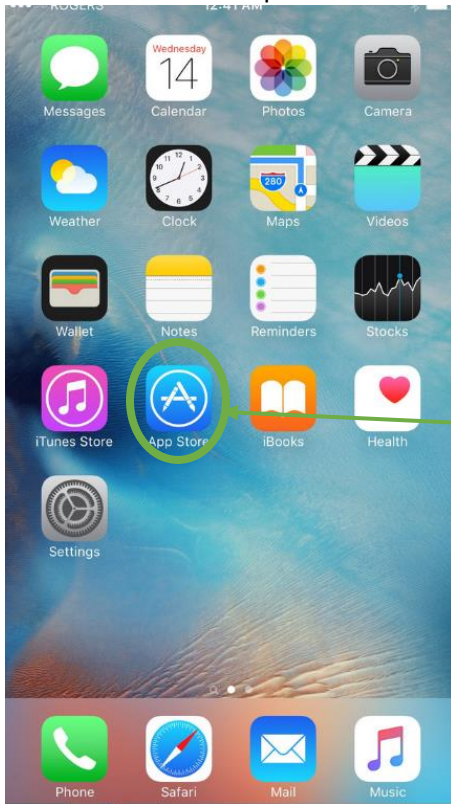


iPhone example



How to install and use Skype for Business

- 1) You will need to go to your phones application store.
 - a) For iPhones, this will be the App Store.

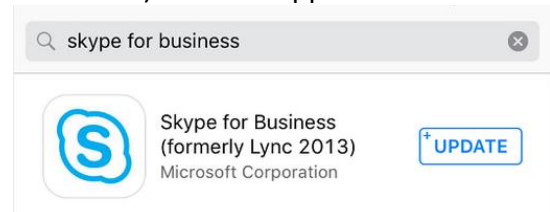


- b) For most other phones, it will be the google play store.



- 2) If neither of these icons are visible, check your settings under apps. It will most likely look like a "Gear" icon on both types of phones.
- 3) Once in the app store / play store, search for "Skype for Business". It is important for these purposes that you get the business version.

a) iPhone App Search



b) Google Play App Search

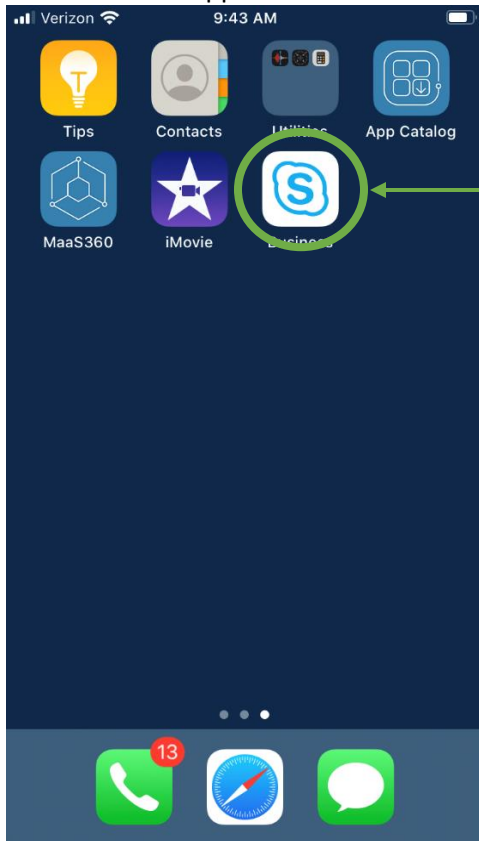


The Search bar is located at the top of the open app stores.

Google Play example



iPhone App Store Install



Google Play Install



- 4) After searching and finding the “Skype For Business App” select the install option from the app store / google play store.
 - a) To save data and for the best chance to install, make sure you are connected to your home WiFi.

- 5) Let the app install fully and update if necessary.
 - a) When “Skype for Business” is installed, it will place an icon on one of the home screens.



After the install, you will open up the “Skype For Business App” which will bring you to a login screen.

DO NOT SIGN INTO SKYPE FOR BUSINESS
Instead, return to the home screen, and leave the app open.

After this point, when a meeting where Skype for Business will be used, DHS will send an invitation through their worker email. It will likely be labeled in your email inbox as “Skype for Business meeting invitation” or something similar from a DHS email.

After opening the email, it may open an internet browser, follow the prompt, and it will allow you to open in the app by saying something similar to “Open this page in ‘Business’”. An example of this is on the following page.

The following instructions will be similar for both types of devices.

Again, be sure you are connected to your WiFi

In your email on your mobile device, open the invitation and tap "Join Skype Meeting" which should look like this example.

--> Join Skype Meeting<<https://MEET.DHSOHA.STATE.OR.US/0YNGP7YG>>
Trouble Joining? Try Skype Web App<<https://MEET.DHSOHA.STATE.OR.US/0YNGP7YG?sl=1>>
Join by phone

Some providers have noted that there may be a hyper-link within the email that just says "Join this Meeting" instead of the address shown. The example provided is shown on all invites, but both selections will work.

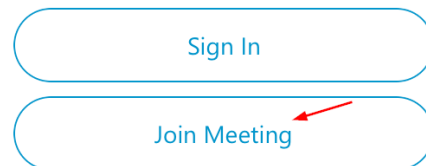
The skype for Business app will launch; if you receive the prompt below, tap Open.

Open this page in "Business"?

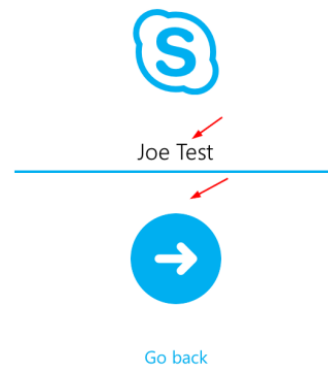
Cancel Open

Tap **Join Meeting**

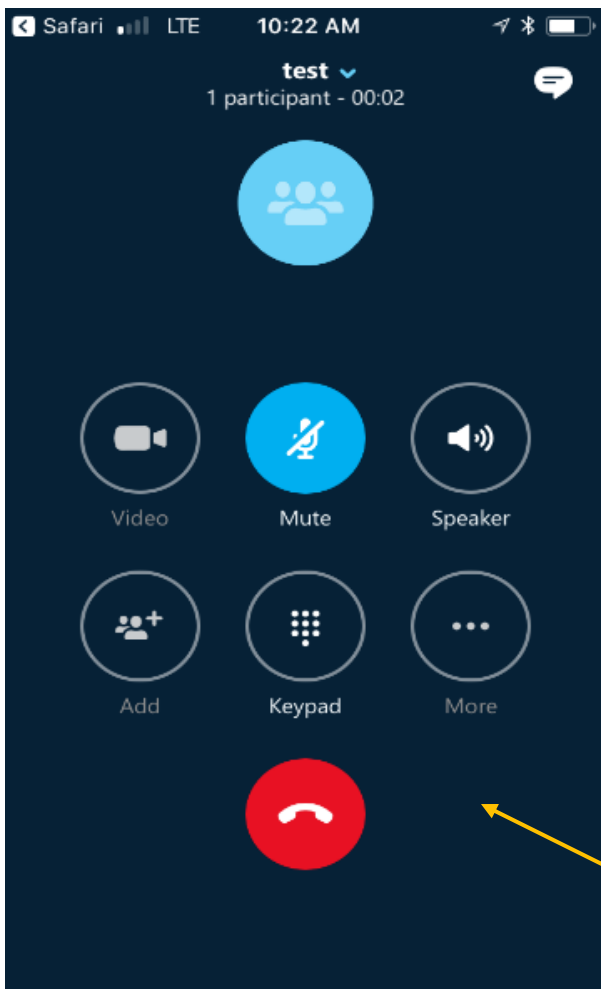
Some versions have "Join as Guest" instead of "Join meeting"

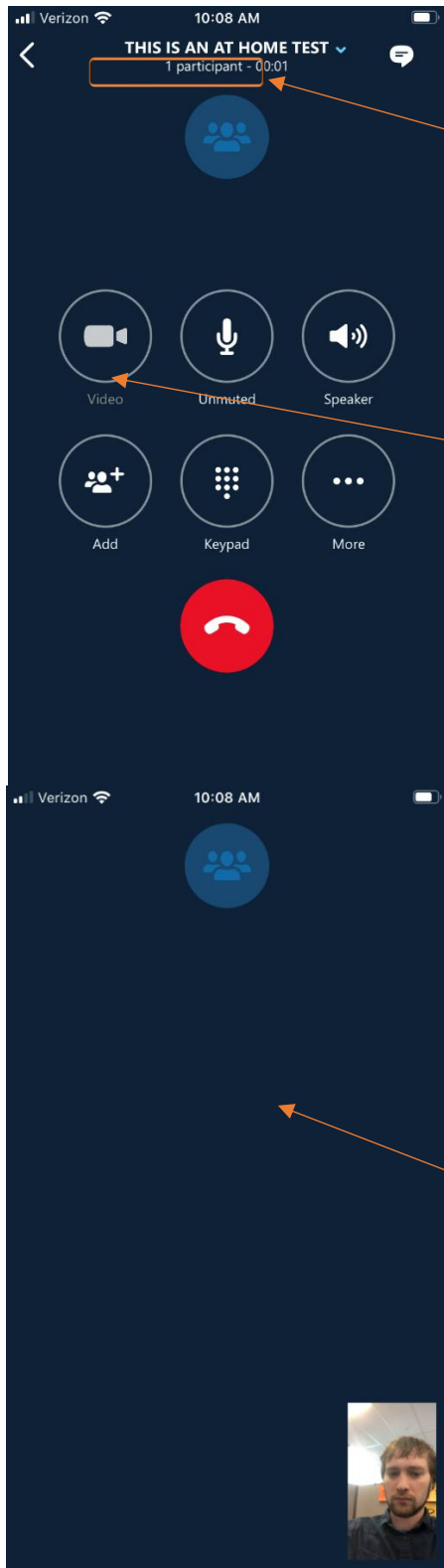


Type in **your name** and then tap the blue arrow.



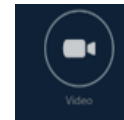
You'll be admitted to the conversation window for the meeting





After the call has connected it will show the “participants” currently in the room.

After the call timer starts, select the video option.

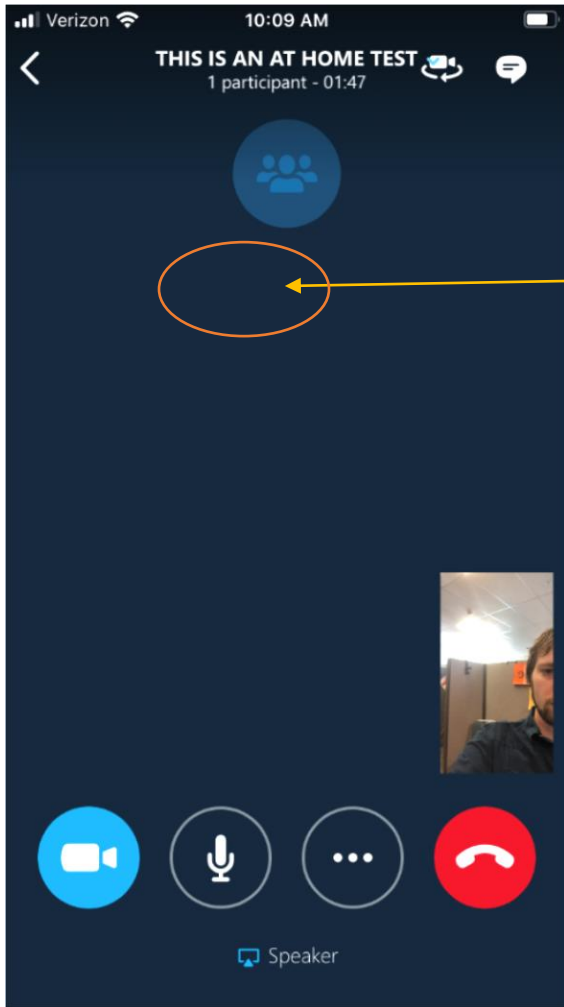


Depending on connection speed, it may take a minute for the video option to be available or to show as working. During that time you will still be able to hear audio of the call.

You should begin to see your screen along with the background. The background will switch to whoever is talking.

As more people join, you will be able to see their screens as well. A total of 50 people can be included on a single call.

NOTE: The person speaking will be the primary screen shown. *Everyone should have their devices muted, unless you are speaking to prevent rapid screen changes.*



Tapping the background while in the call brings up these buttons.

The mute button is the microphone.



And the end video portion of the call (but remain on the call) would be the video camera.



To access other options within the call, select the 3 dots.



The end call option to leave the meeting.



And that's it! After Skype for Business is installed, DHS will communicate through email to provide invitations for these virtual visits.

There is no need to make an account. In fact, if you make an account, these instructions will no longer work.

Please make sure your mobile device and skype for business app is updated to the most recent available update, with the WiFi on.

Notes and Tips

While this guide is a basic way to set up these Skype Services, there may be issues that arise while attempting to follow this guide that were not addressed. Most of the connection issues can be resolved by trouble shooting with the Skype help pages.

For challenges concerning using the app, or setting it up, you can have your DHS worker contact Sean Moriarty to see if a workaround can be found.

We hope this guide will allow you to remain connected with your DHS worker, so that we may continue our service to you through these turbulent times.

- WiFi stability is what keeps the connection clean. So make sure you have a good signal, and you are not moving around too much.
- You can join a meeting early, especially if its your first time to test if you can connect, it is encouraged. Follow the steps from Page 3 to the end, and it will connect you to an empty room. However, joining early means you will likely be the only one in the virtual room and will have to wait for others to connect.
- If you accidentally leave the call, you can go through your email invitation and follow the steps on page 3 to reconnect.
- Alternatively, within the skype app open, you can select the “calendar icon” in the top right of the app window and join from there.
- If your applications are sync'd or integrated, the invite can be added into your preferred calendar, and joined from there as well. For instance in Gmail, when opening the invite, you can add it to your calendar. When the time comes to join the call, you can join through the calendar by similar steps on page 3.