

## Quick Reference Guide

Please follow these instructions to connect via video call to your friend or loved one from your Windows PC desktop or laptop 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 starts with <https://jabberguest.viha.ca/call/>, followed by a series of numbers and letters.
  - It is recommended that you use Internet Explorer. If this is not your default browser, open Internet Explorer and copy the link provided into the address bar.



- This brings you to a webpage. The webpage requires you to complete one download. The download may open at the bottom of your screen.
  - Click on the download and then click RUN.
3. Follow the prompts on your screen to complete the download process.
  4. Once downloaded, the call starts automatically.

## Troubleshooting

1. If the call does not automatically start after the download is complete, go back to the 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 Windows resources, a family member, or a friend to help you.