

Meeting virtually with your advisor using Skype for Business

Your health and well-being are a top priority and we remain committed to serving your needs. We understand the concern and uncertainty you may be experiencing and are committed to being responsive as the situation evolves. We've prepared this document to make connecting with us virtually as easy as possible.

Meeting via desktop or laptop

Skype for Business Meeting: Google Chrome (recommended)

Open the meeting invitation and click, **Join Skype Meeting**

1. A pop-up window will appear, "How would you like to join your meeting?" Click **Install and join with Skype Meetings App**
2. The app installer will begin to download onto their computer
3. When download is completed, click **Open Skype Meeting App**
4. Enter your name and click **Join**
5. The Skype meeting will appear.

Note: Depending on settings, the advisor may need to click **Admit**, to allow you into the meeting.

1 Skype for Business

How would you like to join your meeting?

Install and join with Skype Meetings App (web)
Already installed? Click here to join with Skype Meetings App (web)

Join with Skype for Business (desktop)

2

We're downloading the app installer.

Click here if the download doesn't start automatically.

After you have installed the app, click here to join the meeting.

Click here for more help

Wait until the Skype Meetings App installer is downloaded, and

3

Open Skype Meetings App?

https://webpoolb120a34.infra.lync.com wants to open this application.

Open Skype Meetings App Cancel

All set! Your meeting will open in a new Skype Meetings App window.

Trouble with the app?
Try to join the meeting again
Try to reinstall Skype Meetings App (web)
Join with my Skype for Business desktop client
Click here for more help.

4

Welcome

Enter your name

Join

Sign in if you have an Office 365 account

Use my Skype for Business desktop app instead

5

Skype Meetings App

Hello. You're in our virtual lobby, so make yourself comfortable. The organizer will let you in soon...

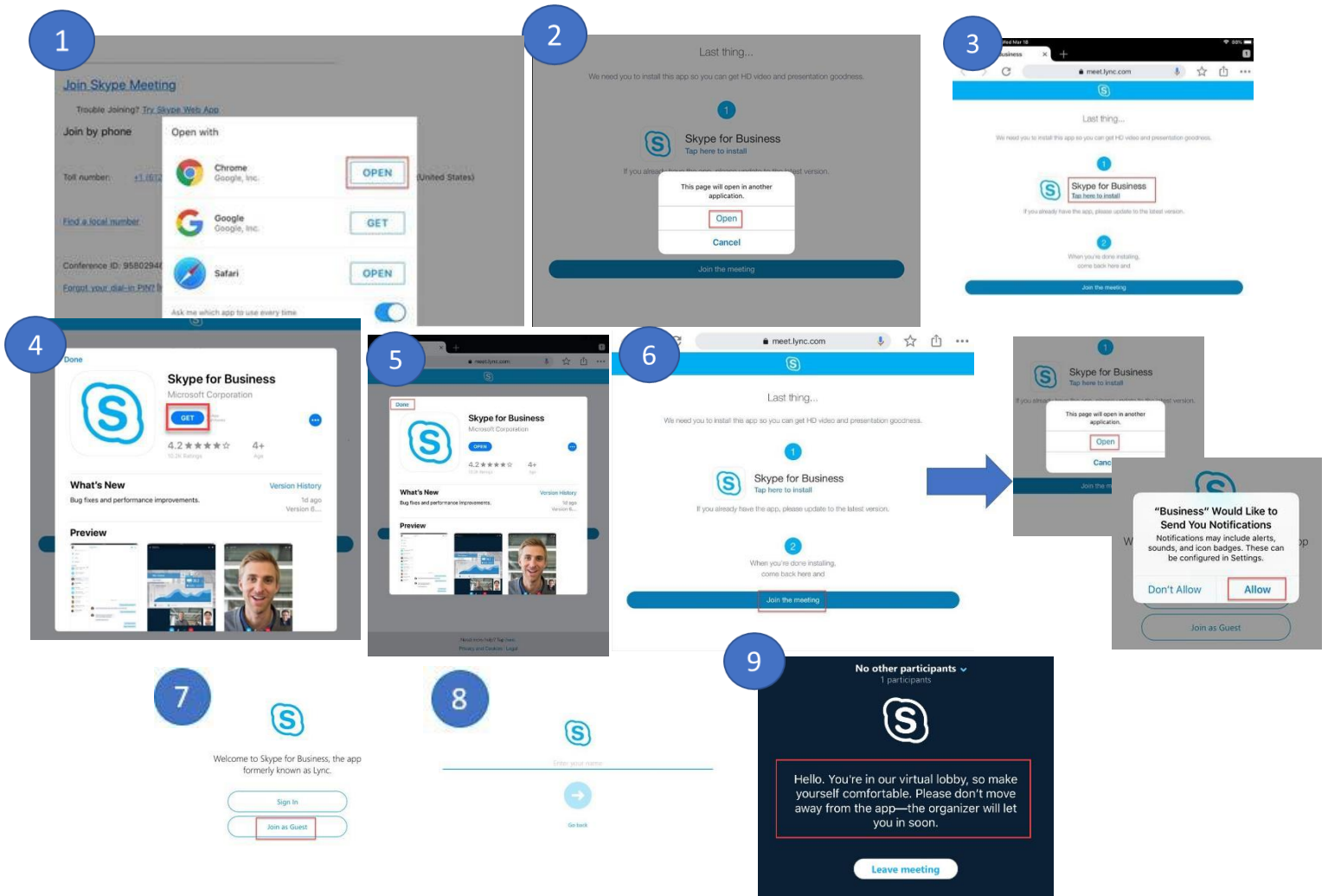
Meeting via mobile device

Skype for Business Meeting: Apple and Android

Open the meeting invitation and click, **Join Skype Meeting**

1. A pop-up window will appear to **select the browser to launch from** (example below illustrates Chrome)
2. Another pop-up will appear, select **Open**
3. If the app store does not appear, select **Tap here to install**
4. From the app store, select **Get**
5. Once installed, do NOT select the 'Open' Prompt. Instead, select **Done**. Return to the meeting invitation and select the **Join the Meeting** link
6. Select **Open** and allow subsequent notifications and access to contacts
7. Select **Join as a Guest**
8. Enter **your name** and select the **forward arrow**
9. The Skype meeting will appear.

Note: Depending on settings, the advisor may need to click **Admit**, to allow you into the meeting.



Skype Questions

1. How do I adjust the size of the content that my advisor is sharing with me?
 - Within the Skype window, there are buttons at the top where you can toggle between two views, **Actual Size** and **Fit to Window**.
2. What do I do if I hear an echo on my audio?
 - This is caused by an attendee enabling the meeting audio on two devices. For instance, using a cell phone, but also joined the audio on a laptop or tablet. When this happens, make sure you only have one device connected with audio. If you are not able to turn it off, you should turn down or mute the speaker for the second line.
3. Can I use an Apple computer (MacBook) to join my meeting?
 - Yes, however, on some MacBooks, the microphone may not work with the Skype meeting. Your advisor will let you know how they will connect with you for the meeting audio.
4. How do I share my screen (or content) with my advisor through the Skype meeting?
 - After your advisor makes you a presenter from within the Skype meeting, you will see the Share Content button become enabled. Click the **Share Content** button and select **Share Desktop** or **Share Window**.



Skype Tips

1. If you currently use Skype for Business at work, but are having trouble joining your advisor's Skype meeting, your company may have restrictions in place to prevent a Skype connection outside of your company. You should try to join the Skype meeting from a personal computer/phone/tablet using the Skype for Business Web App.
2. Ensure that your microphone is enabled if you are using an iPad
 - On your iPad, go to **Settings**, select **Business** and **toggle the allow button** for the microphone

