

# How to Install Jabber

1. Complete a Software Request install
2. Call ACE-IT to set up a profile
3. Have ACE-IT ensure you can call out through Jabber by demonstrating it

## 1. Software Request

Right Click and Select “Open Hyperlink”, To  
Open website for Software Request

- <https://itsm.usace.army.mil/asp>



How can we Help You?

#### Fix, Repair or Report a Problem?

Report a problem with your computer, printer, phone, software or other IT issue.

#### Install or Request Software?

Request approval for new software, install software, or gain information on how to purchase software.

#### Connect with Others?

Select this category to request services to access and manage email, audio/web conferences and other tools necessary to collaborate with colleagues in a virtual environment.

#### Access Something?

Request a new account or to modify an account.

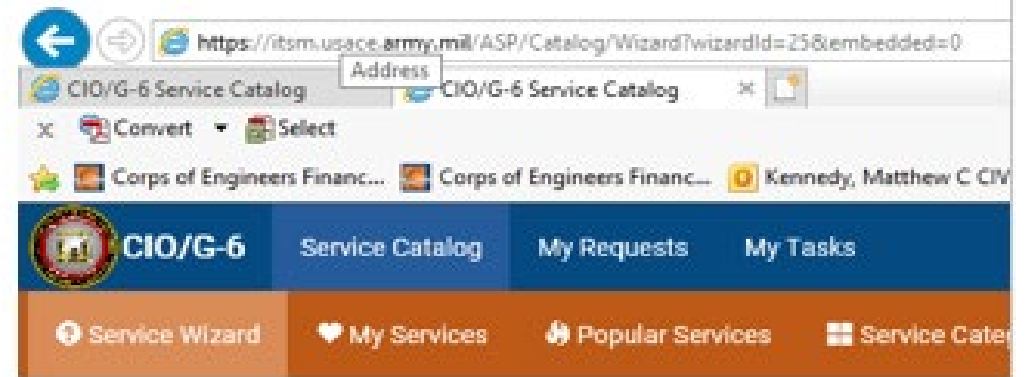
#### Move Something?

Request having something IT-related moved from one location to another. (Power and network ports must be available before the move can occur).

#### Delete or Remove Something?

Request having an account or something IT-related deleted, or removed.

- [Click on Install software](#)



How can we Help You? / Install or Request Software?

#### What do you need to do?

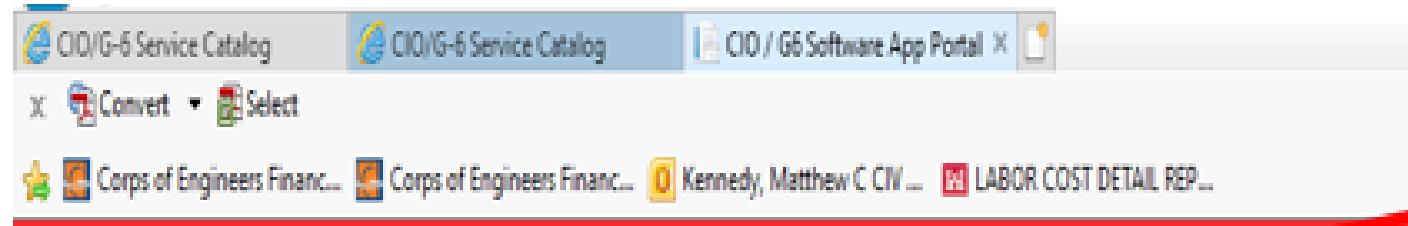
We've selected the following service for you:

 Software Request

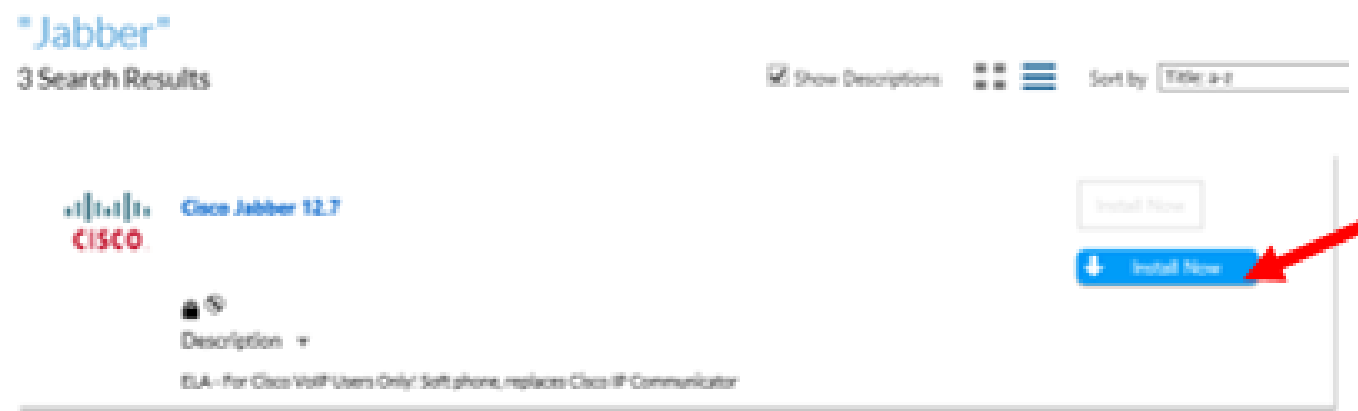
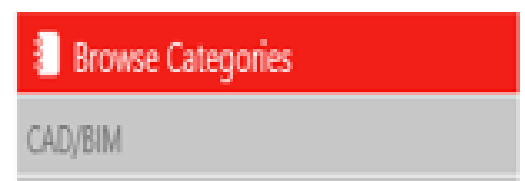
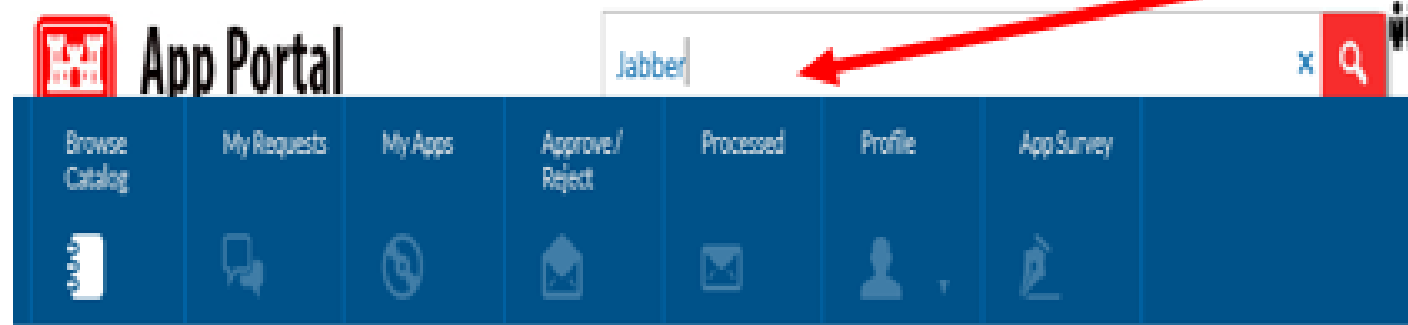
Use the App Portal web site to begin this service and request evaluation and/or installation.

[Open Website](#)

- [Then Click on Open Website](#)



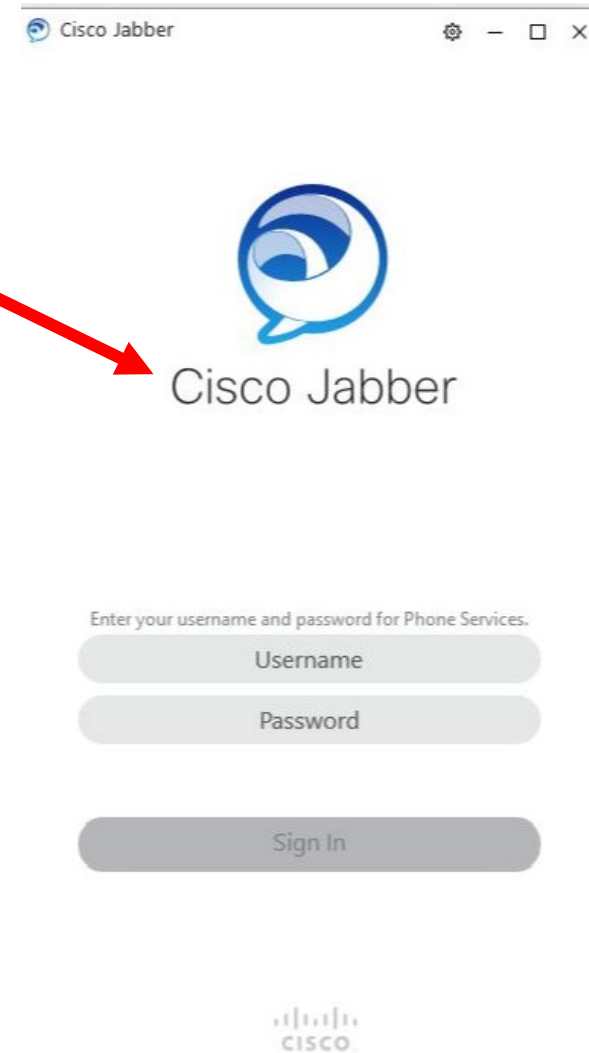
- Type In : Jabber
- Hit search button

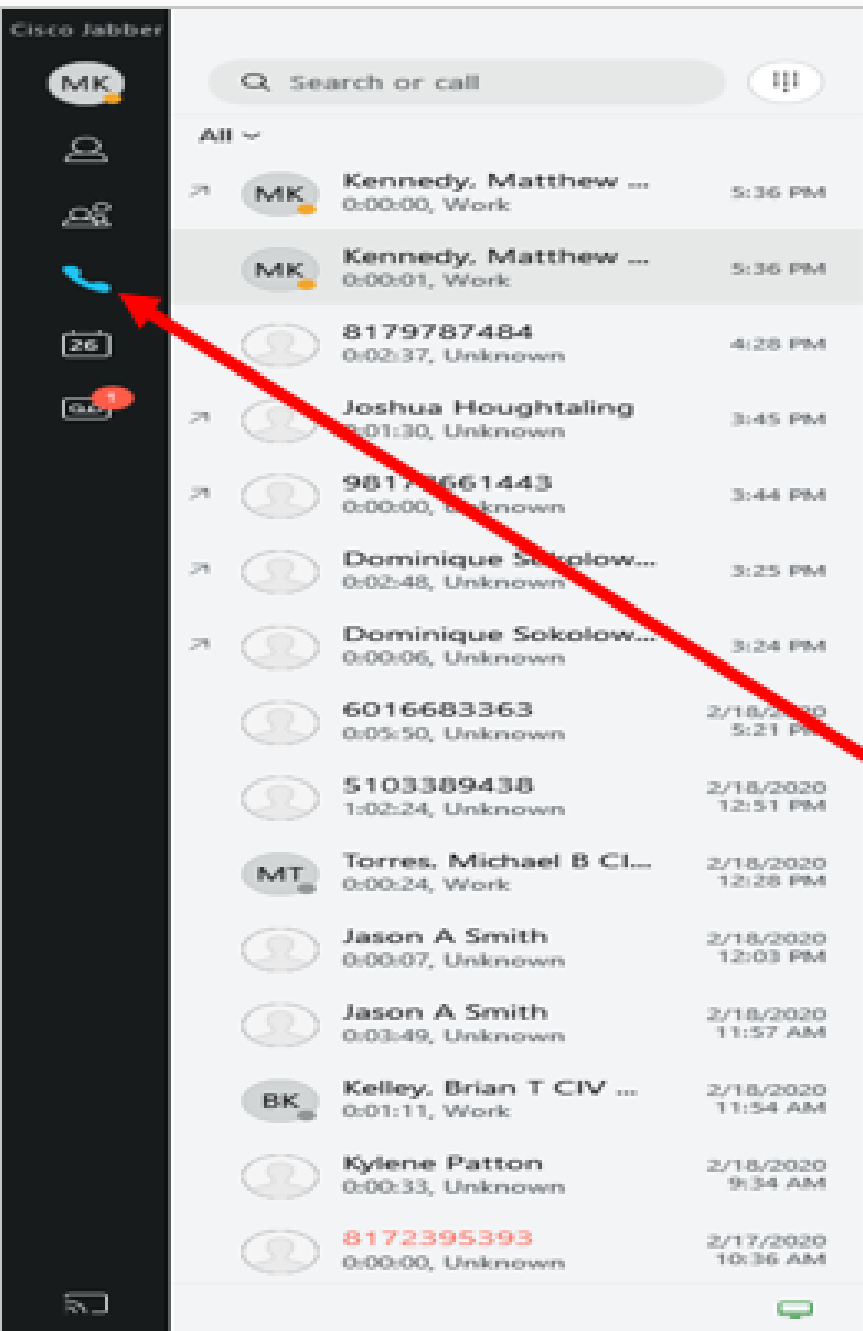


- Click Install now

## 2. Call ACE-IT to set up a profile

- **Call ACE-IT (866-562-2348)**
- **When you try to open up Jabber, you will see the far right pop up**
  - **ACE-IT will have to set up a Jabber profile for you.**





### 3. Have ACE-IT to ensure you can call out through Jabber

Once ACE-IT has your profile built and you can access to Jabber.

Please make sure you can dial out through the Jabber Software program

**Make sure the phone capability is available after installation. Check before hanging up with ACEIT . Have ACEIT Test it by calling you through Jabber.**

**You may have to reset or restart your computer to get the updates/changes**