



PATIENT & CAREGIVER EDUCATION

Getting Ready for Your Telemedicine Visit: Using Cisco Jabber Guest on Your Apple Computer

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 Apple computers, such as a MacBook, using Google Chrome or Firefox. You won't be able to use Safari.

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* (https://cdn.mskcc.org/pe/telemedicine_visits_msk) and *Tips for Your Telemedicine Visit* (https://cdn.mskcc.org/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 computer 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 on Your Apple Computer

Follow the steps below to install Cisco Jabber Guest on your Apple computer.

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, 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* (https://cdn.mskcc.org/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).

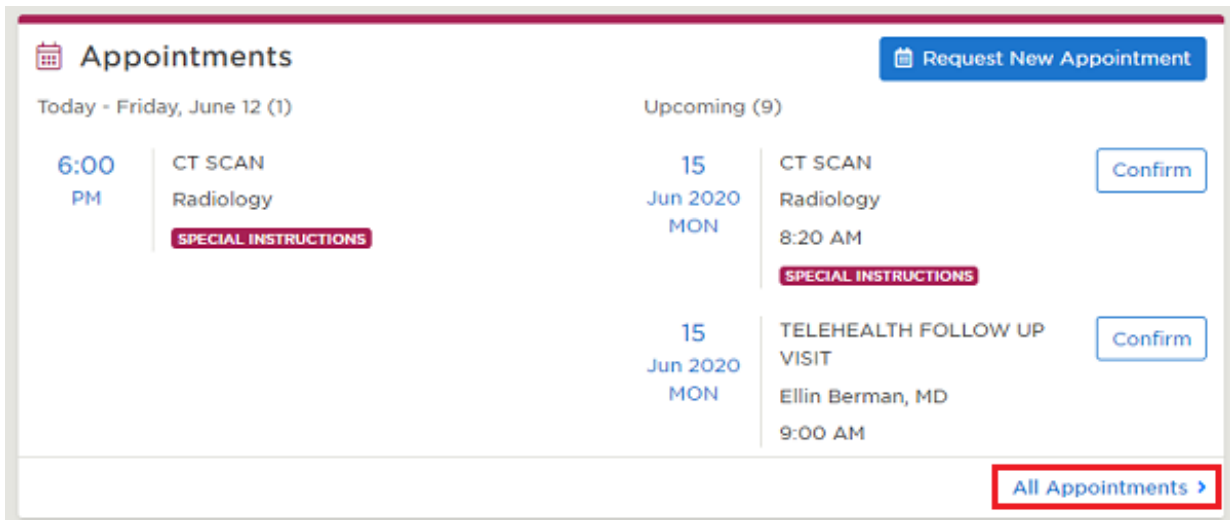


Figure 1. Click “All Appointments”

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.

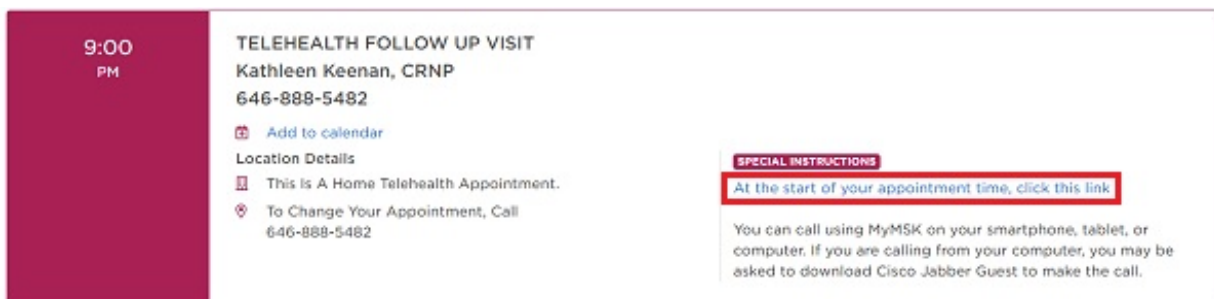


Figure 2. Click appointment link

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

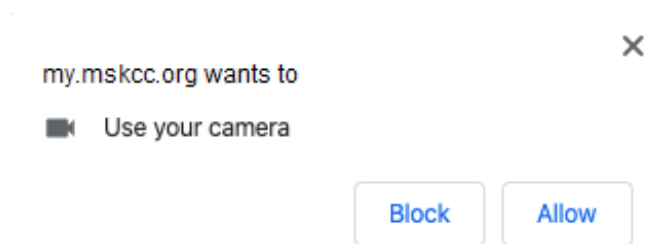


Figure 3. Allow access to your camera

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.

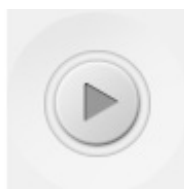


Figure 4. Play button

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).

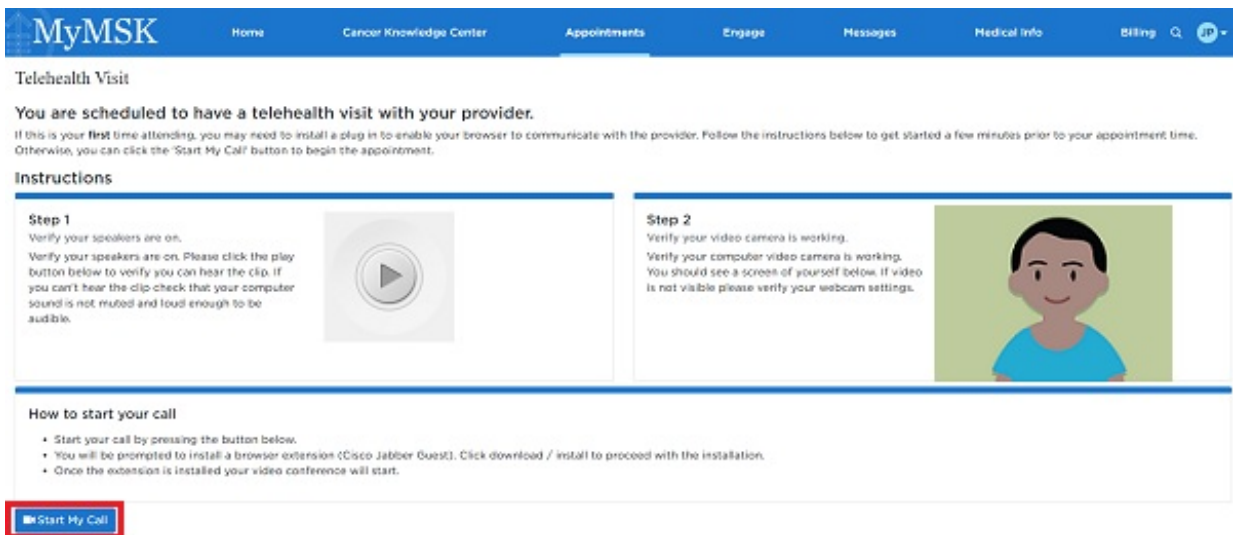


Figure 5. Click the “Start My Call” button

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).

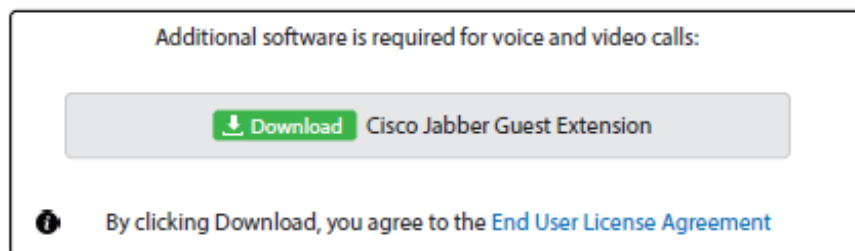


Figure 6. Click “Download”

9. Next, you’ll see a window at the bottom of your screen asking if you’d like to keep the Jabber Guest file. Click the “Keep” button to continue (see Figure 7).

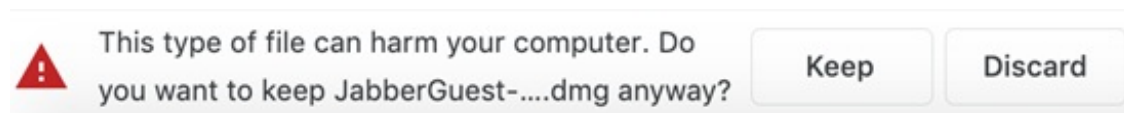


Figure 7. Keep the Jabber Guest file

9. Now you'll see a file on the bottom of your screen that reads "JabberGuest" (see Figure 8). Double click the file to begin the download.

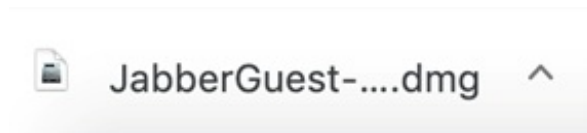


Figure 8. Double click the Jabber Guest file

10. If you're downloading Cisco Jabber Guest for the first time, you'll need to add it to your web browser. Click the "Add to Chrome" button (see Figure 9).



Figure 9. Add Cisco Jabber Guest to Chrome

11. If you get a message that you can't open Cisco Jabber Guest because it wasn't downloaded from the App Store, you'll need to adjust your security settings. You can do this by clicking the magnifying glass at the top right corner of your screen to open Finder. Type in "security and privacy" in the search box.
 - o If you didn't get this message, skip to step 13.
12. In the security and privacy window, click "General" and then click the "Open Anyway" button. This will open the download

for the Jabber Guest app (see Figure 10).

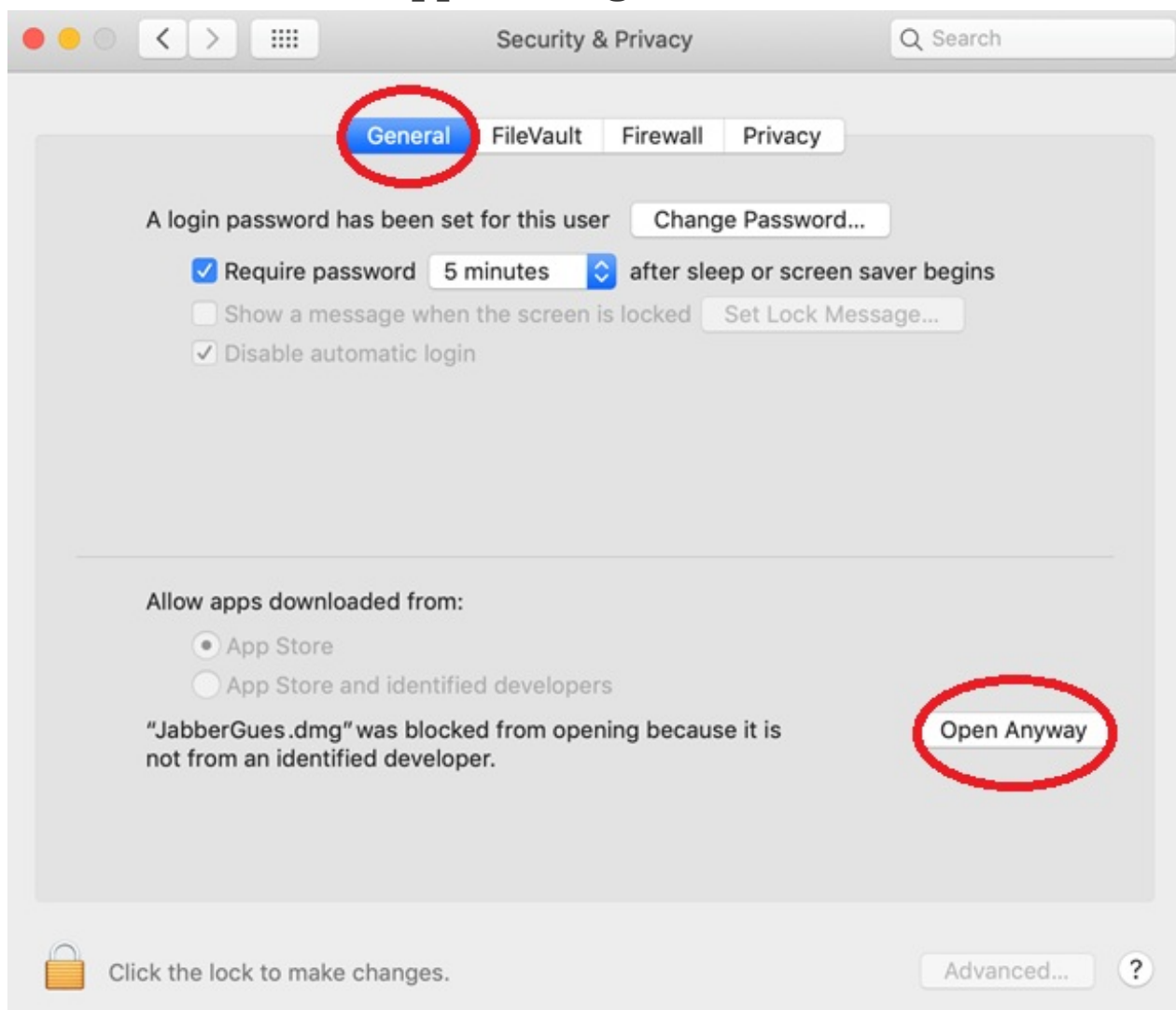


Figure 10. Click “General” and “Open Anyway”

13. Next, click the “Open” button (see Figure 11).

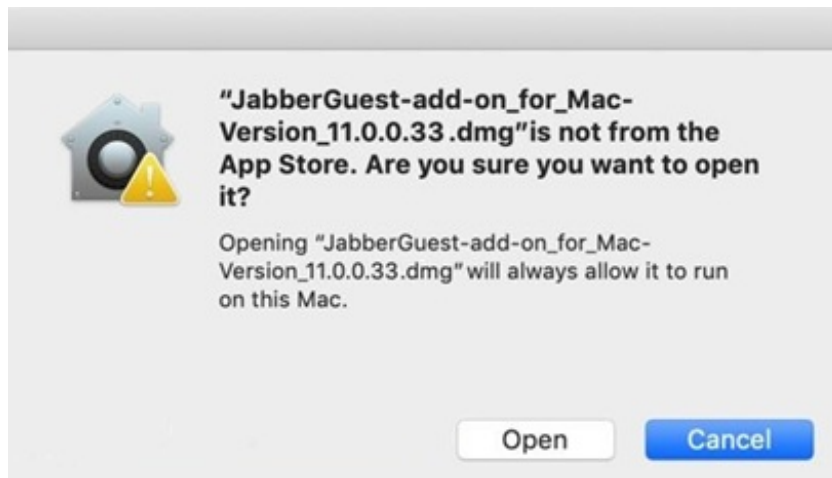


Figure 11. Click “Open”

14. On the next screen, click the “Add extension” button (see Figure 12).

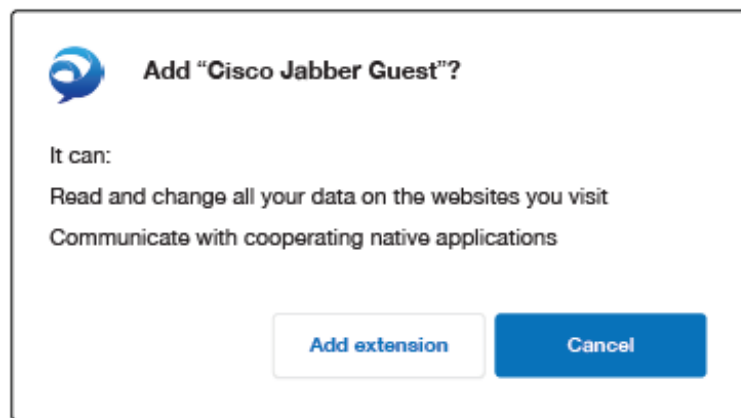


Figure 12. Add extension to your browser

15. Next, you’ll need to let Cisco Jabber Guest access your camera and microphone by clicking the “Always Allow” button (see Figure 13). This will let your healthcare provider see and hear you during your telemedicine visit.

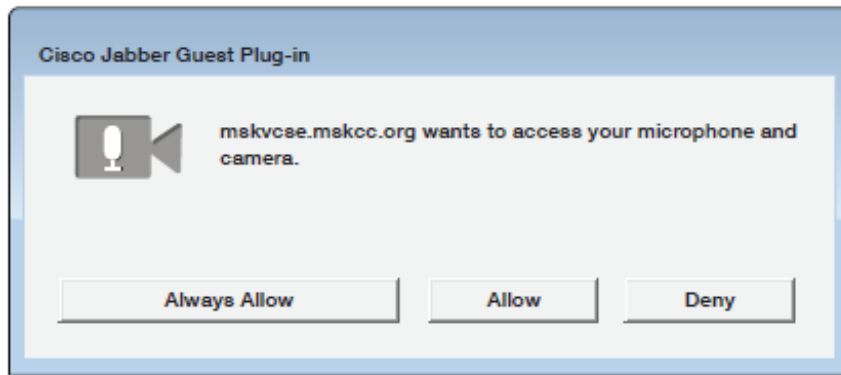


Figure 13. Allow access to your camera and microphone

16. Once Cisco Jabber Guest is connected, you'll see yourself and a call button on the bottom of your screen (see Figure 14). Click the "Call" button to start your telemedicine visit.



Figure 14. Click the "Call" button

Understanding the Buttons

You may need to use the buttons below during your visit (see Figure 15).



Figure 15. 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 call.
- The **full screen button** will make your video fill your whole screen or make your screen small.
- The **mute and unmute 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 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.

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 Apple Computer - Last updated on March 24, 2021

All rights owned and reserved by Memorial Sloan Kettering Cancer Center