

## How to use Skype

Skype is an online tool that helps you to communicate with other colleagues either one to one, or in a group. You can:

- send messages, a bit like text messages
- have voice conversations
- have video meetings
- share documents on your screen.

This is a useful tool when you can't meet someone face to face.

This document provides some initial information and guidance to using Skype on your home, or work computers. We'll continue to update this guidance.

Please remember, that during the current Coronavirus situation, many organisations and individuals across the country will be using this tool, so it may be slow at times – please be patient. If you're using Skype at home, your computer and broadband capacity will also affect the quality or reliability of the connection.

### Before you use Skype

You can use Skype for contacting Council colleagues using your work or personal computer. You can't use it for work on mobile phones.

Make sure you either

- use headphones, so you don't disturb others, you may need an inbuilt microphone if you're not using your laptop, or
- have the sound on your computer switched on, if you're in a quiet room.

If you're using the video call at home, have a think about what people can see!

### Confidentiality

Like all meetings and phone calls, make sure other people who aren't in the meeting can't hear your confidential or sensitive conversations, or see what's on your screen.

### Using Skype



To use Skype on your work computer, click on the Skype button at the bottom of your screen, or go to your Windows home button, bottom left, and scroll to 'Skype for Business' and open it.

You can also use Skype on your own computer.

### Find someone

You can connect with someone by clicking on 'Find someone' and search for a person. Click on their name and you can begin by typing messages to each other. You'll also see icons at the bottom which allows you to call them, have a video conversation or share content.

You can also set up a group if you want to chat or video call a few colleagues at the same time.

## **Further information: guides to Skype**

[Introducing Skype for Business](#)

[Add a contact in Skype for Business](#)

[Set up and join a Skype for Business meeting](#)

[Start a Skype for Business conference call](#)

[Meet and share using Skype for Business](#)

[Presence and instant message \(IM\) in Skype for Business](#)

[Using the Skype app on your personal computer](#)

[How to set up and join a Skype meeting on your personal computer](#)

## **Skype issues**

If, once you've read the guides, you're having any issues with Skype, please contact the ICT Service Desk on 0800 085 7232.