

# Training Guide

## Skype for Business - iPhone User Guide



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## Disclaimer

Periodically changes to business processes or updates to systems or applications result in the update of training guides and materials. It is the responsibility of the delegate to check that they have the most up-to-date guides. All guides contain a Change Control table at the front which will detail when the document was updated. If you want to check if you have the correct version please telephone 0151 317 8408 or email [training@imerseyside.nhs.uk](mailto:training@imerseyside.nhs.uk)





## Change Control

Document Type		Document Title		
Training Guide		Skype for Business - iPhone User Guide		
Version	Date	Owner	Change	Purpose
V0.1	23 March 2020	Rachel Bertenshaw	Creation	New guide
V0.2	26 March 2020	Melanie Ross	Proof read	Quality
V1.1	31 March 2020	Rachel Bertenshaw	Added IOS installation guide	Update
V1.2	31 March 2020	Julie Regan	Proof Reading suggested changes	Quality
V1.3	31 March 2020	Rachel Bertenshaw	Licence type removed and proofing changes made	Update/Quality

## Document Approval

Version	Date	Approver Name	Approver Job Title
V1.0	27 March 2020	Jo Menary	Lead Trainer
V2.0	31 March 2020	Julie Regan	Lead Trainer

## Hints and Tips

	This symbol suggests a tip or a good method of working for speed and efficiency
	This symbol suggests a caution or an action to be aware of
	This symbol indicates an Information Governance warning
	This symbol indicates hints and tips that support digital optimisation

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## Install Skype for Business



Always check to see if Skype for Business has been installed before the download and install process is started.

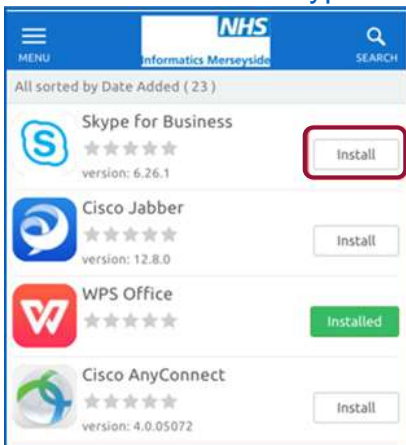
To install Skype for Business on a personal iPhone, download it from the App store and then follow the instructions on how to set up Skype for Business account. (see page 6)

A work device should already have Skype for Business in the Catalogue.

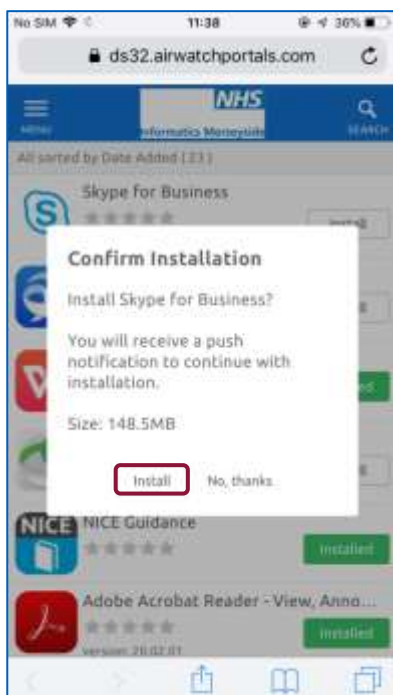
- Click the [Catalogue](#) icon on the device home screen.



- Click [Install Skype for Business](#).



- Click [Install](#) to confirm installation.



- Press the [Home](#) button to return to the home screen → [Install](#).



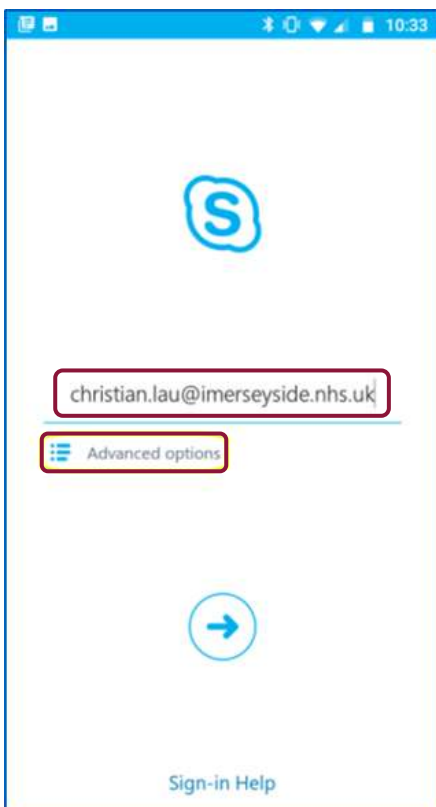
Skype for Business will now start to download.

Please contact the IT Service Desk if an Apple ID password prompt appears.

## Set up Skype for Business Account

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- Enter the NHS work email address → [Advanced Options](#).

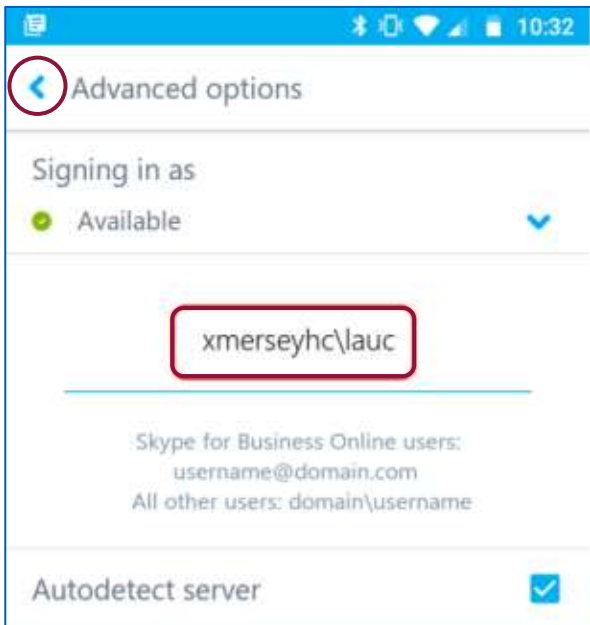


- In the username tab, enter the correct [domain/windows account username](#).

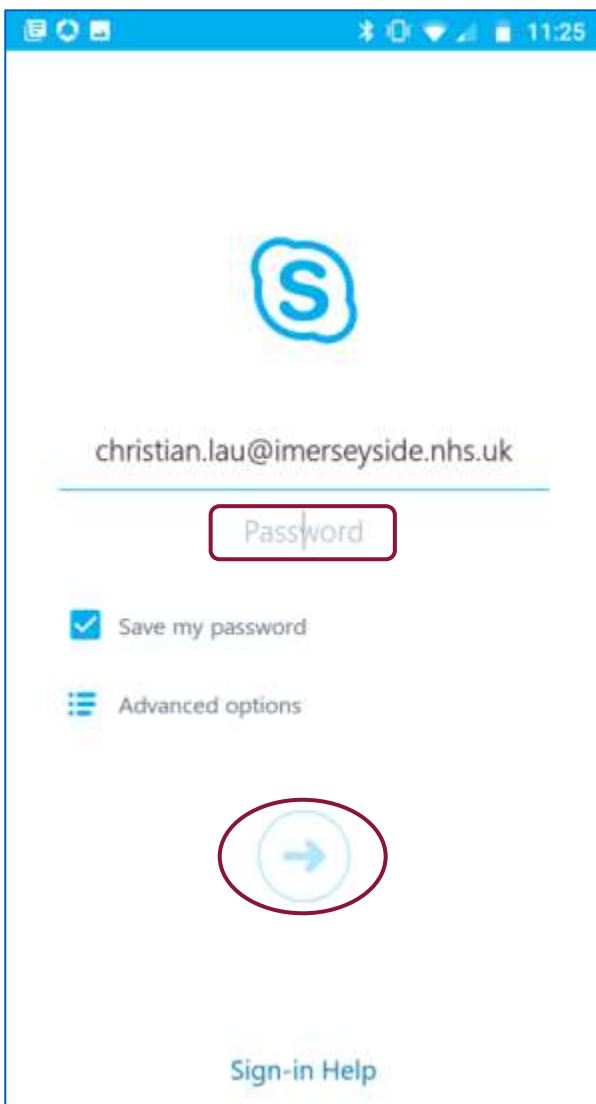
To log into the [MCTDOM](#) domain, enter [MCTDOM\Username](#): (typically anyone in Local/Secure Divisions and corporate functions within Mersey Care)

To log into the [XMERSEYHC](#) domain, enter [XMERSEYHC\Username](#): (typically Community Division for Mersey Care and other local trusts or organisations such as CCGs)

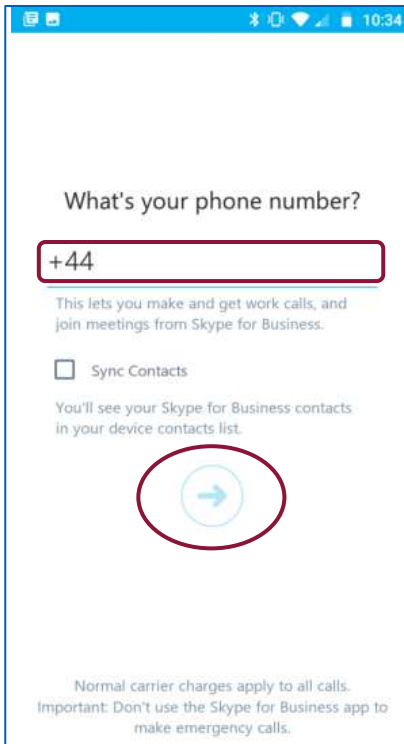
- Click the [blue arrow](#) at the top, left of the screen to return.



- Enter the [windows account login password](#) → click the [blue arrow](#) to move on.

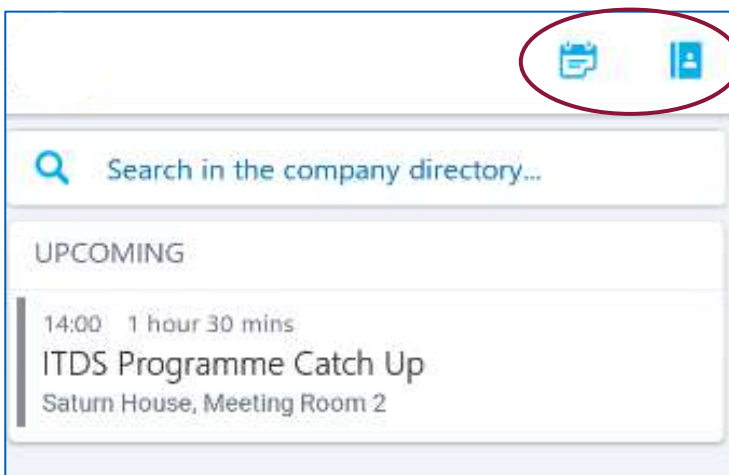


- Enter the [work mobile number](#) → click the [blue arrow](#) to move on.



Skype for Business set up should now be complete.

Use the two icons in the top, right hand corner to navigate around Calendar and Contacts.



If the error message below appears, disable the Wi-Fi and use the mobile broadband connection. Remember to [switch back](#) to Wi-Fi so that 3G is not used continuously.



## Access Skype for Business

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Once the account has been set up and logged into, the user will remain logged in automatically.

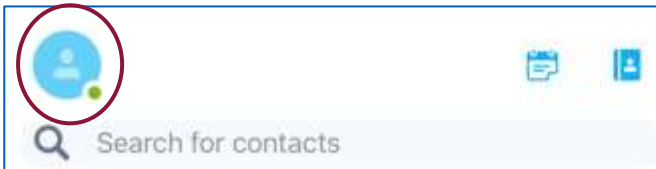
- Tap the [Skype for Business](#) App to open.



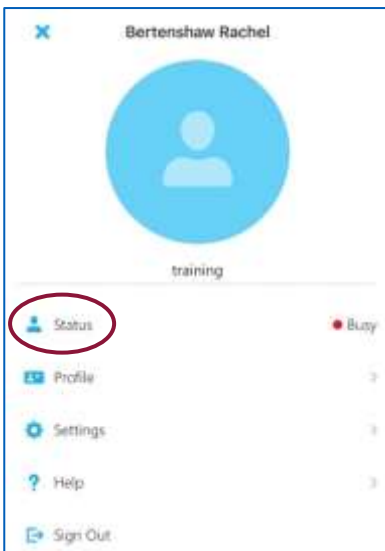
## Skype Status Options

Skype status will be updated from the Outlook calendar but it can also be changed manually.

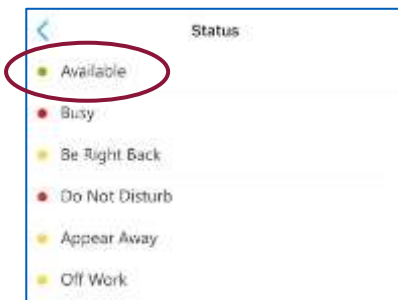
- Tap the [Profile](#) icon at the top, left of the screen.



- Tap [Status](#).



- Select an appropriate [Status](#) → tap < to return.



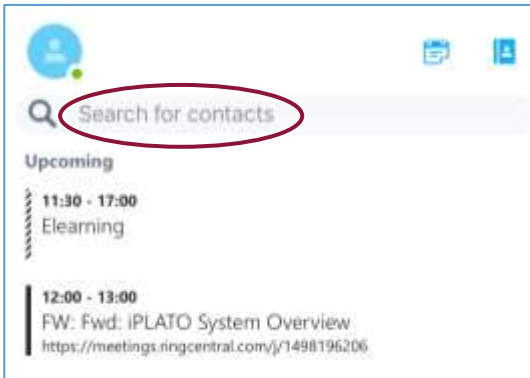


## Search and Add a Contact to a Group

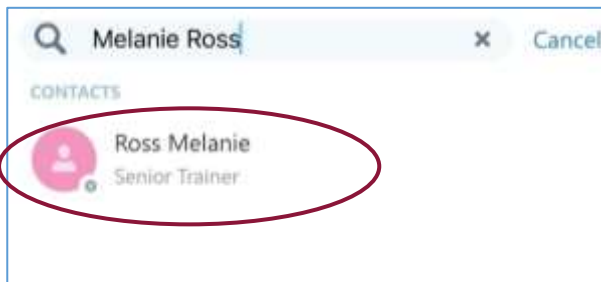
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The home screen will display today's calendar entries.

- Type the name in the [Search for Contacts](#) box.



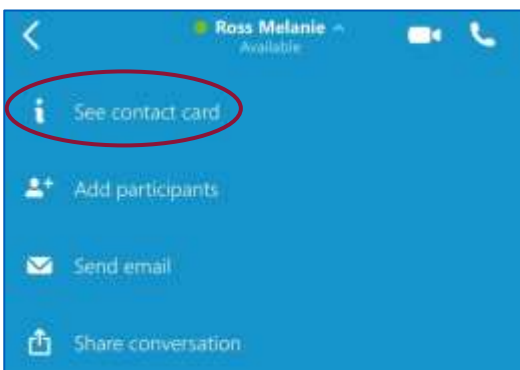
- Tap the [Contact](#) when it appears.



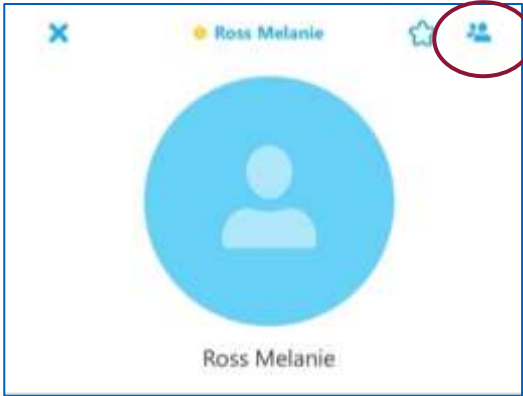
- Tap the [Contact Name](#) at the top of the screen.



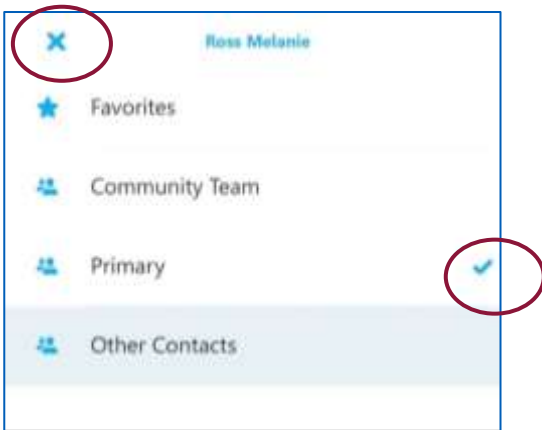
- Select [See contact card](#).



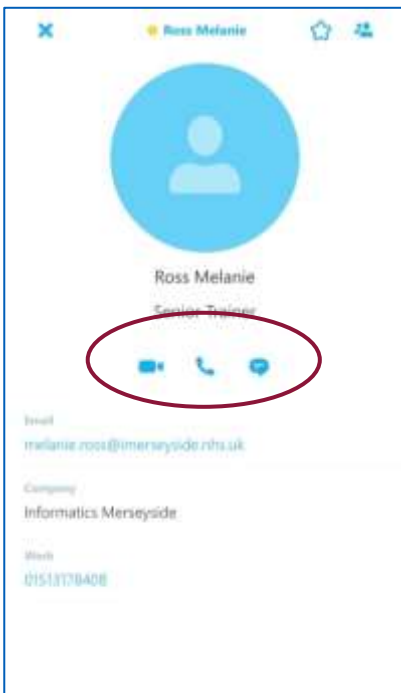
- Tap the **Group** icon in the top right corner of the screen.



- Tap a **Group** to add the **Contact** to.
- Tap **X** to return to the **Contact Card**.



Underneath the contact name are the icons to start a **Video Call**, start a **Skype Call** and send an **Instant Message**.



## Send an Instant Message

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An IM is similar to a text message sent online but with no character restrictions.

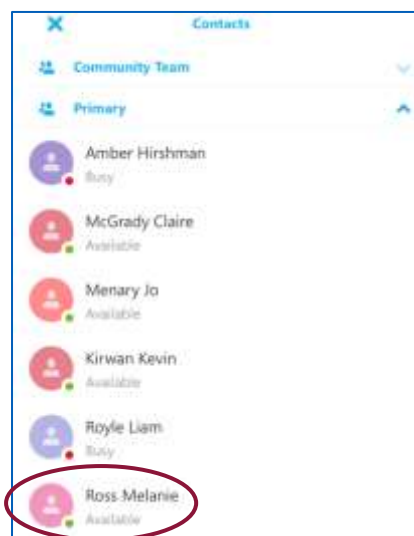
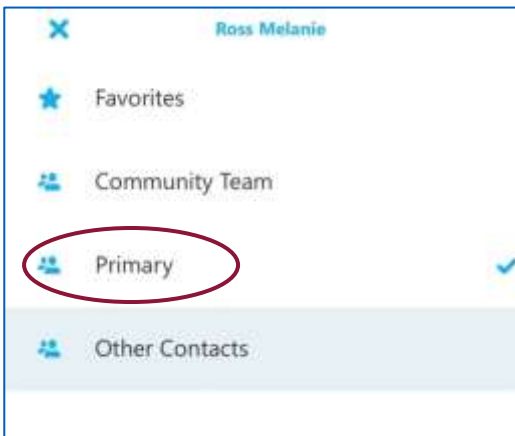


Only users with Skype are able to send Instant Messages (IMs).

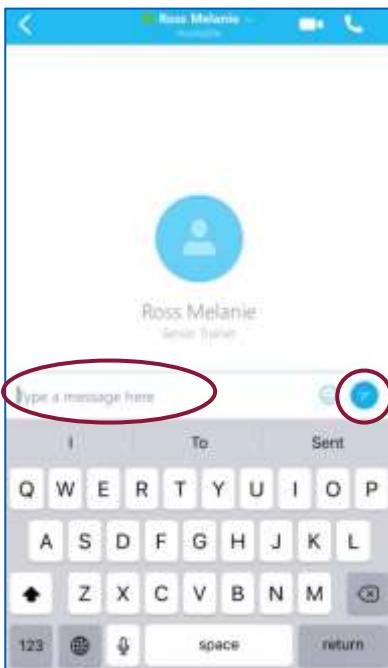
- Tap the **Contacts** icon at the top right of the screen.



- Tap a **Group** → select a **Contact**.

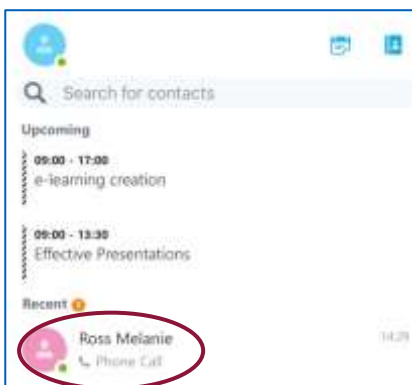


- At the bottom of the screen, type a [message](#) → tap the [paper plane](#) icon at the end of the message to send.

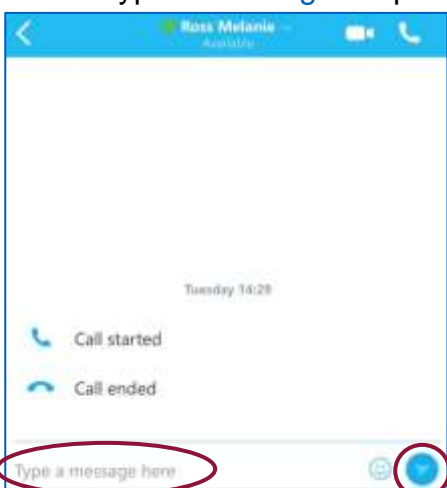


An instant message can also be sent from [Recent](#) contacts.

- Tap the [Recent](#) contact.



- Type a [message](#) → tap the [paper plane](#) icon at the end of the message to send.



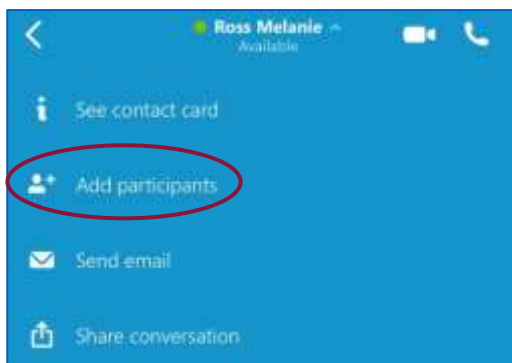
## Add Participants to an IM

More than one participant can be to an IM conversation.

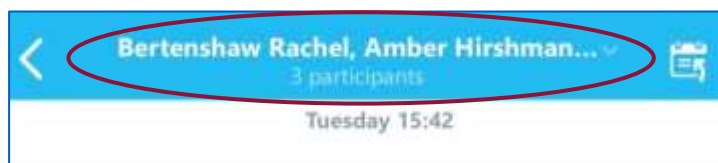
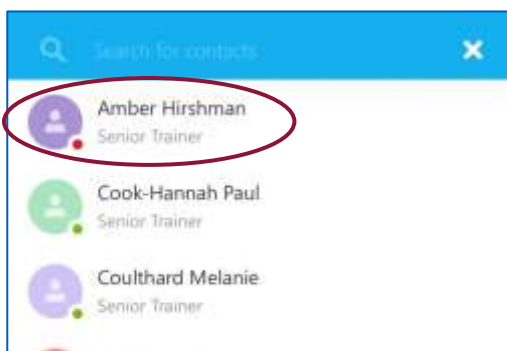
- Tap the **Contact** name at the top of the screen.



- Tap **Add participants**.



- Tap on the **Contact** to be added → repeat to add more **Contacts**.



## Calls and Video Calls

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A Call or Video Call can be started from several places within the Skype for Business iPhone app.

### Start a Call or Video Call from IM

Use the icons located at the top of the screen to start a call from IM.

- Tap the [Video Call](#) or [Skype Call](#) icon to start the call.



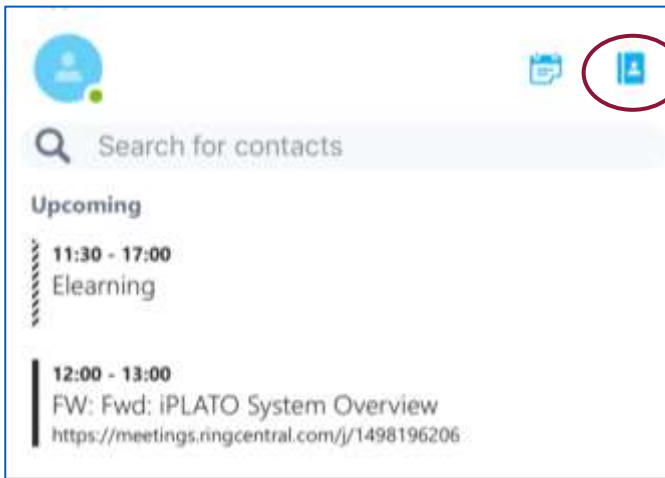
There are several options that can be accessed from the screen.

- [Video](#) – switch on or off
  - [Microphone](#) – switch to mute.
  - [Speaker](#) – switch on or off.
  - [Add Participants](#) – add participants to a current call.
  - [Three Dots](#) – more call options available.
- Tap the [Red Phone](#) icon to end the call.

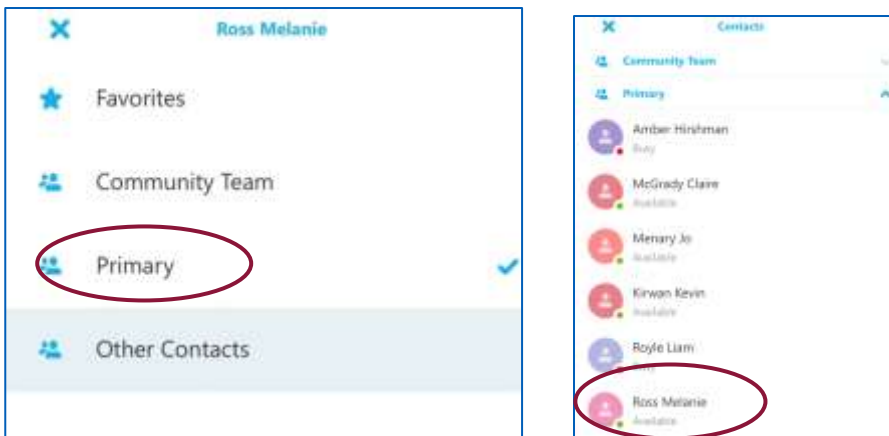


## Start a Call or Video Call from Contacts

- Tap the **Contacts** icon at the top right of the screen.

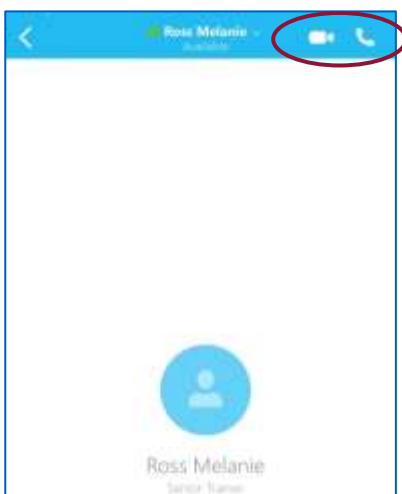


- Tap a **Group** → select a **Contact**.



Use the icons located at the top of the screen to start a call from IM.

- Tap the **Video Call** or **Skype Call** icon to start the call.



## Skype Meetings

Skype for Business will be linked to your Outlook calendar and will sync meetings and appointments. Upcoming events will be visible in the home screen.

### Schedule a Skype Meeting

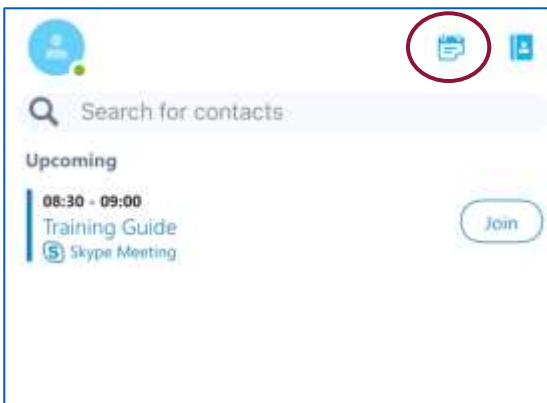


This option is not available within the app. Use the [New Skype Meeting](#) icon on the Ribbon in Outlook.

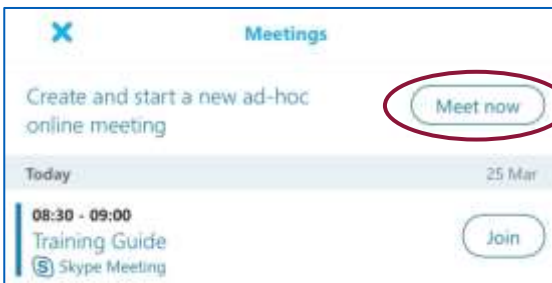


### Create and Start an Ad-Hoc Skype Meeting

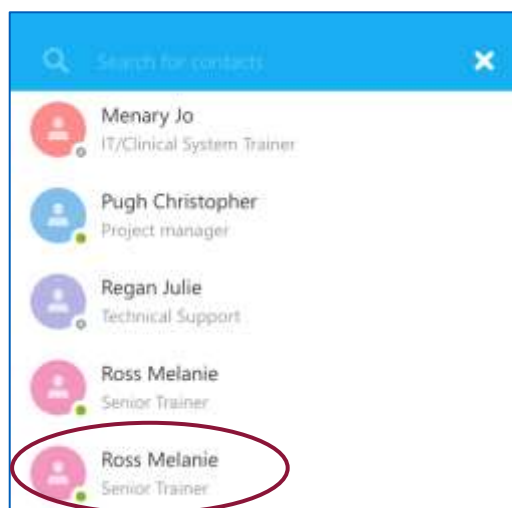
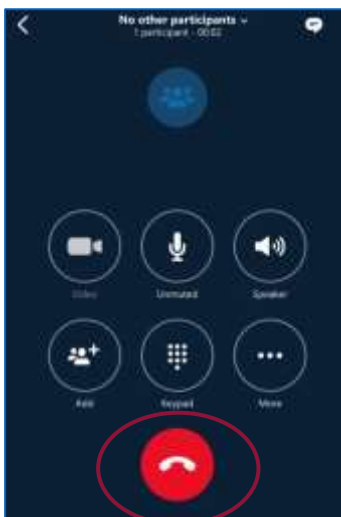
- Tap the [Meetings](#) icon at the top, right corner of the screen.



- Tap [Meet now](#) and the online meeting will start.



- Tap [Add](#) to invite participants to the meeting → tap [Contact](#) → repeat to add more.



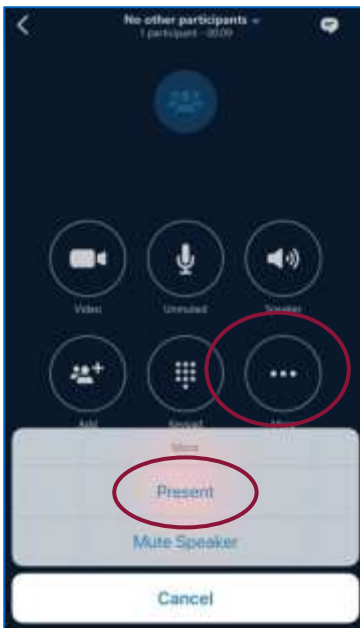


There are several options that can be accessed from the screen.

- **Video** – switch on or off
- **Microphone** – switch to mute.
- **Speaker** – switch on or off.
- **Add Participants** – add participants to a current call.
- **Three Dots** – more options which includes **Present**.

### Present Documents or Items

- Tap the **Three Dots** → **Present**.

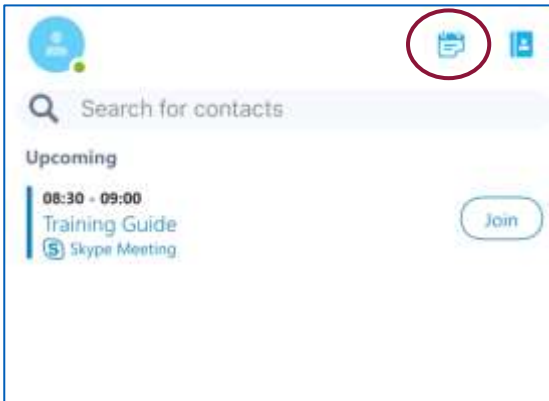


- Tap the **Three Dots** to **Browse** for the item to present.

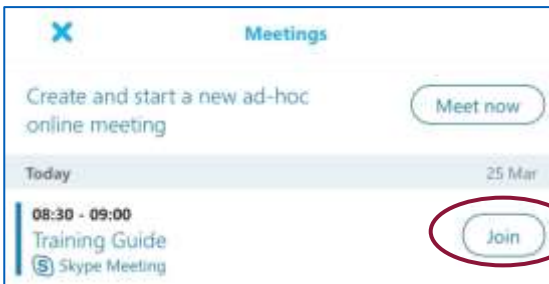


## Join a Skype Meeting

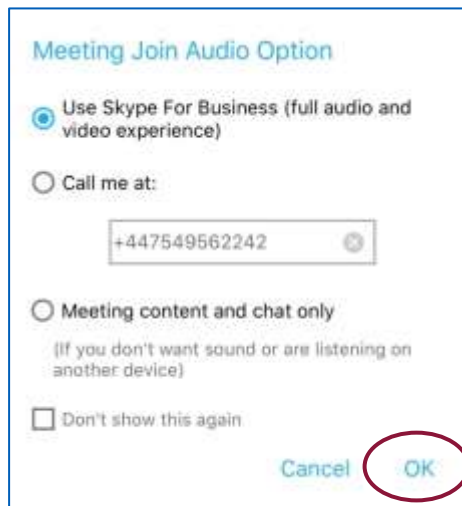
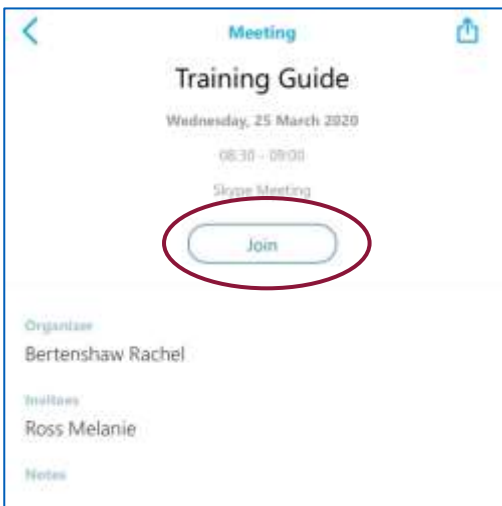
- Tap the **Meetings** icon at the top, right corner of the screen.



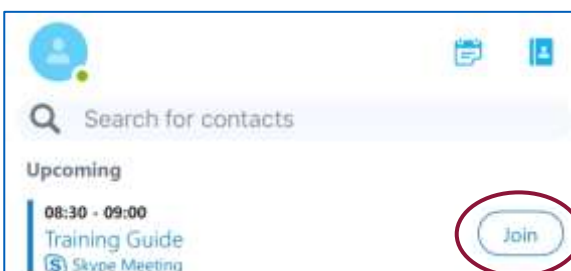
- Tap **Join** and the online meeting will start.



- Tap **Join** → **OK** to start the meeting.



A meeting can also be joined from the **Upcoming** events in the home screen.



## Contact Details

System Queries	Informatics Merseyside System Support & Development Team	0151 296 7777
IT Queries	Informatics Merseyside IT Service Desk	0151 296 7777
Training Queries	Informatics Merseyside Training Service	<a href="mailto:training@imerseyside.nhs.uk">training@imerseyside.nhs.uk</a> 0151 317 8408