Authentication method change for Jabber Users

Overview
On Friday, November 5th at 8:30 PM, Telecom and OIT will be updating the Jabber authentication method. After this change, Jabber users should follow the instructions below to log in using the new authentication method. If, after completing these procedures, you are still unable to log into Jabber, please contact the Telecom helpdesk at 702-895-1800 option 9, emailing telecom@unlv.edu or submitting a work order at the Telecom Help Request portal.

Desktop clients
Update Credentials Message
1. After the change, if you have left jabber logged in you might be presented with a message similar to this:

![Update Credentials Message](image)

2. If so, click Cancel

First Time Sign In Procedure
1. Sign out of Jabber
   a. Click on your Profile Icon and click “Sign Out”
2. Reboot your computer
3. Open Jabber
4. Click Sign In
5. You should now be presented with the UNLV Login page instead of the Jabber Login page.
   a. Enter your **ACE username and Password** and click “Log In”
6. If this procedure is successful, you will now be logged into Jabber.
On some devices the above procedure does not work. In those cases you will receive an error message similar to:

If you receive an error message using the above login procedure:

1. Log out of Jabber if you have not already
2. Click “Reset Jabber”
3. Reboot your computer
4. Open Jabber
5. Enter your email address and Click “Continue”
6. You should now be presented with the UNLV Login page instead of the Jabber Login page.
   a. Enter your **ACE username and Password** and click “Log In”
7. If this procedure is successful, you will now be logged into Jabber
8. Since a reset was performed
   a. You must re-configure your audio settings
   b. Your call history log will be deleted
Mobile Clients

Update Credentials Message

1. After the change, if you have left Jabber logged in you might be presented with a message similar to this:

2. If so, click Cancel.

First Time Sign In Procedure

1. Log out of Jabber
   a. Tap on your profile icon and Tap “Sign out”

2. Reboot your phone

3. Open Jabber
4. Tap “Sign In”

5. If you have configured any Biometric Authentication (fingerprint, facial recognition), tap Cancel on the Biometric Authentication prompt.

![Biometric authentication](image)

6. You should now be presented with the UNLV SAML Login page instead of the Jabber Login page.

   a. Enter your **ACE username and Password** and Tap “Log In”
7. If this procedure is successful, you will now be logged into Jabber
New Login Procedure - Troubleshooting

1. Log out of Jabber
2. Tap “Reset Jabber”
3. Reboot your phone
4. Open Jabber
5. Enter your email address and tap “Continue”
6. You should now be presented with the UNLV SAML Login page instead of the Jabber Login page.
   a. Enter your **ACE username and Password** and Tap “Log In”
7. If this procedure is successful, you will now be logged into Jabber