

### Skype Guide for NHS Staff

#### Who is it for?

This guide is for NHS Staff who will be assisting patients to make calls using Skype on a NHSGGC device.

#### About this guide

Skype works on a variety of devices, the correct version for the device just needs to 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

**Before a call is made:** If the iPad hasn't arrived already set up with log in details for Skype (if it has, these log in details will be on the box the iPad was delivered in), you will need to:

- \* set up an email account
- \* use the email account to then set up Skype

When setting up these accounts, please use the asset tag on the back of the iPad (a 6 digit code, starting with TC) to create an email address (e.g. [TC123456@hotmail.com](mailto:TC123456@hotmail.com)). Please use the same password that you use for the FaceTime account.

Please refer to the 'creating a Microsoft Account for logging in to Skype' guide.

#### How to make a call

To make a call using Skype, you must be logged in to the Skype app.

- Tap the Skype icon  on the iPad
- tap on the icon to the right top of the page
- Select new call
- type the skype username into the search field - this will then appear on the screen at the top of the list.
- Select the person to be contacted and then select 'call' at the top right of the screen - select option for a video call or voice call

**To make a group call**, tap the screen and near the red button there are 3 dots ..., tap the dots and tap the add

people icon  select another contact and then tap call.

## **To end the call**

tap the screen and press the red button at the bottom of the screen.

**Please remember** to delete relative contact details as soon as the call is ended.

## **Important points**

Please 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**

To see how Skype works on an **iPad**:

<https://www.youtube.com/watch?v=Vn1ITWHfO4g>

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

[Library.network@ggc.scot.nhs.uk](mailto:Library.network@ggc.scot.nhs.uk)