

Skype Guide for Relatives

Who is it for?

This guide is to help patients or family members to receive Skype calls on their own device. Please note that relatives should not call the NHS iPads, but instead wait for us to call you.

About this guide

Skype works on a variety of devices. The correct version for your particular device being used must be downloaded.

What does it do?

Skype is a communication tools for making calls, including video calls. Multiple people can be connected in one call.

Setting up for the first time

1. Adding Skype to your computer, mobile phone, or tablet.



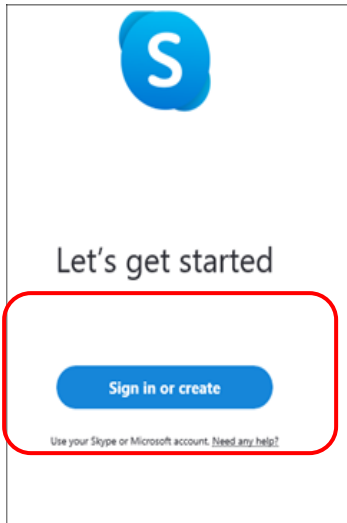
To be able to get a video call from Skype, you need to have Skype on your PC, laptop, tablet, or mobile phone. If you don't already have Skype, you will need to add it. You can do this by going into the App store for your device and searching for Skype. You need to install the right version of Skype, for example:

- Skype for Kindle
- Skype for iPad
- Skype for android

Once you have found the version of Skype that will work on your device, click 'install'. Once installed, open Skype. You will then need to login.

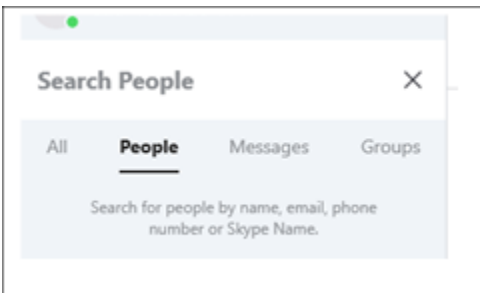
2. Logging into Skype

If you have never used Skype before, you have the option to create a new account. You can also log in to Skype with your Microsoft account if you already have one.

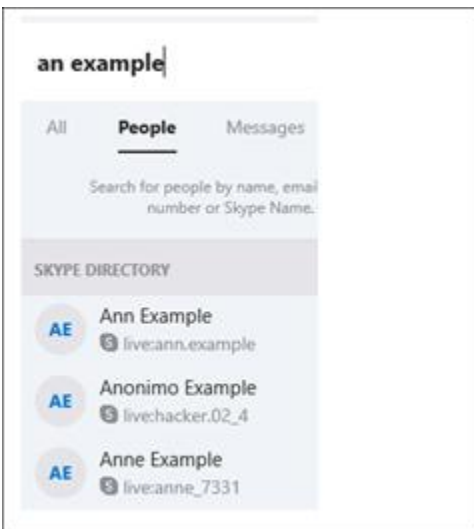


Once you have logged in, Skype will ask you to do a test to make sure your microphone and camera are working. You may also be asked about to set some options, please '**accept all options**'.

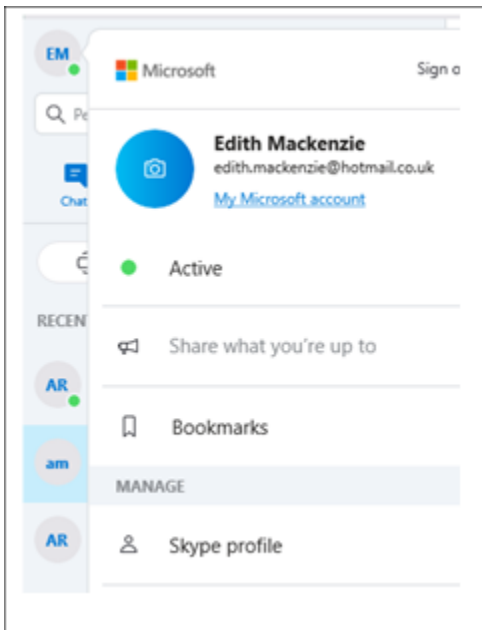
3. Finding your Skype name



In order for someone to video call you, they need to find you in the Skype directory, which is like finding someone's details in the phone book. You can type details into the search box at the top of the screen, to look for people.

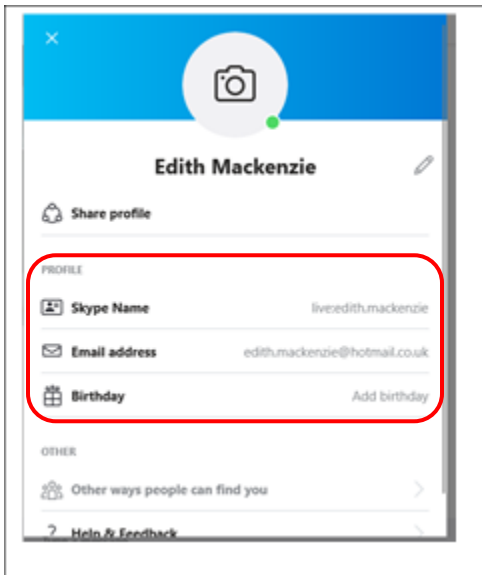


You can type in a name to do a search, however you will get a list of everyone with that name

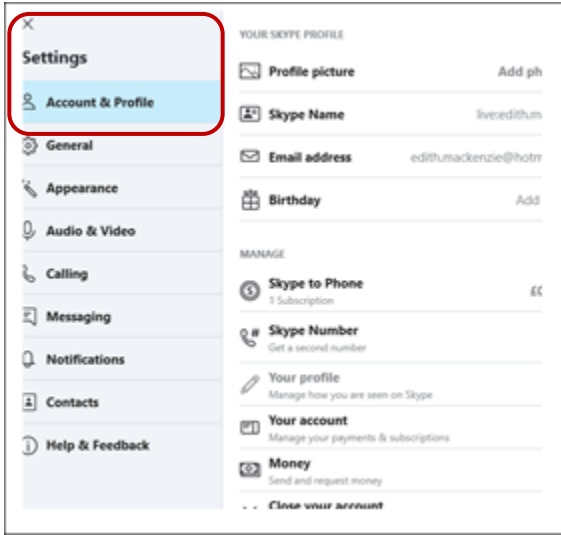


In order to make sure the video call is going to the correct person, you can either edit your profile to add a phone number or email address, which the caller can then search for. You can also check what your Skype name is, and provide that to the caller.

To add details to your profile, or to see what your Skype name is, click on your initials at the top of the screen, and click on 'Skype profile'

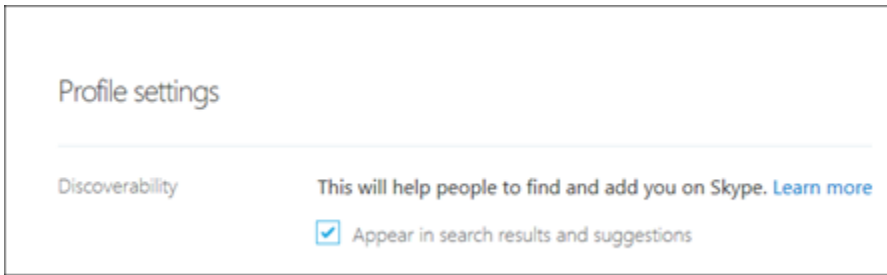


From here you can see what your 'Skype name' is, you can add an email address, and you can also click on 'other ways people can find you' to add more information to your account, such as a mobile number.



Please note, in order for a caller to find you easily, you also need to have chosen the 'appear in search results' option. You can find this by going to settings, then your profile:

You will see more details of your Skype account, including a section about 'discoverability'. You can tick the box to agree to 'appear in search results'. If you don't want to tick the box, people can still search for you by email address, so make sure you have added an email address to your account.



Once you have added details to your account, and made yourself 'discoverable', you can then pass your details to the caller, and they will now be able to find you, to make a video call.

How to receive a call

In order to receive a video call, open up Skype, and make sure you are logged in. Also make sure that you 'accept all options' if Skype asks you to do this. When someone is calling you, you will hear a noise on your device and you will see a message at the top of your screen that says 'incoming call'. To answer the call, and to allow the caller to see you as well as hear you, click on the green camera icon at the top of the screen:



How to end a call

To end the call, click on the red phone button.

Important points

We advise relatives **not to send in photos or videos using Skype**, as this would then be subject to Skype's terms and conditions (<https://www.skype.com/en/legal/>). If relatives choose to do so, **this is at their own risk.**

Please note Skype-to-Skype calls are **free** but that **sending messages or calling out with Skype are chargeable.**

Troubleshooting

You can find step by step tutorials on YouTube here:

<https://www.youtube.com/watch?v=x2fO2Fg-WmU>

If you need further support with the use of this app, then please send your query to:

virtual.visit@ggc.scot.nhs.uk.