How to: Login to Cisco Jabber using Mobile devices (IOS, Android and Tablets)

STEP BY STEP

1. Start Cisco Jabber application

2. On the service discovery screen (login without password), enter your jabber userid as follow: username@unog.ch

3. Type your Active Directory password (the one you use to start your computer session)

4. At the first type, you will be prompted to enter voicemail credentials. Click on update to do so:
5. Enter your userid (without unog.ch) and your Active Directory password, then click on **Apply**

6. All services must be up and running

**IN CASE OF ISSUE**

If you put wrong value in the discovery screen, changing login in the second step will not be enough. Service discovery is used by Jabber application to connect to infrastructure.

For instance, if you used un.org email address, your application will try to connect to New York, but you will never be correctly identified. **It's very**
important to put @unog.ch at the first screen.

Note that you do not enter an email address, but a Jabber userid (even if format are the same)

If you entered a wrong Jabber userid in the first step, follow this step to correct the issue:

1. Click on the left corner arrow

2. Repeat step by step process

SUPPORT

In case of issue, feel free to contact ICTS Service desk:

- By email: rtc-europe-servicedesk@un.org
- By phone: +41 22 917 33 33 (ext. 73333)
- By web: Raise a request in https://ineedservice.un.org, click Raise a Request > RTC Europe Service catalog > Issue - Email & Collaboration