

Quick Reference Guide

Please follow these instructions to connect via video call to your friend or loved one from your Mac desktop or MacBook computer.

Note: Your computer will need both video (camera) and audio (microphone) capabilities.

1. Using your computer, open the email you received.
2. Click on the link provided within the email. The link will start with <https://jabberguest.viha.ca/call/>, followed by a series of numbers and letters.
 - It is recommended that you use Safari for Mac computers. If this is not your default browser, open Safari and copy the link provided into the address bar.
 - This will bring you to a webpage. The webpage will require you to complete one download. The download may open at the bottom of your screen.
3. Follow the prompts on your screen to complete the download process.
4. Once the download has finished, the call starts automatically.

Troubleshooting

1. If the call does not automatically start after downloading, go back to the original email and click 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 the web application please use Apple resources, a family member, or a friend to help you.