

Skype for Business

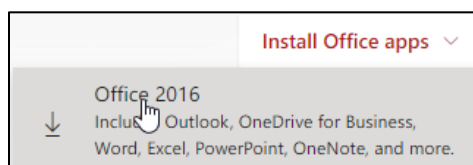
Skype is a free service that allows users to chat using video, audio or instant messaging. Calls to other Skype users are free, but for a small fee it is also possible to make calls to regular telephones. Skype is available for both PCs and Macs, and can be downloaded as a free app on many smartphones.

What is the difference between Skype and Skype for Business?

Skype for Business allows additional features such as scheduling meetings from your Outlook or Outlook Web App, as well as Whiteboard, Polling and Q&A features. Skype for Business allows users to share files and show desktops, and it is a useful tool for instructors who want to have virtual office hours, individual conferences or “tech support” for both online and face-to-face classes.

Getting Started with Skype for Business

To use Skype for Business, you will need a microphone or headset. A webcam is optional. Skype for Business may come pre-installed on computers that have Windows 10 or Office 2016. If your computer does not have Office 2016 installed, log into your account at <https://portal.office.com>, using your university email and password. You will then need to click the **Install Office apps** button and then click on **Office 2016**.



Install Office 2016 if not on your Computer

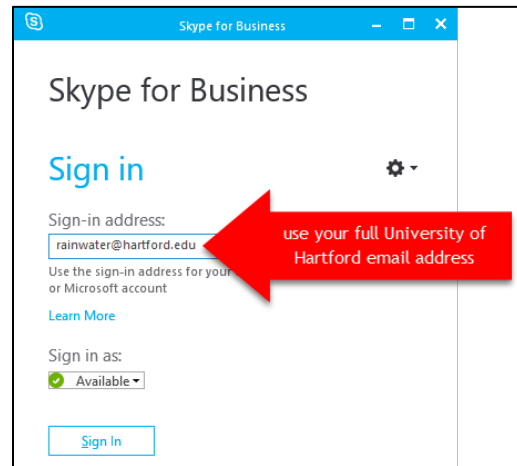
Creative Ways to Use Skype in the Classroom

- Collaborate With Other Classrooms/Schools Around The World
- Practice a Foreign Language (Pen Pals)
- Collaborative Group Projects with Classmates
- Expert Interviews and Guest Speakers
- Music Lessons Online
- Virtual Field Trips
- Faculty Office Hours and Student/Faculty Conferences
- Tutoring
- Virtual Career Exploration Day
- Extracurricular Projects
- Book Groups and/or Clubs
- Individual Presentations/Meetings for Online, Hybrid or Face-to-Face Classes

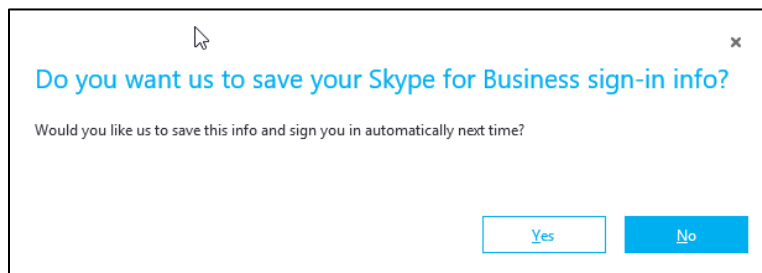
- Set Up Polls/Whiteboard/Q&A

Logging in

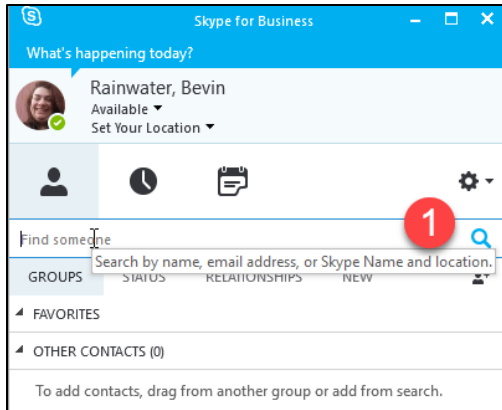
To log into your Skype for Business account:



1. Open Skype for Business
2. Enter your full University of Hartford email address, then click **Sign In**.
3. Enter your regular email password and click **Sign In**.
4. The first time you login on a computer, you must choose whether or not you want to save your Skype for Business sign-in info.
 - Save if you are using a personal computer
 - Do **NOT** save if you are using an office, library or classroom computer.

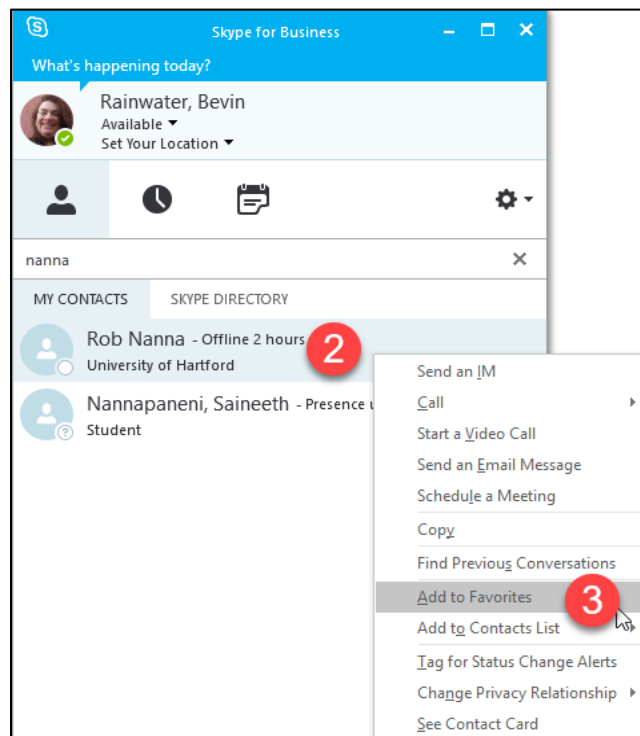


5. You will also get a pop-up asking if you want to help make Skype for Business better, choose yes or no.

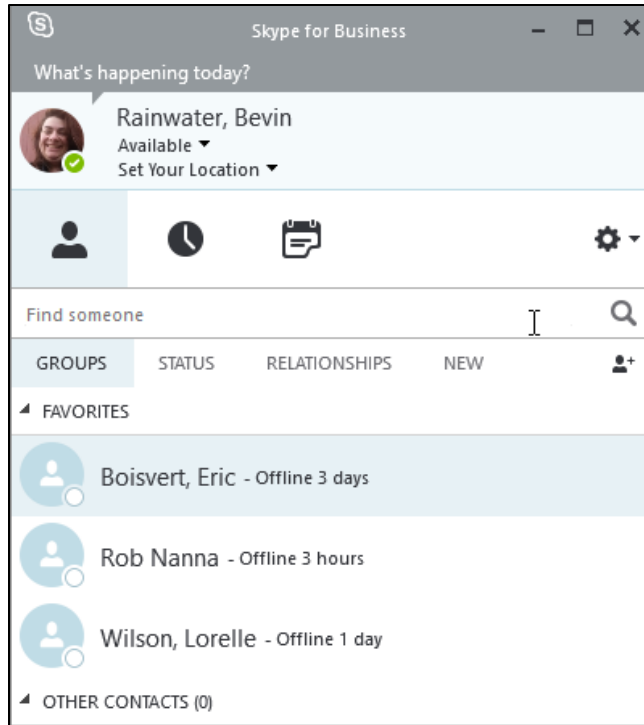


Adding Contacts

1. For each person you want to add in Skype for business, the easiest way is to start by typing in their University of Hartford username (the first part of their email) into the **Find someone** box.
2. Right click on the person you want to add.
3. Choose either *Add to Favorites* or *Add to Contacts List*.

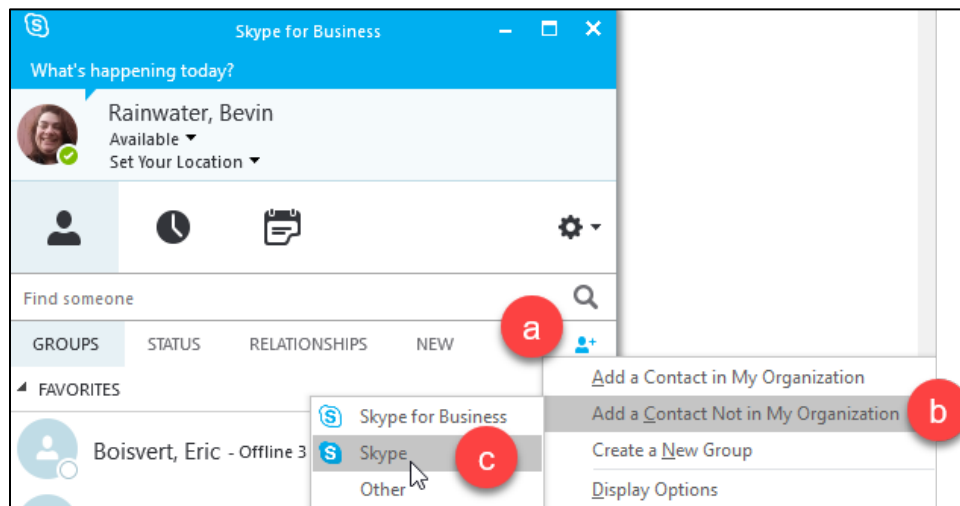


Once added, your contacts will show up in your list (as shown).



Adding External Contacts

To add an external person, click the person+ icon in the upper right, then click **Add a Contact Not in My Organization**, then choose: Skype for Business, Skype or Other.

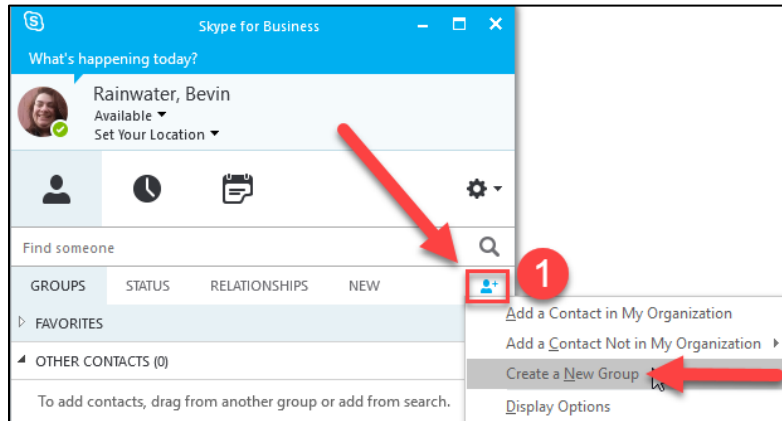


Then type in the users email address or Skype username to add them.

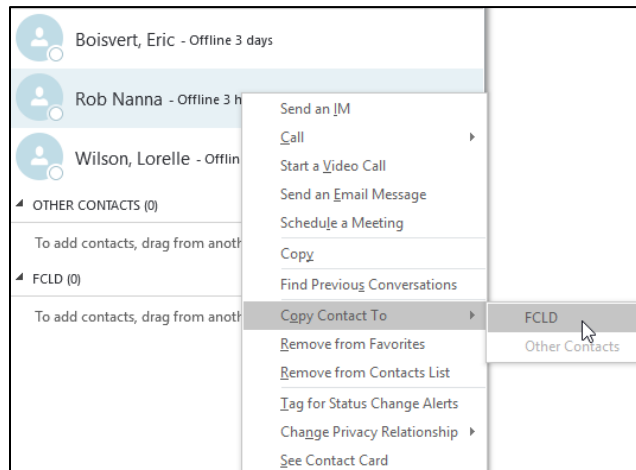
Creating & Organizing Groups

You may want to organize your contacts by Group (e.g. by class).

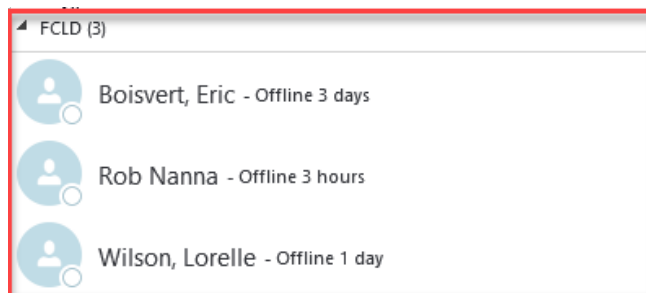
To create a group, click on the person icon in the tabs menu, then click **Create New Group**.



1. Add contacts to your group by right clicking on their name in your Favorites List and then click **Copy Contact To** → Choose your Group Name.

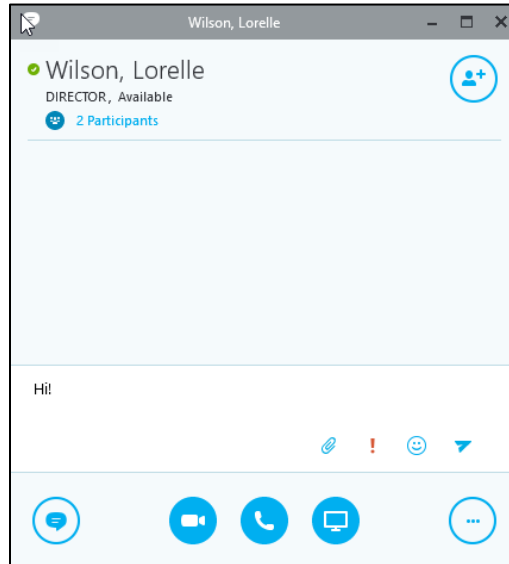


2. Added contacts will now show up in your group.

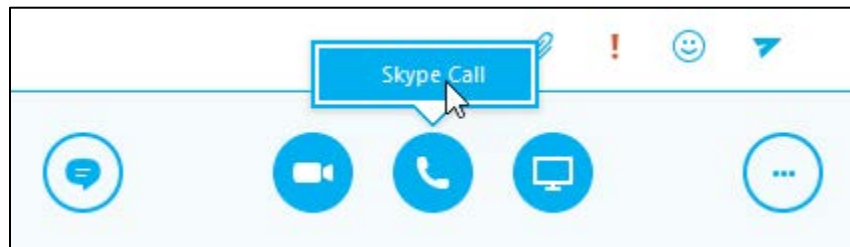


Begin a Skype Conversation

1. Double click on the person you would like to call to open an instant message box. Here you can begin typing a message. Click **Enter** to submit the message. The message will appear in the window.



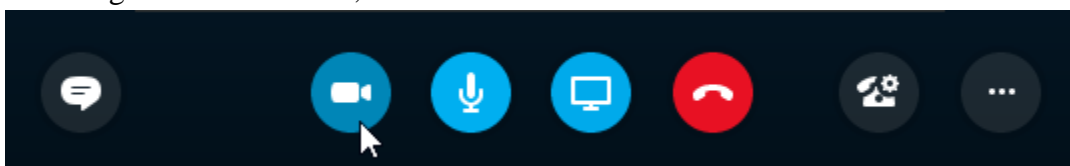
2. To begin a voice call, click the phone icon, then click **Skype Call**.



3. The window will appear and you will be connected and can carry on a voice conversation.



4. To change it to a video call, click the video button.

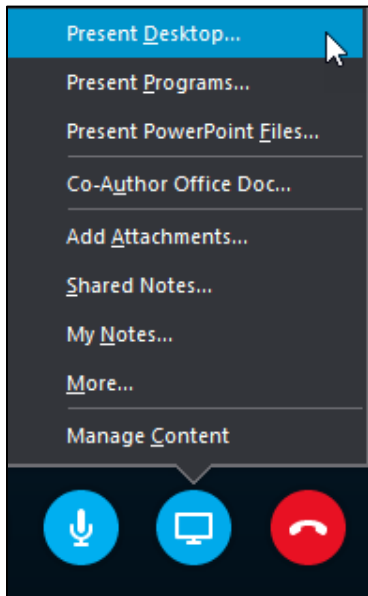


5. You will now be able to see each other (provided both callers have webcams activated).



6. To start recording the session, click in the ... in the lower right, then click on **Start Recording**.

Sharing Screens



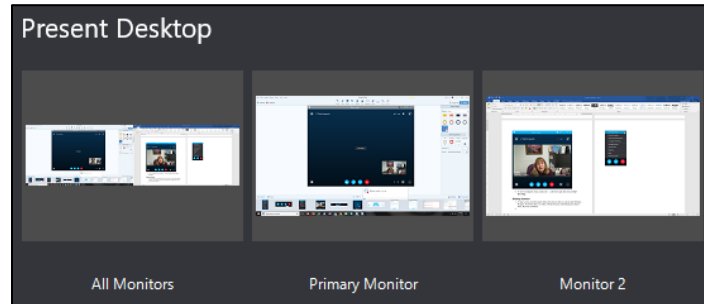
To share screens, click the monitor button, then choose what you want to share (Desktop, Programs, PowerPoint Files, Co-Author a Word Document, Add Attachments, Shared Notes, My Notes, and More).

There are three main choices for sharing screens:

- Present Desktop
- Present Programs (choose which program you want to share)
- Present PowerPoint Files

Sharing the Desktop

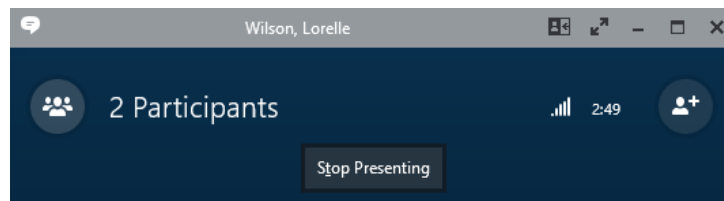
If you have more than one monitor (and a smart board), you can choose which screen to share or share both, then click **Present**.



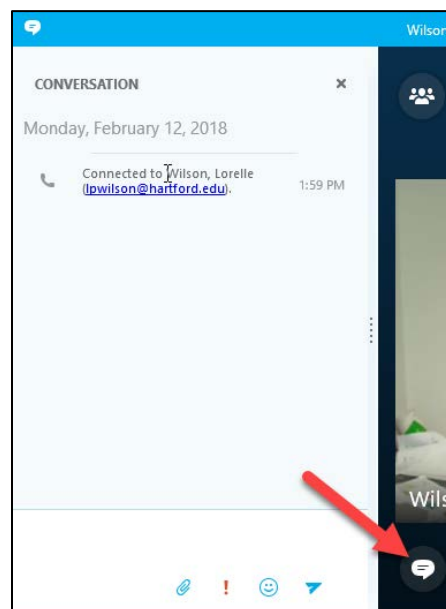
NOTE: People will be able to see everything on your screen. Do not display sensitive information. If you want to share just one program, select that from the list instead.

You can add additional participants by click in the person+ icon in the upper right.

To stop presenting, click the **Stop Presenting** button.



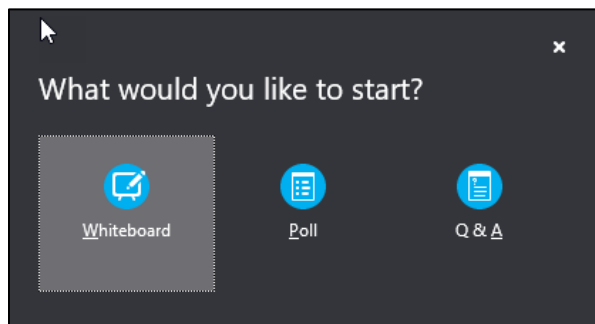
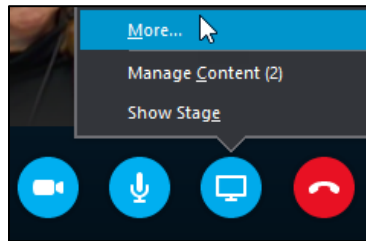
Clicking on the chat bubble in the lower left opens up the chat panel so participants can type answers.



Polling, Whiteboard and Q&A

In addition to Video or Instant Messaging chat, Presenters/Instructors can also take advantage of Polling, Whiteboard and Q&A tools in Skype for Business that are not available in regular Skype.

To begin, while in the call, click the **Screen** icon and then click **More**.

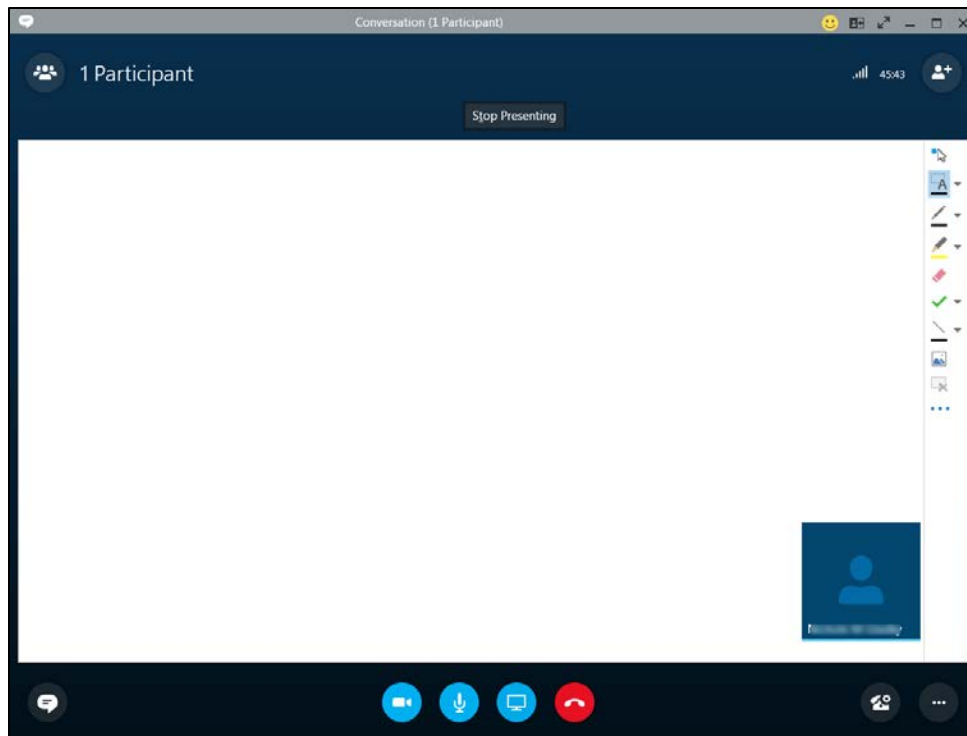


You will then see options for:

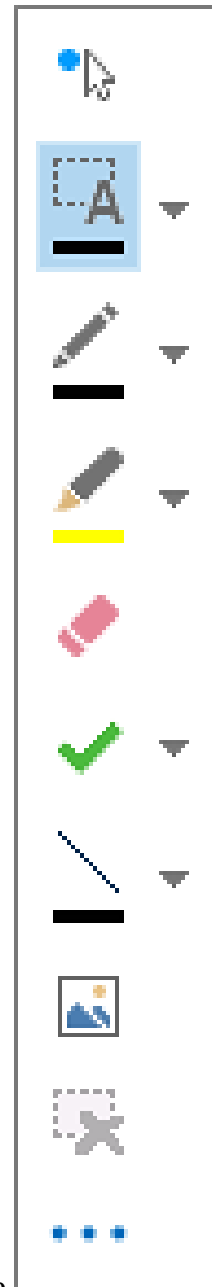
- Whiteboard
- Poll
- Q&A

Whiteboard

When you choose Whiteboard, the Conversation Window will change into a Whiteboard screen:



The Tools are on the left side of the screen and include (from top to bottom order):



Laser Pointer: A virtual laser pointer. Click and drag the pointer across the page. A blue circle appears in the meeting indicating your name.

Select and Type:

Selects an area to type. You can change font, size, and color by clicking the arrow next to the Select and Type to open the menu.

Pen: Draws freehand. Click and start writing or drawing in black, or click the down arrow next to the button, and then select another color.

Highlighter:

Highlights a specific area of the current slide.

Eraser:

Removes specific annotation you choose.

Stamp:

Inserts a stamp on the page: Arrow, Check, or X. Choose an option from the menu, then click on the whiteboard to stamp.

Shape:

Draws shapes such as lines, arrows and squares. Click the down arrow next to the button to select another shape or color.

Insert Picture:

Inserts an image on the slide from your computer.

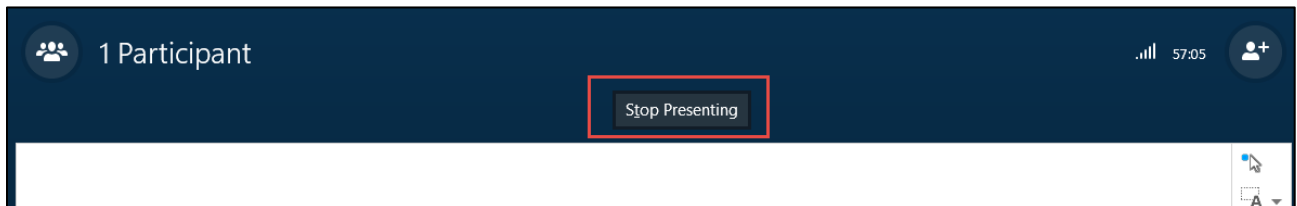
Delete Selected Annotations:

Removes the annotations that you've selected.

More Options:

Provides options to select the annotation, undo, redo, copy, cut, paste, paste as image, Save As, and Send to OneNote.

To stop using the Whiteboard click the Stop Presenting at the top of the whiteboard screen:

**Poll**

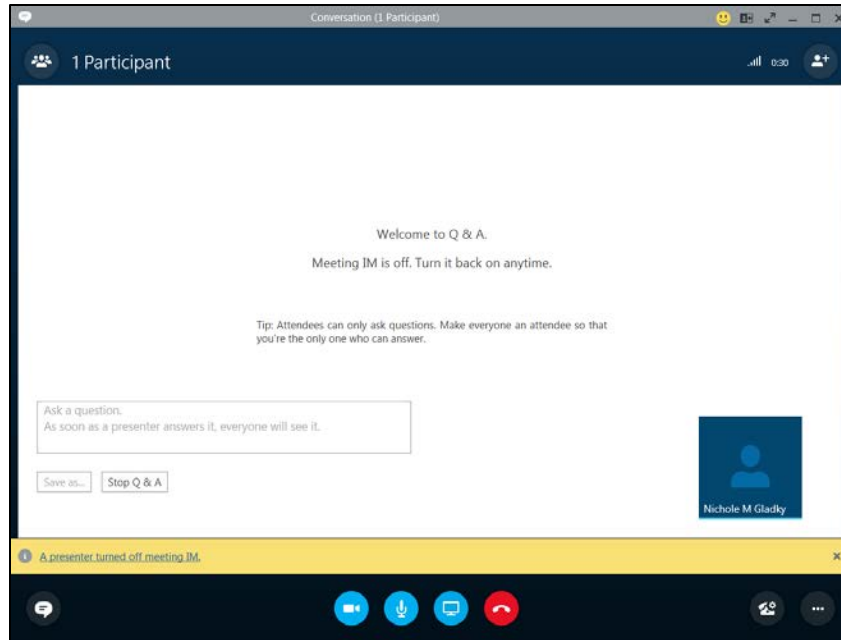
When you choose Poll, you will be prompted to enter the poll Name, Question and possible Answers. Then click **Create** when finished.

The Poll will be open immediately for use and percentages of answers will be visible:

Click the **Stop Presenting** button to stop the poll.

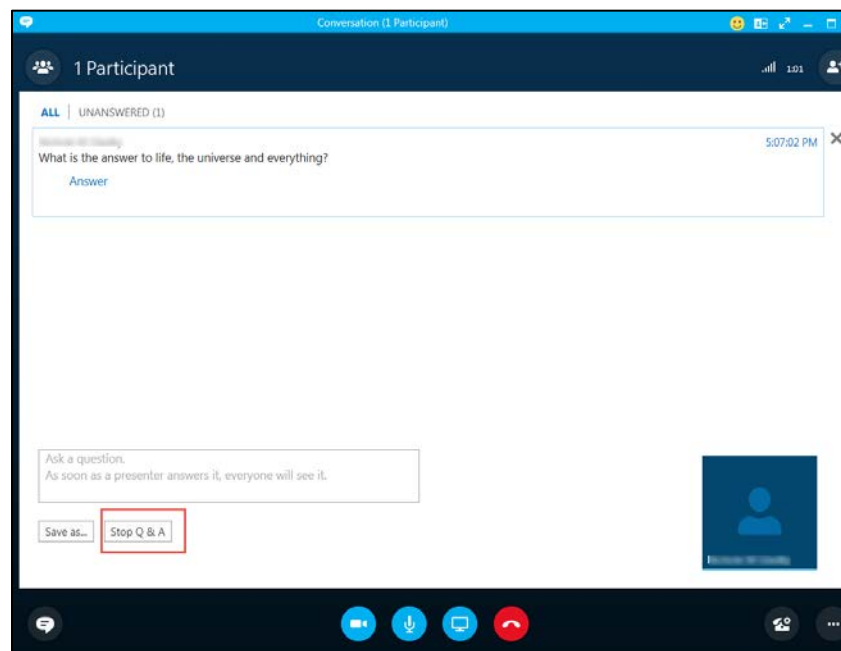
Q & A

Q & A drives engagement by asking your attendees to submit an answer to a question. This also temporarily turns off the Chat (Instant Messaging feature).

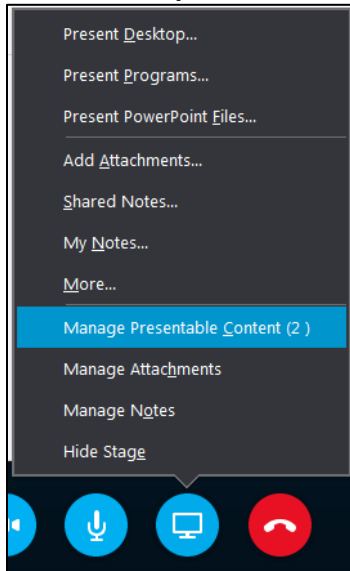


* To make everyone an Attendee, click on **Participants** > **Participant Actions** > **Everyone an Attendee**.

When you choose Q & A, you are prompted to ask a question. As soon as the presenter answers it, everyone will see it.




To save this question to use at a later time or for another session, click **Save As**.



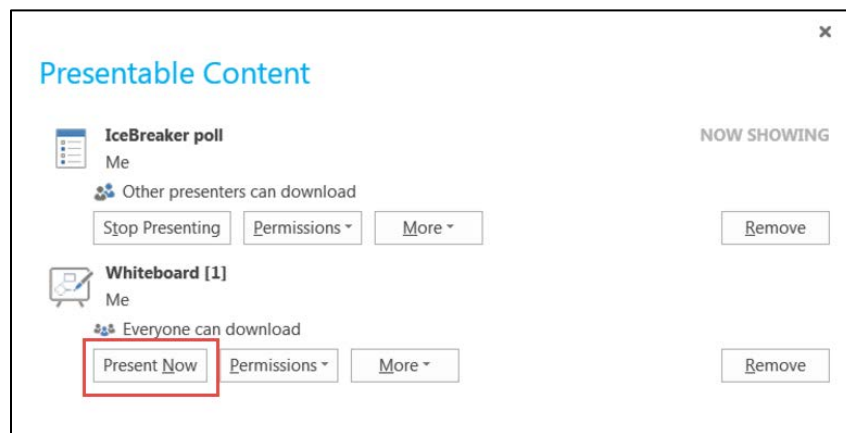
To stop the Q & A click the **Stop Q & A** button.

Finding and Saving your Presentable Content to use during your Online Meeting / Webinar

If you created Whiteboard content, Polls, and Q & As either prior to your online meeting or during a previous meeting, you can find them by clicking on the **screen icon**  and then clicking on **More > Manage Presentable Content**.

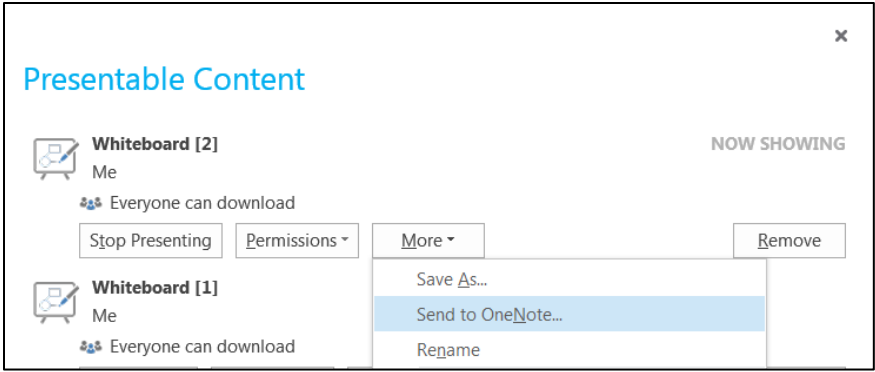
Finding Your Content

Click the **Present Now** button to edit or present the whiteboard, poll or Q & A to your audience.



Saving Your Content

Click on **More ▼** to Save, Send to OneNote or Rename your content to access later.

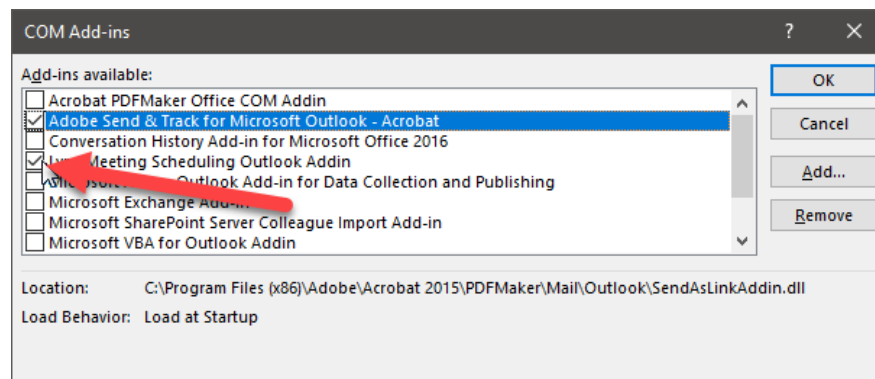


Scheduling Skype for Business Meetings from Outlook

You can use your Outlook or Mail calendar in Office 365 to schedule Skype for Business meetings, the same way you normally schedule meetings, but with only a few extra clicks.

Enable the add-in

1. Open Outlook → **File** → **Options** → **Add-ins**
2. Find in the list “Lync Meeting Scheduling Outlook Add-in” and select it, then click **Go**.
3. In the COM Add-ins box, check the “Lync Meeting Scheduling Outlook Add-in” and then click **OK**.



4. Close Outlook and then open it back up.
5. Go to your Outlook Calendar and you should now see **New Skype Meeting** on the Home Tab.

Scheduling the Meeting



1. Open Outlook, and go to your calendar.
2. On the Home tab, in the Skype Meeting section, select New Skype Meeting. If you don't see the Skype Meeting section, then you need to install Skype for Business.
3. Set up the meeting as you typically would:
 - a. In the To box, type the email address of each person you're inviting, separated by semicolons.



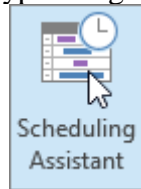
- b. In the Subject box, type a name for the meeting.

- c. If you'll have in-person attendees, either select Room Finder, in the Options section on the Meeting tab, and then find a room, or in the Location box, type a meeting location, such as a conference room.
- d. Select a start time and end time.

Notes:

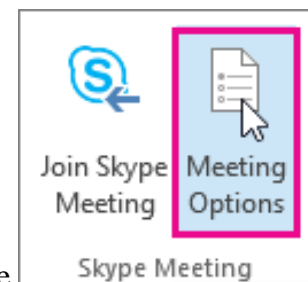
To look for a time that works for everyone, select Scheduling Assistant, in the Show section on the Meeting tab.

In the meeting area, type an agenda. Be careful not to change any of the Skype for Business



meeting information.

Important



Scheduling a meeting with the default options, like we just did, is suitable for small, internal meetings, such as casual meetings with a few coworkers. If you have a meeting with people outside your company, or you're scheduling a large event, change the meeting options before sending the invites to better fit your meeting requirements. In the meeting request, on the Skype Meeting section on the Meeting tab, select Meeting Options, and then select the appropriate options.

(Optional) Preload your meeting attachments. That way, when participants join the meeting, everything is ready to go. See Preload attachments for a Skype for Business meeting.

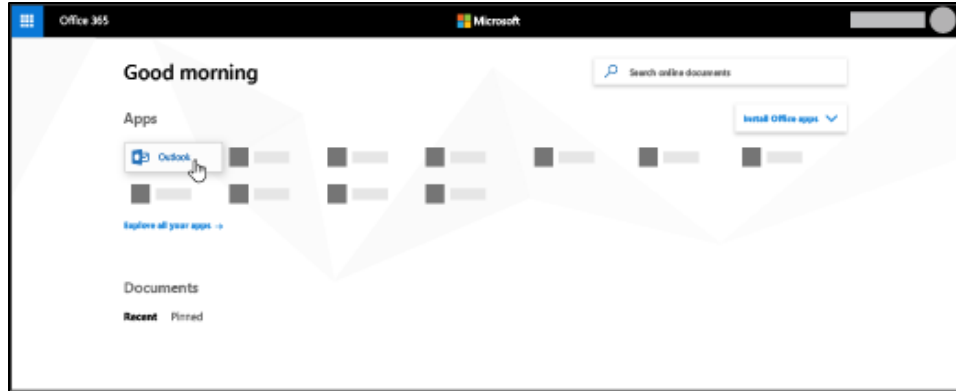
(Optional) In the Show section of the Meeting ribbon, select Scheduling Assistant to make sure you have the best time for the meeting.

You're almost done. Just double-check the information and select **Send**.

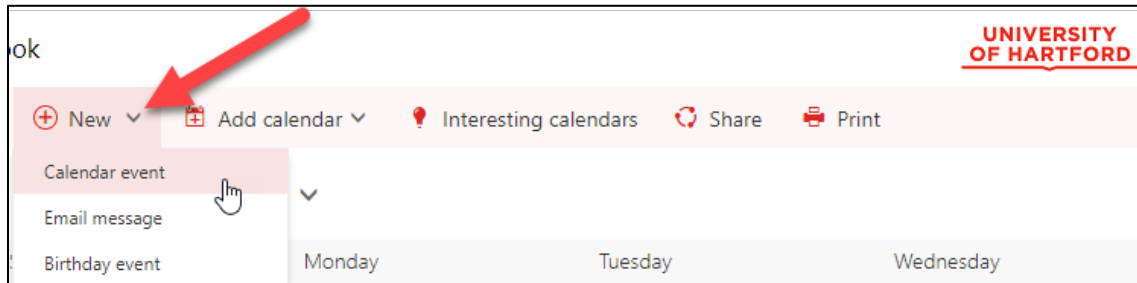
Set up an Online Meeting using the Outlook Web App

To create a Skype for Business meeting request in Outlook Web App, you have to:

1. Log in at <https://portal.office.com> with your University of Hartford full email address and password.
2. Select **Outlook** to go into the mail app.



3. Click on the calendar icon in the lower left pane.
4. On the calendar page at the top, select **New** → **Calendar event**.



5. On the **Set up an appointment** page, select **Add Skype meeting**.



6. Fill in the meeting title, location (if you'll have in-person attendees), and the start and end times. Choose the people to attend, add the agenda or other meeting information, and then select **Send**.

Details Feedback

Add a title for the event

Online meeting x Add a location or a room

Start
Wed 3/14/2018 4:00 PM All day

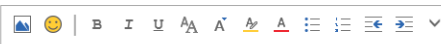
End
Wed 3/14/2018 4:30 PM Private

Time zone

Repeat: Never Save to calendar: Calendar


Reminder: 15 minutes Show as: Busy

[Add an email reminder](#)



People Add people

Required Add people

 Rainwater, Bevin
Free

Getting Help with Technology at the University of Hartford

Faculty Center for Learning Development (FCLD)

FCLD provides consulting and instructional support to faculty and staff who are using technology in teaching and learning. The FCLD Faculty Lab in Mortensen 203a is available for faculty support and use and is equipped with instructional technology- related equipment including: PCs, Macs, scanners, and projectors as well as support staff. Faculty and Staff needing support with Blackboard or other instructional technologies, should contact FCLD.

Phone: (860) 768-4661 **Email:** fcl@hartford.edu

Website: <http://www.hartford.edu/fcl>

Student Blackboard Support

The following is student support for Blackboard only. All other support technical support issues need to be addressed to the Office of Technology Services (below).

Phone: (860) 768-4636 **Email:** bbsupport@hartford.edu

FAQ/Submit a Ticket: <http://www.hartford.edu/studentbbsupport>

Information Technology Services (ITS) Help Desk

For general computer and Internet/network support questions (not directly related to the classroom but rather passwords, Internet/email problems, Banner/Self-Service, campus Facebook).

Phone: (860) 768-4357 **Email:** helpdesk@hartford.edu

Website: <http://hartford.edu/ots>

Media Technology Services (MTS)

Faculty should contact MTS for assistance scheduling or implementing classroom technology (2-Way interactive video classrooms, Smart Podiums, laptops, etc.), for setting up WebEx accounts, or for scheduling and instruction for a wide variety of media equipment and resources like LCD data projectors, CD/cassette players, TVs and VCRs, digital video, and more.

Phone: (860) 768-4357 **Website:** <http://www.hartford.edu/mts>