Skype for Business Training

Fundamentals

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Objectives

- Introduction to Skype Client
- IM, Audio & Video Calls
- Content Sharing
- Creating & Joining Skype meetings
- Etiquette for audio/video calls
- Q&A

Introduction to Skype Client

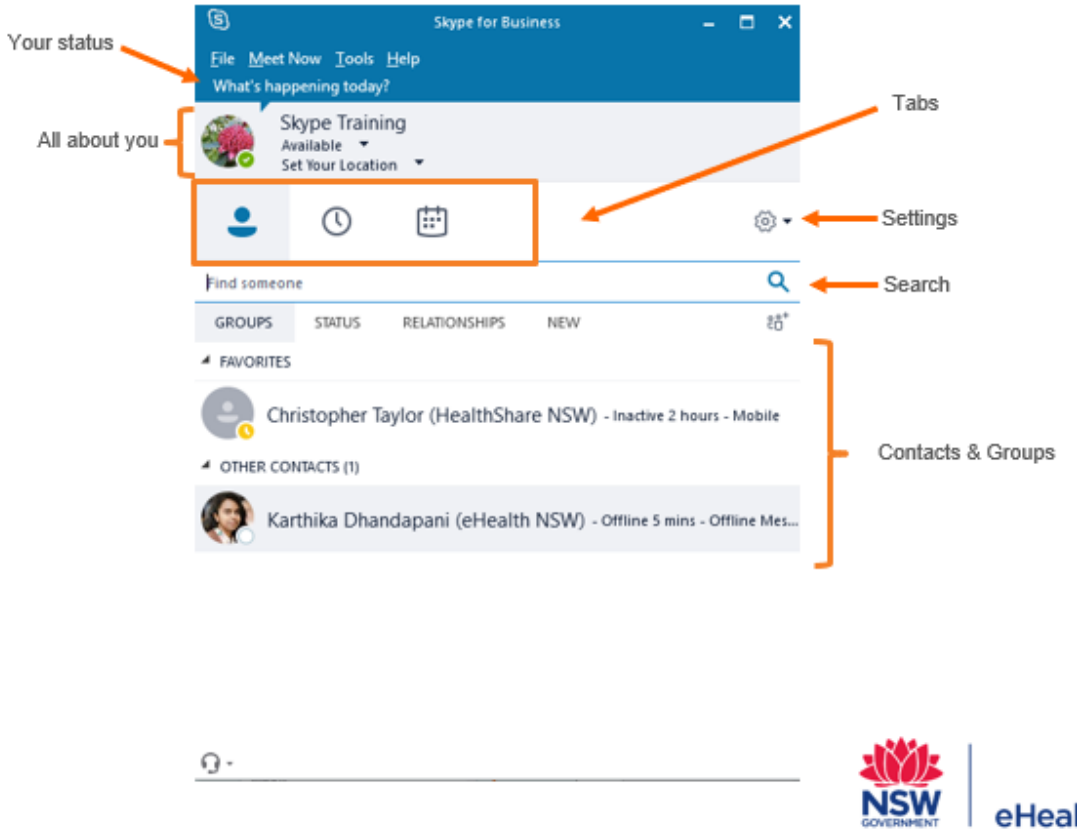
Access to SfB for NSW Health devices

To enable and install SfB, staff within LHDs/entities on the State-wide Skype platform can log a request with SWSD. Other staff can contact their local ICT Service Desk for further information.
(Refer to Getting Started page for more info)

Login using your '@health' email address and network password.

- Sign-in address: Your health email address
- Username (if requested): nswhealth\Employee ID
- Password: Your current network password

If you have issues in logging into SfB, please contact Statewide Service Desk on 1300 28 55 33 or log a call via SARA.



SfB Main Window

You can view/update presence, add photo, set your location, search for skype users, create contact groups, view conversation history and join meetings.

Instant Messaging (IM)

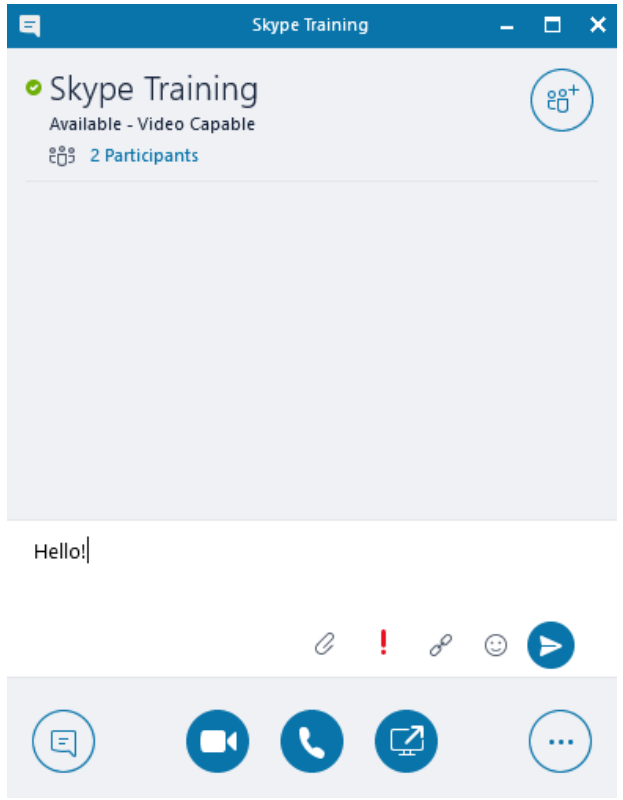
Instant messaging is more of a conversational tool. You can:

- Instant message your colleague or groups
- Send/Receive files up to 500MB. Files are stored in local folder.
- Share links from internal/external sites.

IM conversations are not archived.

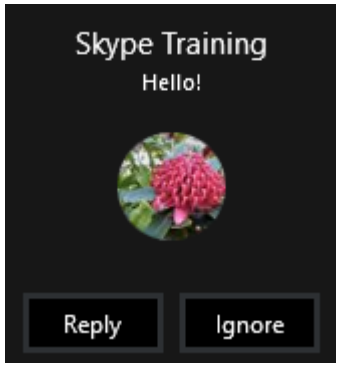
For formal communications, use email or relevant channel.

Hover over user name for IM icon in main window

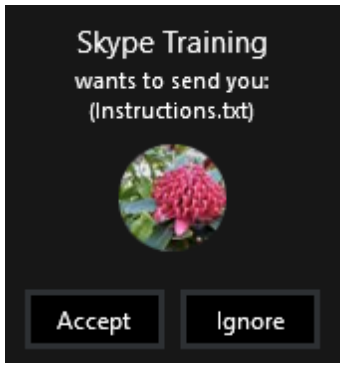


Messaging Window

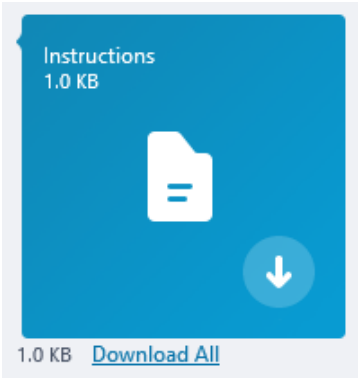
Alerts when you receive an IM or a file



Alert when you receive message



Alert when you receive a file



When you receive a file, you need to download to view it

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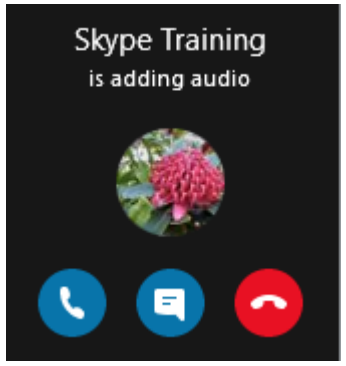
Audio/Video Call

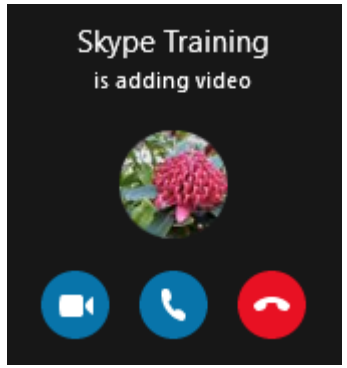
You can initiate an audio or video call to an individual Skype user or a group created in Skype contacts.

Hover over username and choose icon from main window

Alerts when you receive a call

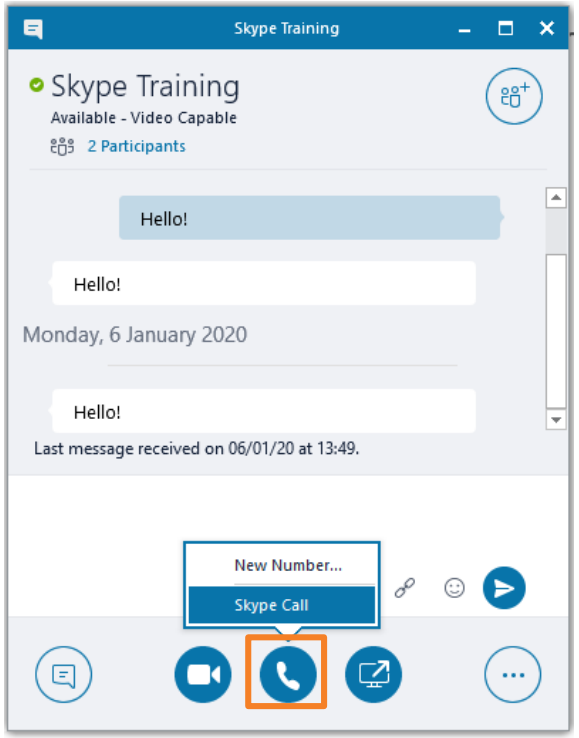


Audio call

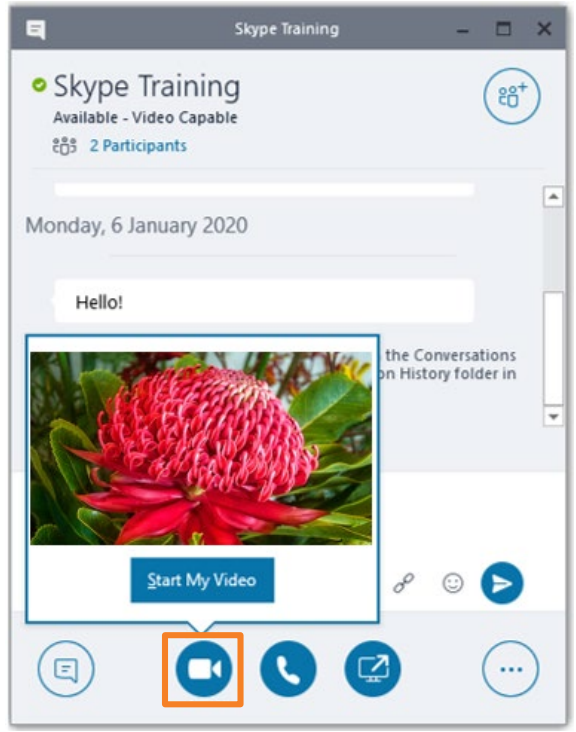


Video call

Audio call from IM window



Video call from IM window



You can invite additional users to your call using Invite More People icon.
Search for user or type phone number to dial. Note: Do not dial '0' for phone numbers.

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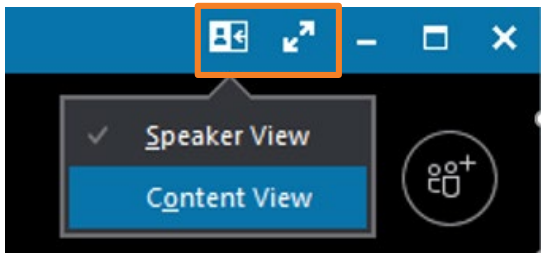
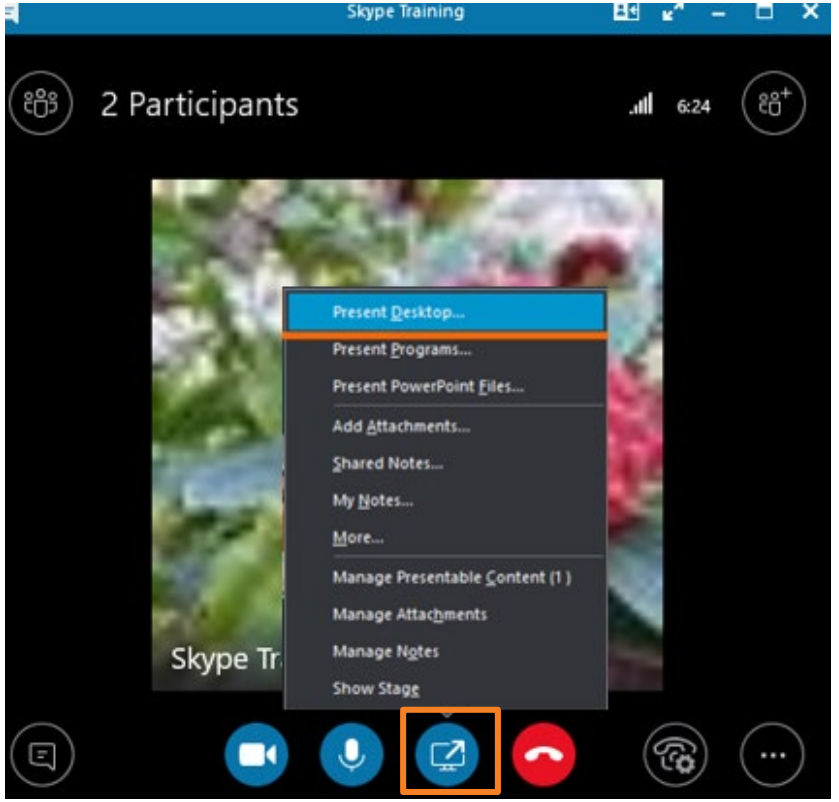
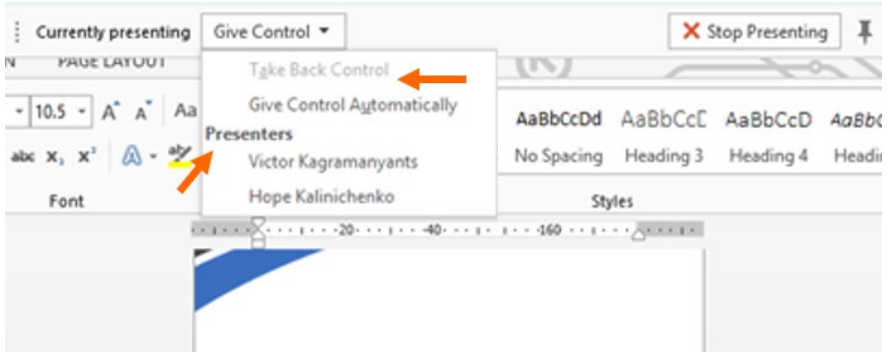
Content Sharing

You can share documents and presentations in Skype calls as well as give/take control of screen.

- Only one user can share screen at a time
- Share entire desktop (Present Desktop) or one selected document (Present Programs)
- Change to Content View and maximise screen for better reading







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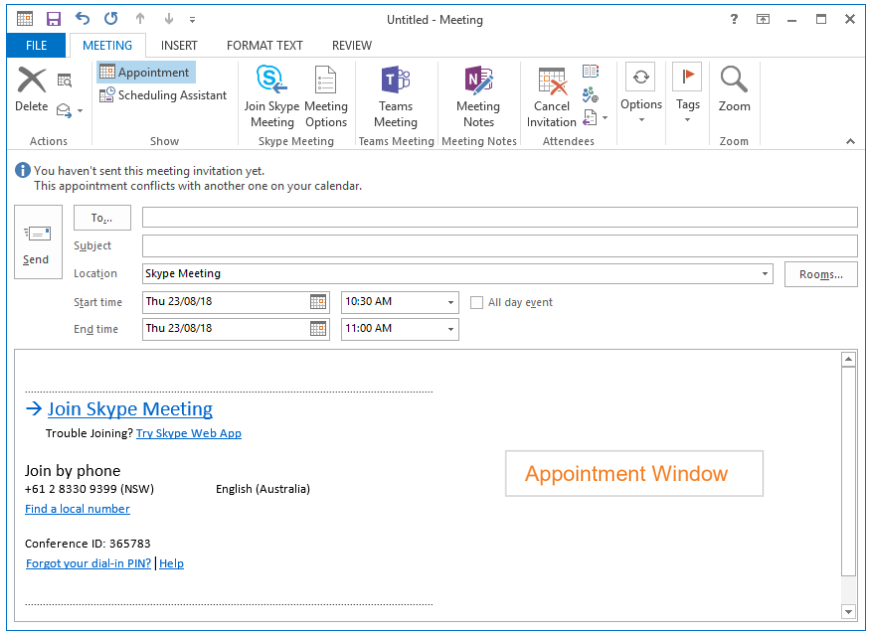
Creating Skype Meetings

In the Calendar section of MS Outlook, click on Skype Meeting button to start scheduling your Skype meeting.

After adding Skype details, add the room resource in the Location field by clicking Rooms button.

You can also create Skype meetings on behalf of another user or a shared mailbox.

- Create only one Skype meeting invite from the user's mailbox/shared mailbox. (Need not create invites in two different calendars)
- For example, EA can create meeting on Director's calendar or a group of delegates can manage team meetings from shared mailbox.
- Want to enable Skype for shared mailbox or create one? Log a call with Statewide Service Desk on 1300 28 55 33 or request via SARA.



Scheduling Skype meeting from Webmail

- Go to Calendar in webmail and select **New event**.
- Once created, click **Online meeting** button to generate Skype meeting details along with phone number.

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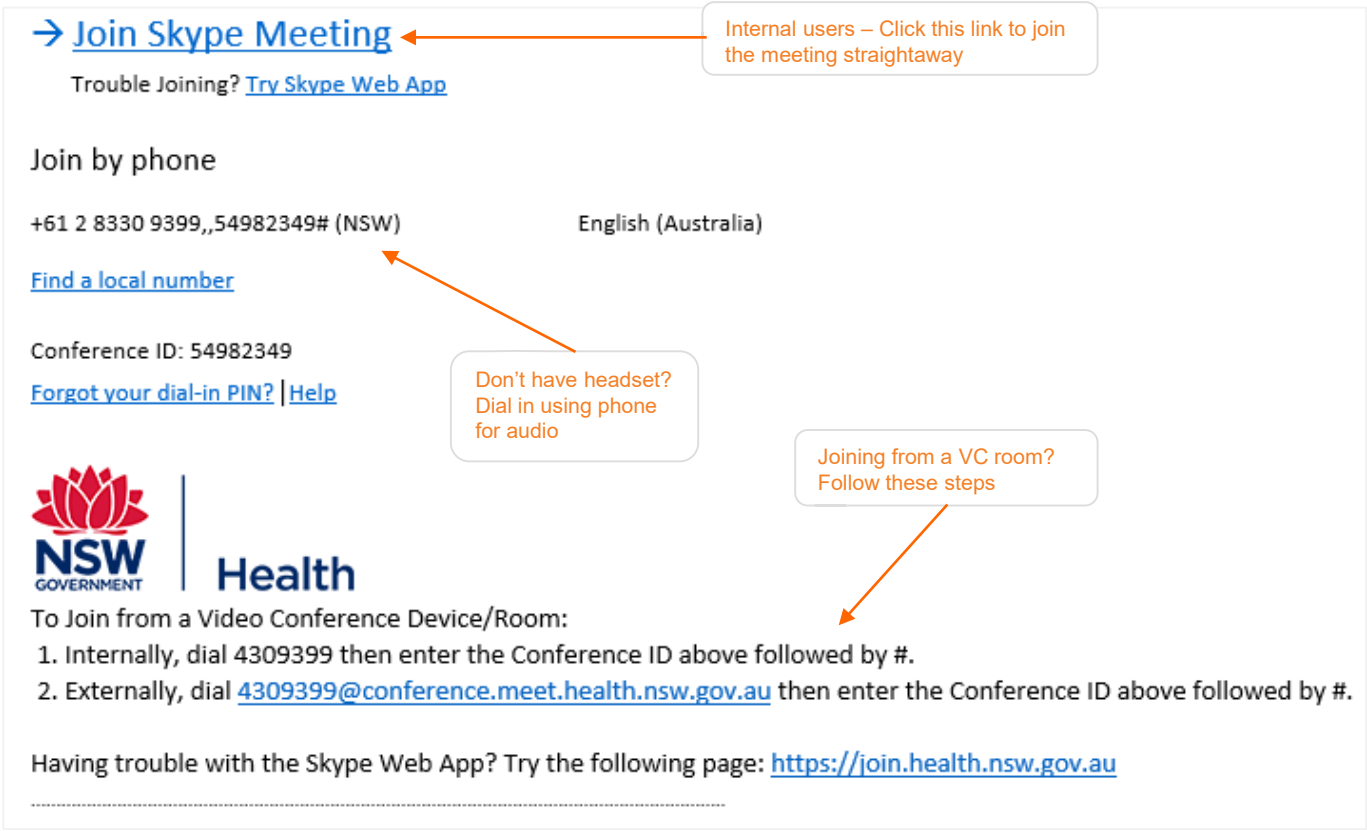
Joining Skype Meetings

Users can join Skype meetings in multiple ways depending on the device they join from.

- Internal Skype users
  - Use **Join Skype Meeting** link for video and content share.
  - Use Skype headset/speaker or dial via phone for audio.
- Skype users on the move
  - Join via **Skype mobile app** for audio, video and content share or
  - Dial in using phone number for audio only
- From Video Conference room
  - Dial **4309399** and enter **conference ID** from meeting invite followed by #.

Note: More info on how to use the audio and video from VC room and invite people to those meetings are covered in the 'Skype for Business – Advanced' training session.



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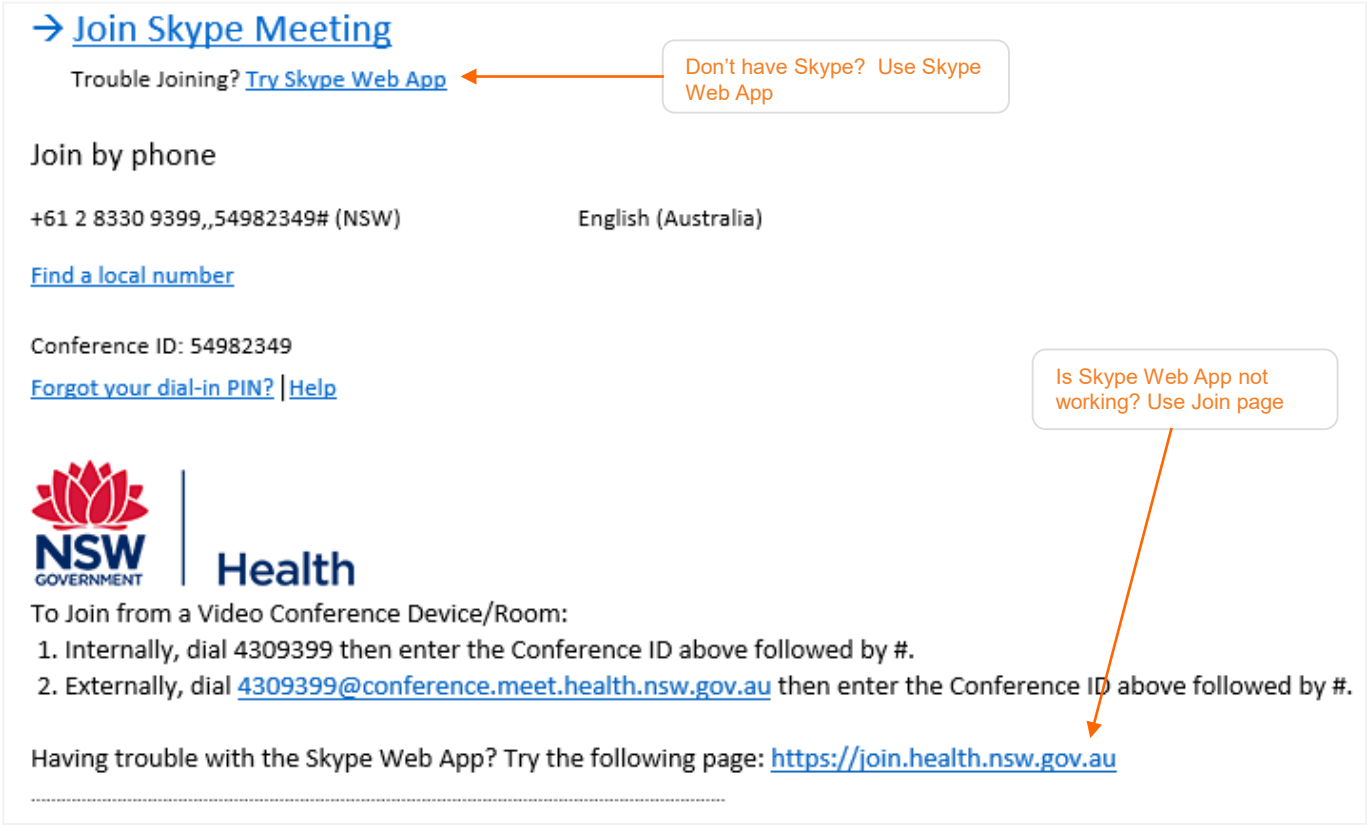
Joining Skype Meetings

User can join Skype meetings in multiple ways depending on the device they join from.

- Non-Skype Internal / External users
  - Use Skype Web App link for video and content share. If not working, use Join Meeting Page.
  - Dial in using phone number for audio.
- Using Join Meeting Page

  You can use the Join Meeting Page in the following scenarios:
  - External users joining via computer or phone.
  - Internal users who don't have access to Skype app on computer or phone.
  - When users are unable to access or download Skype Web App.
  - When the Skype meeting includes only external users, even though organised by internal health user.



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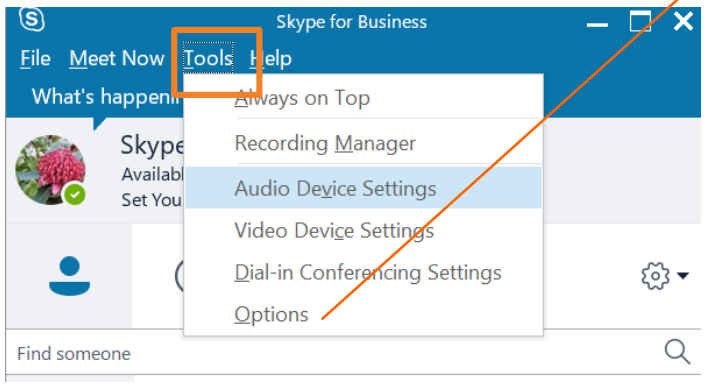
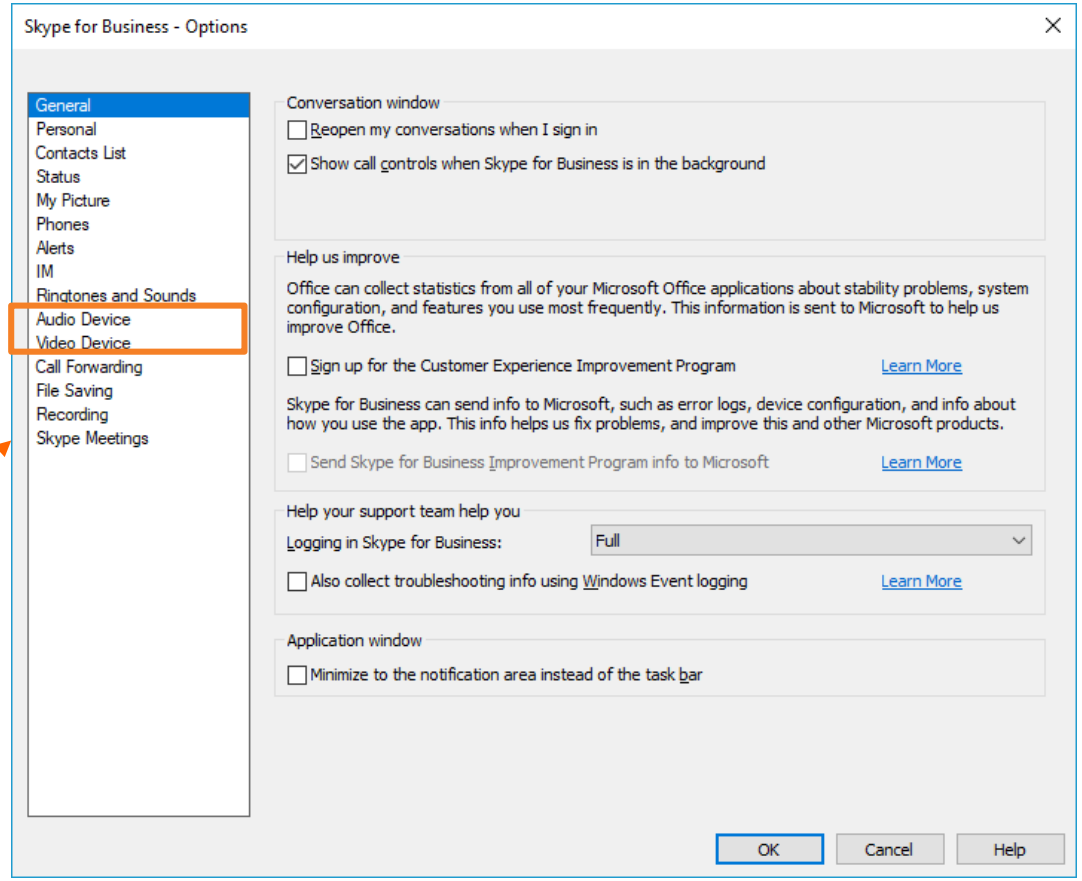
Etiquette for Audio/Video Call

Users should follow these basic etiquette for audio/video calls.

- Plug in a Skype headset or speaker before joining the call.
- No Skype headset/speaker? Dial using phone
- Mute unless you are talking to avoid background noise
- Check audio device settings in case of audio issues
- Check video device settings for camera

Note: You can purchase headsets and speakers via your cost centre. Contact your EA or local ICT support team for info on purchasing goods. The catalogue is available in Customer Intranet.





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Skype Client for BYO Devices

Skype for Business (SfB) is a Unified Communication platform that provides simple and effective communication and collaboration capabilities to NSW Health staff.

Staff working from home can use Skype for Business (SfB) their own devices such as desktop, laptop, tablet or mobile phone. The user should download and install the application depending on the Operating System (OS) and device used.

SfB Installation on tablets/mobile phones (Android OS & iOS)

To download the app:

- Go to Play Store for Android OS or App Store for iOS and search for Skype for Business.
- Download the application and follow the sign-in process.

SfB Installation on desktops/laptops (Mac OS)

- Go to https://www.microsoft.com/en-us/download/details.aspx?id=54108
- Select language and check your OS version and compare it to the system requirements section given in this page.
- Now click the **Download** button and click **Save** to copy the disk image file to your computer.
- Double click the **PKG image file** and follow the instructions to complete the installation.
- Once installation is complete, you are ready to use the SfB application.

Skype Client for BYO Devices

SfB Installation on desktops/laptops (Windows OS)

- To download, go to https://support.microsoft.com/en-au/help/3139711/how-to-install-the-skype-for-business-basic-stand-alone-client
- In the table listed, scroll down to the relevant language and select the relevant version (32-bit or 64-bit) based on your computer OS version.

To find out the version of the OS:

- Windows 7 users: From Start menu, go to Control Panel -> System and Maintenance -> System.
- Windows 10 users: From Start menu, go to Control Panel -> System and Security -> System.

The version of OS will be listed as the System type.

- An executable file will automatically be downloaded. Run the downloaded file and follow the instructions to complete installation. Note: Uninstall any previous versions of SfB on your device.
- Once installation is complete, you are ready to use the SfB application.

Time for Questions

For Skype for Business training guides, refer to Skype Customer Intranet pages: http://intranet.hss.health.nsw.gov.au/about/ehealth/service-delivery/technical-and-customer-support-services/skype-for-business

For support or more information, contact:

- Statewide Service Desk on 1300 28 55 33 or
- Log a call via SARA - https://sara.health.nsw.gov.au/#src=Intra-home. Search for 'Skype for Business'.

Some LHDs/entities may use a different product catalogue. Please check with your local ICT team first and then refer to the catalogue in Customer Intranet pages.

http://ehnsw.sharepoint.nswhealth.net/teams/IS-CS/DS/Price%20Lists/Skype%20for%20Business%20Product%20Catalogue_eHealth.xlsx?Web=1