HOW TO WORK REMOTELY

4 things to know about Skype for Business

For **team meetings** and **corporate** use, Skype for Business is the preferred web conferencing service licenced and supported through IMITS. It offers instant messaging and video conferencing and allows participants to share content on their desktops, such as documents and presentations.

This guide is intended for staff using their health organization devices. **The basic version is available for all staff with a health authority network account**. If you need the ability to host meetings with telephone dial-in as an option, as part of your job, you can request **standard access** by completing the **request form** in the IMITS Service Catalogue.

Important Things to Remember

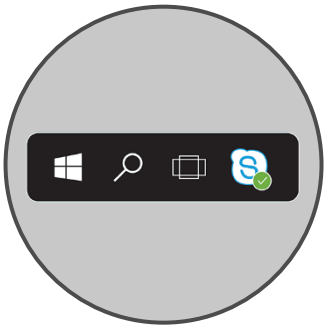
- Staff should use health organization provided devices that have Skype installed with the basic or standard versions.
- If you are using Skype through Citrix Remote Access, only instant messaging is available (voice/video will not work).
- If you need to download it on a personal device*:
  - *Computer*: Open your web browser (Google Chrome advised) and download Skype for **Windows** or **Mac**.
  - *Mobile*: Download mobile app for **Apple iOS** or **Android**. Some collaboration features, like whiteboard, polls and Q&A, are not available when using the app.

***NOTE:** The Service Desk can only provide Skype assistance on official health organization devices. They are unable to support any personal devices due to compatibility and security issues.

1 GET SET UP

Ensure you have the hardware that you need and test them before joining a meeting:

- If you need health organization hardware, review the Skype standards **here**.
- To test your setup on a health organization device, follow the instructions **here**.



Log in to your health organization provided device and **Skype should automatically launch**. If it doesn't:

- Click the **Windows Start** menu icon.
- Click **All Programs** > **Microsoft Office folder** > **Skype for Business**.
- To sign in, enter your health organization network email and password.

Make Skype easy to find in the future

- Pin it to the Taskbar to add an icon on the bottom of your screen that is launched with a single click.
- *Right click* the application's name in the **Windows Start menu** icon and select **Pin to Taskbar**.

2 JOIN A MEETING

- Use a headset for a better audio experience. Make sure your headset is plugged in and you are ready to join the meeting as scheduled.
- Choose the **Join Skype Meeting link** OR **Join by phone.** Accessing both will take up capacity for others to join and will cause audio feedback.
- Limit the use of cell phones or landlines when connecting to a conference by phone. This will help reduce busy signals due to increase demands.

- Mute your microphone when you're not speaking will minimize any background noise.
- Share your screen so that others can see what's on your desktop.
  - Click the **Present** (monitor) icon at the bottom of the conversation window.
  - Click **Present Desktop** and select the screen that you want participants to see.
  - Select **Present** when you're ready to share.
  - Prior to sharing your screen, remember to close any windows or files that you don't want other people to see. Use the **Present Programs** option instead to only share windows or files you've selected.

3 HOST A MEETING

Create a meeting in your Outlook:

- Go to your calendar and click the **New Skype Meeting** tile. Your Skype meeting information will automatically appear into the meeting invite (below a dotted line).
- Add any additional information *above* the dotted line. *Do not* alter the Skype meeting information below the dotted line.

Check your Virtual Lobby if you have external participants joining your meeting.

- Click **Admit** to allow external participants to join the meeting.
- PHSA, VCH, and PHC participants will automatically bypass the lobby.

Give control to another participant so they can present or make real-time edits to a file.

- Ensure the participant list visible.
- *Right click* the participant's name and select **Make a Presenter**.

Enhance your meeting with built-in collaboration features. Learn more about whiteboard, polling and Q&A tools here.

4 USE SKYPE INSTANT MESSAGING FOR 'REAL TIME' DISCUSSIONS

Learn how to use Skype for Business **Instant Messaging** feature here.

- Add frequent contacts to your 'Favourites' or create a group for online meetings or group chats. Learn more here.

Need more help?

Urgent requests: PHSA 604-675-4299 I VCH 604-875-4334 I PHC 604-806-9333
Non-urgent requests: PHSA servicedesk@phsa.ca I VCH/PHC servicedesk@vch.ca

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