chat

- Select the chat icon at the left side of the page to open the chat screen.
- Select the black chat icon with the plus symbol to start a new chat.

- Search the directory to add contacts to the chat by name or email. Select Start.

- Type the chat. Select the Enter key to send it.