



Getting Ready for Your Telemedicine Visit: Using Cisco Jabber Guest on Your Personal Computer (PC)

This information explains how to get ready for your telemedicine visit at Memorial Sloan Kettering (MSK) using Cisco Jabber™ Guest. These instructions are only for personal computers (PC) using Chrome or Firefox. You won't be able to use Internet Explorer.

About Your Telemedicine Visit

A telemedicine visit is when your healthcare provider uses technology to care for you without you having to travel to their office. During your telemedicine visit, you and your healthcare provider will see, hear, and talk with each other using Cisco Jabber™ Guest software. Your healthcare provider will be able to check how you're doing, diagnose any problems you have, and come up with a treatment plan for you. Your video won't be recorded or saved.

For more information about telemedicine visits, read *Telemedicine Visits at MSK* (http://140.163.1.151/pe/telemedicine_visits_msk) and *Tips for Your Telemedicine Visit* (http://140.163.1.151/pe/tips_telemedicine_visit).

Getting Ready for Your Telemedicine Visit

Before your telemedicine visit, you'll need to sign a consent form. You'll also need to install Cisco Jabber Guest on your PC by following the steps in this resource. This may take some time so you should do this a few hours before your appointment. You'll only need to do this once on each computer you use for your telemedicine visit.

If you would like to have your friend, family member, or an interpreter join your call, let the Office Coordinator who scheduled your appointment know.

Steps to Install Cisco Jabber Guest

Follow the steps in this section to install Cisco Jabber Guest on your PC.

1. Log into your MyMSK account. You can do this by going to my.mskcc.org.
 - If you don't have a MyMSK account, you can visit my.mskcc.org, call [646-227-2593](tel:646-227-2593), or call your doctor's office for an enrollment ID. You can also watch our video *How to Enroll in MyMSK: Memorial Sloan Kettering's Patient Portal* (http://140.163.1.151/pe/enroll_mymsk).

- If your caregiver manages your MyMSK account for you, ask them for your login information or have them help you.
2. On your homepage, click on “All Appointments” (see Figure 1).

Figure 1. Click "All Appointments"

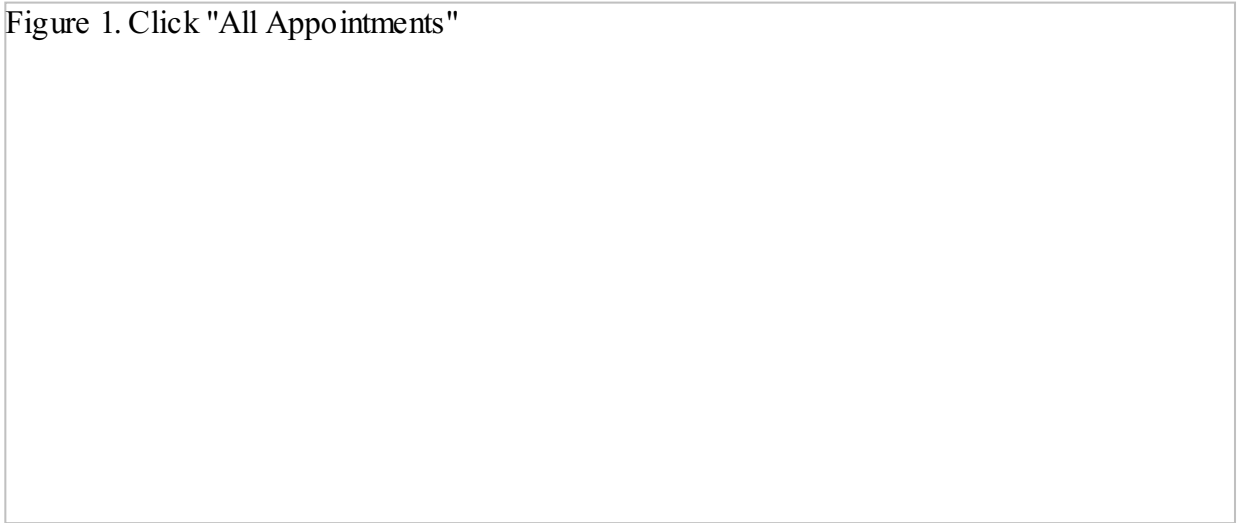


Figure 1. Click “All Appointments”

3. You’ll see a list of all the appointments you have scheduled. Click the link next to your appointment (see Figure 2). This link will only be available on the day of your appointment.

Figure 2. Click appointment link

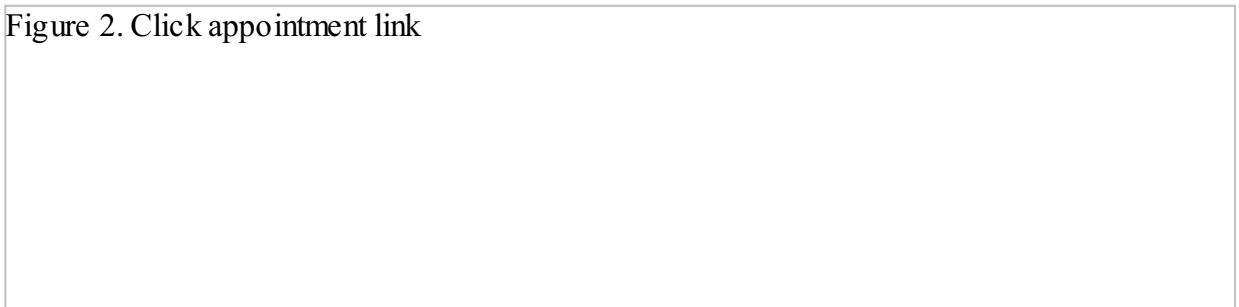


Figure 2. Click appointment link

4. Let MyMSK access your camera so that your healthcare provider can see you by clicking the “Allow” button (see Figure 3).

Figure 3. Allow access to your camera

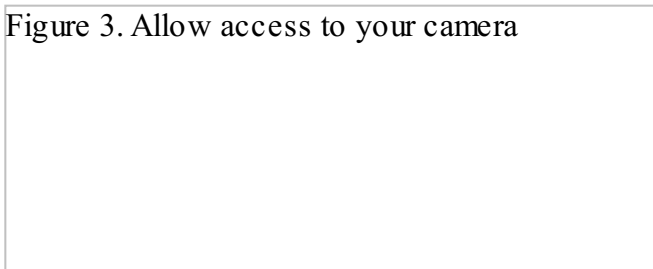


Figure 3. Allow access to your camera

5. Before your telemedicine visit, check that your speakers are working by clicking the play button on your screen (see Figure 4). Make sure that your speakers aren’t muted and that your volume is high enough so that you can hear it.

Figure 4. Play button



Figure 4. Play button

6. Make sure that your camera is working by checking if you see yourself on your screen. If you don't, you may need to adjust your video settings.
7. Once you're ready, click the "Start My Call" button on your screen (see Figure 5).

Figure 5. Click the "Start My Call" button

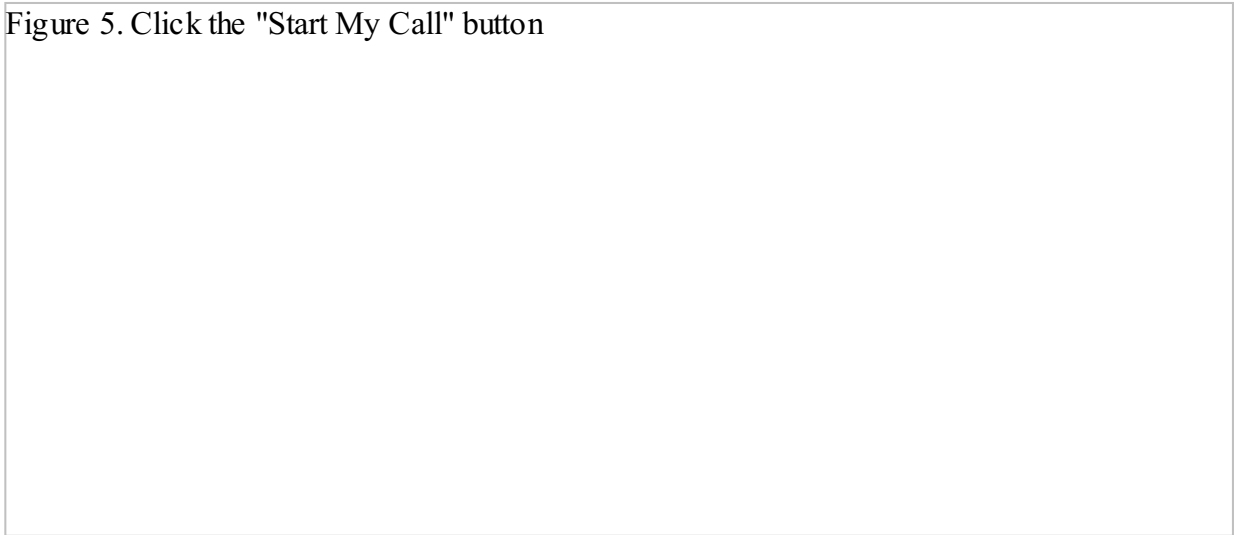


Figure 5. Click the "Start My Call" button

8. If you're using a Chrome or Firefox web browser, you'll need to get the Cisco Jabber Guest extension. Click the "Download" button to start downloading it (see Figure 6).

Figure 6. Click "Download"

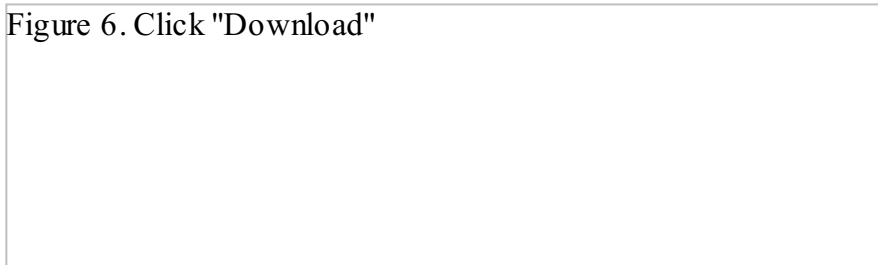


Figure 6. Click "Download"

9. Then, click the "Add to Chrome" button (see Figure 7).

Figure 7. Click "Add to Chrome"

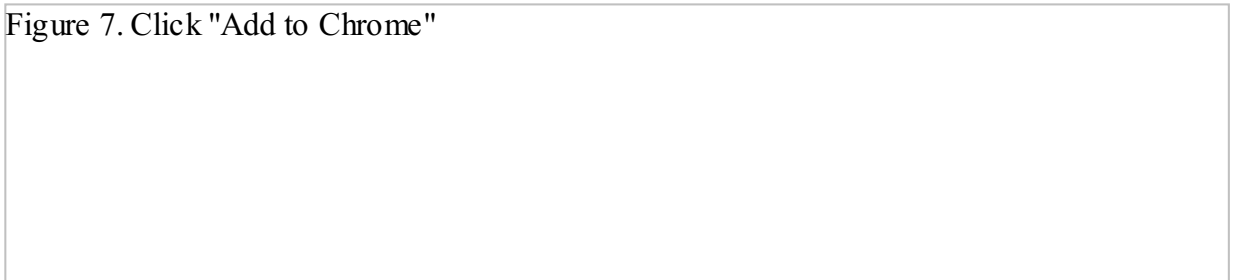


Figure 7. Click "Add to Chrome"

10. On the next screen, click the “Add extension” button (see Figure 8).



Figure 8. Click “Add extension”

11. Click the “Download” button to open and run the add on for Cisco Jabber Guest (see Figure 9).

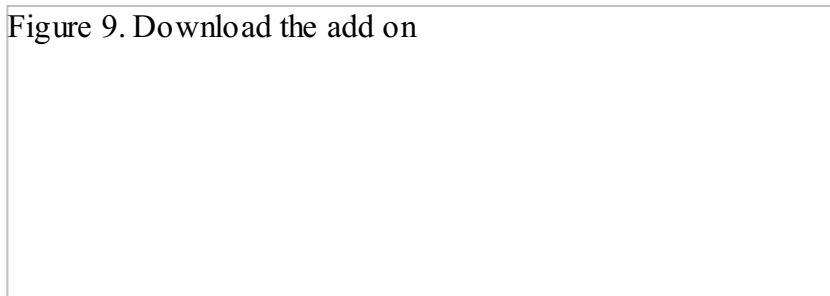


Figure 9. Download the add on

12. Next, you’ll need to save the file by clicking the “Save” button. When it’s finished downloading, open it by clicking the file.
13. Then, you’ll need to let Cisco Jabber Guest access your camera and microphone by clicking the “Always Allow” button (see Figure 10).

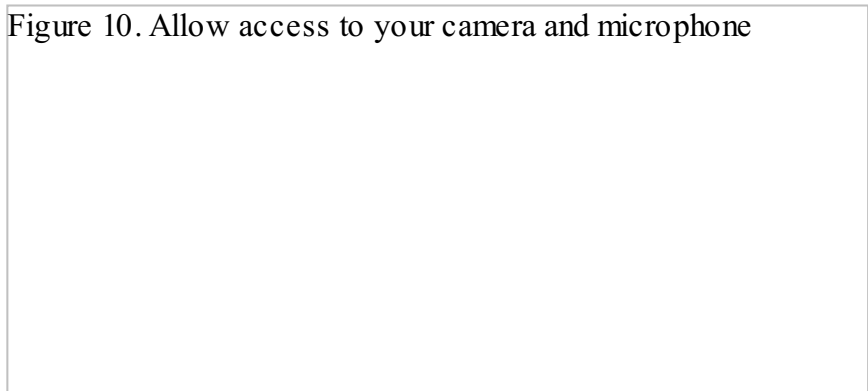


Figure 10. Allow access to your camera and microphone

14. Once Cisco Jabber Guest is connected, you should be able to see yourself on your screen. Click the “Call” button to start your telemedicine visit (see Figure 11).

Figure 11. Click the "Call" button

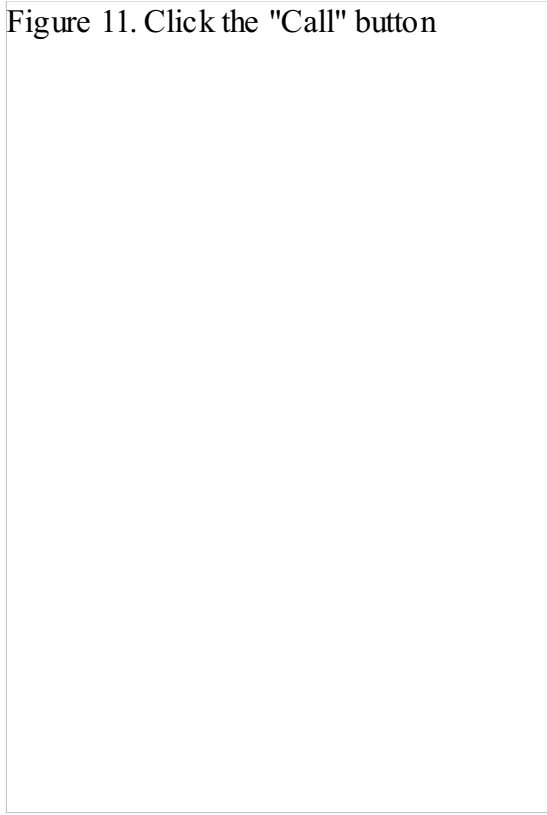


Figure 11. Click the "Call" button

Understanding the Buttons

You may need to use the buttons below during your visit (see Figure 12).

Figure 12. Cisco Jabber Guest buttons

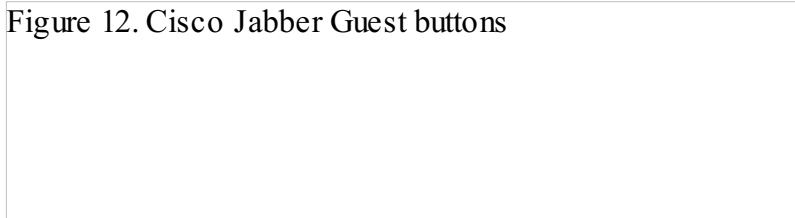


Figure 12. Cisco Jabber Guest buttons

- The **keypad** is what you press when you need to dial a number. You won't need to use this during your telemedicine visit.
- The **full screen button** will make your video fill your whole screen or make your screen small.
- The **mute button** is used to mute and unmute your microphone. When you're muted, your healthcare provider can't hear you.
- The **video button** switches your video on and off.
- The **self-view button** switches your view of your own video on and off.
- The **share button** is used to share your screen with your healthcare provider. You can use this to share a picture or a document with your healthcare provider.
- You can press the **end call button** when you want to end your call.

Help with Telemedicine Visits

If you need help or have questions about getting ready for your telemedicine visit, call [800-248-0593](tel:800-248-0593) and press 1 to reach the Telemedicine Help Desk. You can reach the Telemedicine Help Desk Monday through Friday from 9:00 am to 5:00 pm.

Tell us what you think

Tell us what you think

Your feedback will help us improve the information we provide to patients and caregivers. We read every comment, but we're not able to respond. If you have questions about your care, contact your healthcare provider.

Survey Questions

Questions **Yes** **Somewhat** **No**

Was this information easy to understand? Yes Somewhat No

What could we have explained better?

Submit

Last Updated

Wednesday, March 24, 2021

If you have any questions, contact a member of your healthcare team directly. If you're a patient at MSK and you need to reach a provider after 5:00 pm, during the weekend, or on a holiday, call 212-639-2000.

For more resources, visit www.mskcc.org/pe to search our virtual library.

Getting Ready for Your Telemedicine Visit: Using Cisco Jabber Guest on Your Personal Computer (PC) - Last updated on March 24, 2021

All rights owned and reserved by Memorial Sloan Kettering Cancer Center