

Federal law requires that if you dial 911 from a softphone, such as Jabber, that the call be sent to the appropriate 911 call center with the correct location information. If you use Jabber it is required that you set up Redsky MyE911 to provide accurate location information. *Please note, if you are on campus and need to call 911, it is best to call from your office phone or cell phone.*

### Installing Jabber/MyE911

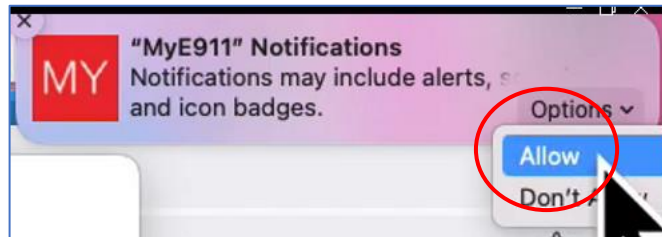
If you need to install Jabber/MyE911:

- On a CCSU-owned computer, install Jabber from Self Service (installing Jabber will automatically install the MyE911 software).
- On a personally-owned computer, go to <https://www.ccsu.edu/it/itselfhelpfaq/redskye911.html> and click on the “Personally-Owned Mac Computer” link.

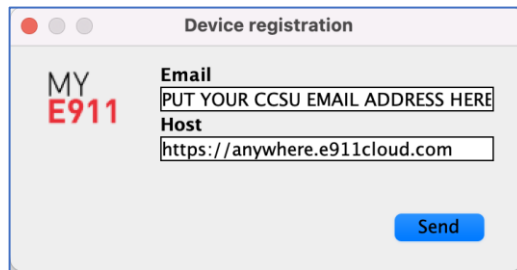


### Setting Up MyE911

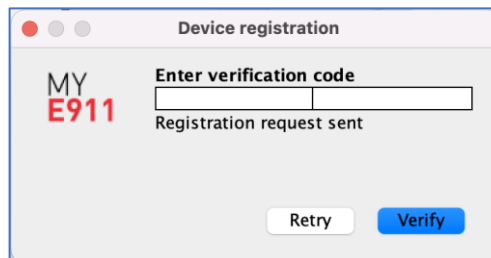
1. Once installed, launch MyE911 and select Allow to the following pop up in the upper right-hand corner of your screen:



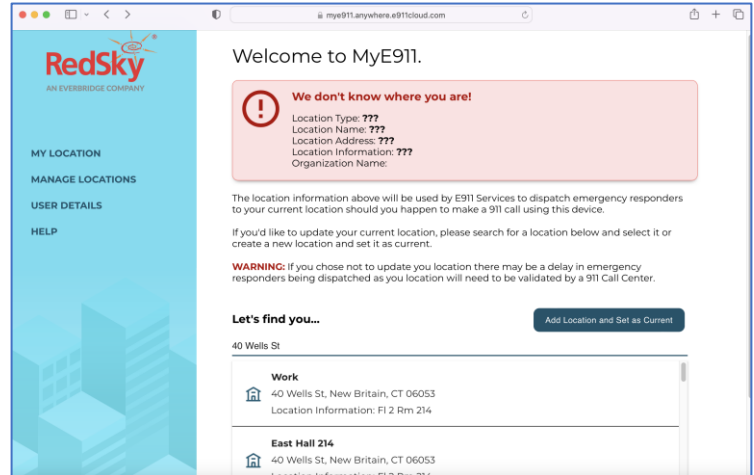
2. After several minutes, a Device Registration pop-up will appear. To register MyE911, type your CCSU email address in the Email field and click on Send.



3. A verification code will be sent to your CCSU email address. Type the verification code (copy/paste does not work) into the verification box and click Verify. *Note: the code is case sensitive.*

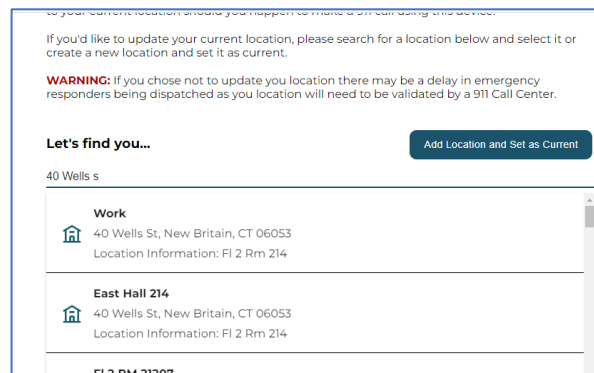


4. You will get a “Congratulations, you’ve been verified!” pop up. You will then receive and “I can’t find you” pop up and a web page will open (you may have to tell it which browser to open in) to prompt you for your location information (this may take a little while).



5. Click in the field under “Let’s find you...” and enter your address.

*Please note, if you are on campus and need to call 911, it is best to call from your office phone or cell phone. If you do need to use Jabber on campus, then see Page 18 of the full [Redsky User Manual](#) for how to select your corporate (campus) location.*



6. Once the address is properly configured, you will get a “Success” confirmation. Now that RedSky knows your location, if you were to dial 911, the dispatcher will now receive the proper location for your call.

***Please note:** if you move between work and home, you will likely have to tell RedSky where you are each time you change locations. This is also true if you go somewhere, like a Starbucks, you’ll need to provide the proper address. If you do not provide the address and you make a 911 call, CCSU will be charged \$100 for the call.*

