

Setting up MiCollab app on Smartphone to Place and Receive Calls

Download / Initial Setup

1. At this time, users must first contact IT to request softphone access. Email itsupport@rivier.edu and await a response that MiCollab softphone is ready for you to use. You will receive an email with instructions and an authentication code.
2. Download the 'MiCollab' app from the Apple App Store or Google Play Store.
3. Open the app, follow the prompts. You can choose to use your phone's camera to "scan" the QR code (3D barcode) in the welcome email or you can type in the authentication code from the email manually.

Enable Softphone Feature



