

# Jabber Mobile Tips

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Jabber Mobile is a smartphone application that allows you to receive and send chat messages via your smartphone. If you already have a personally assigned Seattle Children's phone number, the app can also function as the Seattle Children's phone number from anywhere that has some form of internet access or cellular data.

## Who can use Jabber Mobile?

Workforce members with a Seattle Children's email address automatically have access to use the app for chat. Download Jabber Mobile from your phone's app store and log in with your own user ID: `userID@seattlechildren.org`.

To use Jabber Mobile as your phone, you must already have a personally assigned Seattle Children's phone number. Download Jabber Mobile from your phone's app store and submit the [ServiceNow form](#) to request access.

## Can I request a personally assigned Seattle Children's phone number?

In most cases, the answer is no. Individuals who do not already have one should not request one. However, if you have a special case, the Voice Operations team will consult with you to find the best solution. Submit a [ServiceNow request](#).

## What other options are available?

### 1. Communicating with Seattle Children's workforce members

Consider using Jabber on your desktop, or Jabber Mobile for chat. For voice communication use your personal phone. If you prefer not to show your personal phone number, set up a WebEx meeting.

### 2. Outbound calls to patients/families that display Seattle Children's on caller ID

Typically, patients/families will not answer a call from a blocked number. Be prepared to leave a voice message if you call from a blocked number.

If a return call is required, leverage a Seattle Children's number for your department. Submit a [ServiceNow request](#) so the Voice Operations team can assist you with options.

### 3. Answering calls to other lines, such as department lines

Leverage a department voicemail box by adjusting the greeting to let callers know the line will not be answered, but will be monitored with an estimated call-back time. Mention that the return call may be made from a blocked number.

To more easily monitor calls, submit a [ServiceNow request](#) for voicemail notification to email. Include the 5-digit number of the voicemail box and the email address. The notification email will not include the content of the message.