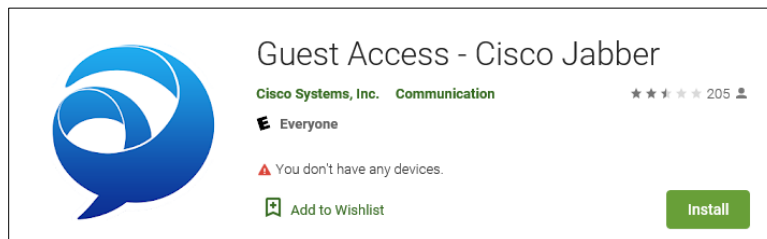


Please follow these instructions to connect to your friend or loved one via video call from your phone or tablet.

1. On your phone/tablet, open the email you received.
2. Tap the link within the email. The link starts with <https://jabberguest.viha.ca/call/>, followed by a series of numbers and letters.
  - The first time you tap the link it will re-direct you to the app store and ask you to install the app, “Guest Access – Cisco Jabber”.



3. Install the app following the normal app store process.
4. Once the app install has completed, the call starts automatically.

## Troubleshooting

1. If the call does not automatically start after downloading the app, go back to the email and tap the link again.
2. If you are still having trouble, you can contact the Nurse on the unit where your friend or loved one is and ask them to check that the link is correct.
3. If you are having trouble with downloading the app, please use Android resources, a family member, or a friend to help you.